

Public Document Pack



To: All Members of the Council

Town House,
ABERDEEN, 26 June 2024

COUNCIL

The Members of the **COUNCIL** are requested to meet in Council Chamber - Town House on **WEDNESDAY, 3 JULY 2024 at 10.30am**. This is a hybrid meeting therefore Members may also attend remotely.

ALAN THOMSON
INTERIM CHIEF OFFICER - GOVERNANCE

BUSINESS

ADMISSION OF BURGESSES

1.1 No Burgesses to be admitted

NOTIFICATION OF URGENT BUSINESS

2.1 No urgent business at this stage

DETERMINATION OF EXEMPT BUSINESS

3.1 Members are requested to determine that the exempt business be considered with the press and public excluded

DECLARATIONS OF INTEREST AND TRANSPARENCY STATEMENTS

4.1 Members are requested to declare any interests or connections

DEPUTATIONS

- 5.1 No deputations at this stage

MINUTES OF PREVIOUS MEETINGS OF COUNCIL

- 6.1 Minute of Special Meeting of Aberdeen City Council of 17 April 2024 - for approval (Pages 7 - 8)
- 6.2 Minute of Meeting of Aberdeen City Council of 17 April 2024 - for approval (Pages 9 - 22)
- 6.3 Minute of Special Meeting of Aberdeen City Council of 14 May 2024 - for approval (Pages 23 - 28)

REFERRALS FROM COMMITTEES

- 7.1 Council Financial Performance - Quarter 4, 2023/24 - Finance and Resources Committee of 8 May 2024 (Pages 29 - 60)
- 7.2 Public Sector Equality Duty - Audit, Risk and Scrutiny Committee of 9 May 2024 (Pages 61 - 70)
- 7.3 The Aberdeen City Council (City Centre, Aberdeen) (Traffic Management) (Experimental) Order 2023 - Statutory Public Consultation - Net Zero, Environment and Transport Committee - 11 June 2024 (Pages 71 - 738)
- 7.4 Accessing Money Advice Services - Anti-Poverty and Inequality Committee - 12 June 2024 (Pages 739 - 748)

BUSINESS PLANNER

- 8.1 Council Business Planner (Pages 749 - 756)

GENERAL BUSINESS

- 9.1 Reinforced Autoclaved Aerated Concrete (RAAC) Update at Balnagask - CORS/24/204 (Pages 757 - 796)
- 9.2 Scheme of Governance - Budget Protocol - CORS/24/174 (Pages 797 - 808)

- 9.3 Working in Partnership for Aberdeen - Supporting People with the Cost of Living - CORS/24/205 (Pages 809 - 814)
- 9.4 Appointment of External Advisers to the Anti-Poverty and Inequality Committee - CORS/24/206 (Pages 815 - 818)
- 9.5 Aberdeen Local Development Plan 2028 - Evidence Report - CR&E/24/187 (Pages 819 - 826)
- 9.6 Volunteer Charter - CORS/24/179 (Pages 827 - 852)
- 9.7 Refreshed Local Outcome Improvement Plan 2016-2026 and Refreshed Locality Plans for North, South and Central 2021-26 - CORS/24/175 (Pages 853 - 978)
- 9.8 Treasury Management Strategy - Year-end Review - CORS/24/186 (Pages 979 - 992)
- 9.9 Review of Polling Districts and Polling Places - CORS/24/201 (Pages 993 - 1002)
- 9.10 Culture Delivery and Funding Review - CR&E/24/207 (Pages 1003 - 1098)
- 9.11 Diversity in Recruitment Update - CORS/24/202 (Pages 1099 - 1116)
- 9.12 Aberdeen Market July 2024 Update - F&C/24/207 (Pages 1117 - 1128)

NOTICES OF MOTION

- 10.1 Notice of Motion by Councillor Graham (on next page)

Council notes the unprecedented housing and homelessness issues affecting tenants and potential tenants in Aberdeen.

Recognises the extreme pressures facing housing and homelessness services in Aberdeen today.

These pressures exist despite the best endeavours and professionalism of officers within the Council that have seen a number of positive achievements. These include:

The Aberdeen Labour decisions alongside our coalition partners 2017-2022 to build 2,000 new Council homes on top of procuring over 4,000 Affordable homes with Registered Social Landlords.

This has resulted in

- Dyce new Builds Completed
- Auchmill Road New builds Completed.
- Summerhill New Build has now achieved Practical Completion for all blocks
- Tillydrone New Build has now achieved Practical Completion for all blocks
- Cloverhill New Build is progressing as planned
- Kaimhill New Build is nearing completion,
- Greenferns and Greenferns Landward are progressing to achieve RIBA 3 completion
- Craighill New Build is out to tender
- Kincorth New Build tender documentation is being finalised; and
- 206 Union Street works have commenced

However, the number of households assessed as homeless or in housing need waiting for a home to call their own remains of significant concern.

As detailed in the reports to the Communities, Housing and Public Protection Committee:

- Homeless applications are at a 13 year high at the end of March 2024, with levels recorded (1,481) not seen since the same period in 2010/11
- 442 Statutory Homeless Households Residing in Temporary Accommodation at end March 2024.
- Only 30 % of Unintentional homeless decisions reached within 21 Days
- 161 days the Average length of journey in days for applicants assessed as unintentionally homeless at the end of March.
- The Council are now breaching our duties in accordance with the Unsuitable Accommodation Order, by having households in unsuitable accommodation for longer than 7 days.
- 237.7 The YTD Average time taken to re-let all properties (Citywide - days) against a target of 125 days at the end of March 2024.
- The YTD Void Rent Loss figure for 2023/24 is £7,805,806 this equates to 7.91% of the gross debit (rent due) which is a significant increase when compared with the same period last year where the figure stood at £5,271,632 (5.70%).
- Planned maintenance projects such as in Summerhill have been put on hold.
- In April 2022, 4,750 applications were on the waiting list for housing, this has grown to 6,658 in May 2024

These issues have been exasperated by the following.

- We have 366 houses identified as uninhabitable due to RAAC and a massive transfer operation in place for Council tenants.
- Of the 366 houses, 138 are privately owned properties whose owners have been virtually neglected by ACC, The Scottish Administration and the UK Government, families face ruin and bankruptcy and this should not be allowed to happen in a Civil Society.
- The Housing Revenue account is funding the majority of the costs currently being incurred and faces unprecedented financial pressures.

This a perilous situation and one that requires action today.

That the Council therefore agrees to:-

- Declare a **Housing Emergency** in Aberdeen today.
- Instruct the Executive Director – Families and Communities, working with key partners internally and externally, to bring forward a Housing Emergency Action Plan in two cycles. This plan will address how we will tackle homelessness and increase housing supply in the short and medium term, increase maintenance programmes on our housing stock and support the findings of the RAAC report due in August.
- Instruct the Chief Executive to write to both Scottish and UK Governments advising them of this grave situation and requesting immediate support.
- Request that the Scottish Government urgently review the decision to cut the Affordable Housing Supply Programme allocation to Aberdeen by 24% (£3.904m) for 2024/25.

10.2 Notice of Motion by Councillor Kuszniir

That the Council:-

1. Notes the resignation of the Rt Hon Humza Yousaf MSP as First Minister of Scotland;
2. Considers that as First Minister Humza Yousaf spent little time in Aberdeen beyond attending SNP Conference and never formally met with the Council Co-Leaders; and
3. Therefore agrees to instruct the Chief Executive to write to the new First Minister of Scotland:
 - i. reconfirming the Council's willingness to work with the devolved administration in delivering projects of benefit to the people of Aberdeen;
 - ii. outlining the contribution of Aberdeen to Scotland and the UK's economy;
 - iii. noting the historic underfunding of Aberdeen City Council by Holyrood and calling for remedial action; and
 - iv. asking them to meet with the Co-Leaders at the earliest opportunity given the failure of both previous First Ministers to meet the Co-Leaders.

10.3 Notice of Motion by Councillor Kuszniir

That the Council:

1. Notes with concern Stagecoach's announcement on 13 June 2024 of the proposed cancellation of its 22A and 22B bus routes which service Torry and Lochside Academy with the 21A bus route from Cove to Lochside Academy also facing being scrapped;
2. Recognises that this follows on from Aberdeen City Council cutting its subsidy of the route for pupils; and
3. Instructs the Chief Executive to (a) write to Stagecoach's North Scotland Managing Director David Beaton noting the impact on local pupils; and (b) respond to the consultation noting the negative impact on the Torry community; and
4. Instructs the Executive Director of Families and Communities to prepare an impact report to be submitted to the Education and Children's Services Committee with proposed actions to ameliorate.

10.4 Joint Notice of Motion by Councillors Macdonald and Malik

That Aberdeen City Council:

1. notes that anti-social behaviour includes street drinking, fist fights, drug taking and dealing, aggressive begging and recognises that anti-social behaviour incidents in the city centre are causing increasing concern to residents, businesses and those who work, shop and visit the area;
2. notes that Aberdeen holds Scotland's only Purple Flag accredited city centre status and that efforts should continue to retain this accreditation; and
3. instructs the Chief Officer - Governance to co-ordinate a further report from the Community Safety Partnership to the Communities, Housing and Public Protection Committee on current efforts to manage anti-social behaviour in the city centre and on approaches to offering wider system awareness and understanding of the issues.

EXEMPT / CONFIDENTIAL BUSINESS

11.1 Culture Delivery and Funding Review - CR&E/24/203 - exempt appendices (Pages 1129 - 1324)

Website Address: www.aberdeencity.gov.uk

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

Should you require any further information about this agenda, please contact Martyn Orchard, tel 01224 067598 or morchard@aberdeencity.gov.uk

ABERDEEN CITY COUNCIL

Town House,
ABERDEEN, 17 April 2024

MINUTE OF SPECIAL MEETING OF ABERDEEN CITY COUNCIL

Sederunt:

Lord Provost David Cameron, Chairperson;
Depute Provost Steve Delaney; and

COUNCILLORS

NURUL HOQUE ALI
CHRISTIAN ALLARD
ALISON ALPHONSE
KATE BLAKE
JENNIFER BONSELL
MARIE BOULTON
DESMOND BOUSE
RICHARD BROOKS
HAZEL CAMERON
DONNA CLARK
JOHN COOKE
NEIL COPLAND
WILLIAM CORMIE
BARNEY CROCKETT
SARAH CROSS
DEREK DAVIDSON
EMMA FARQUHAR
GORDON GRAHAM
ROSS GRANT
MARTIN GREIG

DELL HENRICKSON
MICHAEL HUTCHISON
MICHAEL KUSZNIR
GRAEME LAWRENCE
SANDRA MACDONALD
NEIL MacGREGOR
ALEXANDER McLELLAN
KEN McLEOD
CIARAN McRAE
M. TAUQEER MALIK
JESSICA MENNIE
ALEX NICOLL
MIRANDA RADLEY
KAIRIN VAN SWEEDEN
LYNN THOMSON
DEENA TISSERA
SIMON WATSON
and
IAN YUILL

Lord Provost David Cameron, in the Chair.

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.

Council Meeting, Wednesday, 17 April 2024

REVIEW OF COMMUNITY COUNCIL GOVERNANCE - COM/23/231

1. With reference to Article 1 of the minute of its meeting of 13 December 2023, the Council had before it a report by the Chief Officer - Governance which presented the responses received during the second phase of public consultation and the final version of the Scheme for the Establishment of Community Councils, including boundary changes for various Community Councils for formal adoption.

The report recommended:-

that the Council -

- (a) adopt the Scheme and associated documents as set out in Appendices 1 and 2 to the report;
- (b) adopt the change to the Woodside and Hilton Community Council boundary as outlined in section 3.3 of the report and at Appendix 4;
- (c) adopt proposal 1 for the boundary change between Bucksburn and Newhills and Dyce and Stoneywood Community Councils as outlined in sections 3.4 and 3.5 of the report and at Appendices 6 and 8;
- (d) adopt the change in name for two Community Councils as outlined in section 3.6 of the report;
- (e) note the information relating to data zones as outlined in section 3.9 of the report;
- (f) grant delegated powers to the Chief Officer - Governance to amend the population figures where appropriate on receipt of the data zone information in Autumn 2024 and thereafter on an annual basis; and
- (g) note that the Scheme would come into effect just prior to the Community Council Triennial Elections due to be held in October 2024.

The Council resolved:-

to approve the recommendations.

- DAVID CAMERON, Lord Provost.

ABERDEEN CITY COUNCIL

Town House,
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MINUTE OF MEETING OF ABERDEEN CITY COUNCIL

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NURUL HOQUE ALI
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M. TAUQEER MALIK
DUNCAN MASSEY
JESSICA MENNIE
ALEX NICOLL
MIRANDA RADLEY
KAIRIN VAN SWEEDEN
LYNN THOMSON
DEENA TISSERA
SIMON WATSON
and
IAN YUILL

Lord Provost David Cameron, in the Chair.

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Council Meeting, Wednesday, 17 April 2024

ANNOUNCEMENT

1. The Lord Provost advised that former Councillor Charlie Pirie had passed away recently and underlined that he had been well known and well liked.

Councillor Macdonald paid tribute to former Councillor Pirie, advised of his funeral arrangements and thanked him for his service to the Labour Party and the Council. Councillor Yuill paid his own tribute to former Councillor Pirie and emphasised that he had been a stalwart for his community.

The Council resolved:-

to concur with the remarks of the Lord Provost and Councillors Macdonald and Yuill.

ADMISSION OF BURGESSES

2. The persons undermentioned were admitted into the presence of the Council and passed as Burgesses of Guild in respect of their respective Acts of Admission in the Guild Burgess Book:-

Catherine Hazel Cameron, Councillor/Fitness Trainer, Aberdeen
 Donna Clark, Councillor, Aberdeen
 Professor Zygmunt Krukowski, Surgeon, Aberdeen
 Christopher Leiper, Company Director, Aberdeen
 Ingrid Margaret Huddart-Stanyer, Lecturer, Aberdeen
 Isla Stewart, Account Manager, Aberdeen
 Craig Scott Walker, Newspaper Editor, Aberdeen
 Dr Arthur James Winfield, Lecturer, Aberdeen

DETERMINATION OF EXEMPT BUSINESS

3. The Council was requested to determine that the following items of business, which contained exempt information as described in Schedule 7(A) of the Local Government (Scotland) Act 1973, be taken in private:-

- 11.1 Aberdeen South Harbour Link Road - Compulsory Purchase Order - exempt appendix
- 11.2 Council Tax Financial Controls Update

The Council resolved:-

in terms of Section 50A(4) of the Local Government (Scotland) Act 1973, to exclude the press and public from the meeting during consideration of items 11.1 and 11.2 so as to avoid disclosure of exempt information of the classes described in paragraphs 8 and 14 of Schedule 7A of the Act.

Council Meeting, 17 April 2024

DECLARATIONS OF INTEREST AND TRANSPARENCY STATEMENTS

4. Councillor Yuill advised that he had a connection in relation to agenda items 9.3 and 11.1 (Aberdeen South Harbour Link Road - Compulsory Purchase Order) by virtue of his position of Vice Chair of Aberdeen City Region Deal Joint Committee, however having applied the objective test he did not consider that he had an interest and would not be withdrawing from the meeting.

Councillor Blake advised that she had a connection in relation to agenda item 9.1 (Appointments) as she knew Dr Murray personally, however having applied the objective test she did not consider that she had an interest and would not be withdrawing from the meeting.

Councillors Allard and Radley advised that they had a connection in relation to agenda items 9.3 and 11.1 as members of Aberdeen City Region Deal Joint Committee, however having applied the objective test they did not consider that they had an interest and would not be withdrawing from the meeting.

DEPUTATIONS

5. Councillor Kuznir moved as a procedural motion, seconded by Councillor Tissera:-

That the Council suspend Standing Orders 14.3 and 14.5.7 to hear the deputation from Ms Chowdhry with regard to agenda item 10.2.

On a division, there voted:-

For the procedural motion (19) - Councillors Ali, Blake, Bonsell, Boulton, Brooks, Crockett, Cross, Farquhar, Graham, Grant, Kuznir, Lawrence, Macdonald, McLeod, Malik, Massey, Thomson, Tissera and Watson.

Against the procedural motion (22) - Lord Provost; Depute Provost; and Councillors Allard, Alphonse, Bouse, Hazel Cameron, Clark, Cooke, Copland, Cormie, Davidson, Greig, Henrickson, Hutchison, MacGregor, McLellan, McRae, Mennie, Nicoll, Radley, van Sweeden and Yuill.

The Council resolved:-

to reject the procedural motion.

MINUTE OF MEETING OF ABERDEEN CITY COUNCIL OF 7 FEBRUARY 2024

6. The Council had before it the minute of meeting of Aberdeen City Council of 7 February 2024.

The Council resolved:-

to approve the minute.

Council Meeting, 17 April 2024

MINUTE OF ADJOURNED MEETING OF ABERDEEN CITY COUNCIL OF 8 FEBRUARY 2024

7. The Council had before it the minute of the adjourned meeting of Aberdeen City Council of 8 February 2024.

The Council resolved:-

to approve the minute.

MINUTE OF MEETING OF ABERDEEN CITY COUNCIL OF 6 MARCH 2024

8. The Council had before it the minute of meeting of Aberdeen City Council of 6 March 2024.

The Council resolved:-

to approve the minute.

MINUTE OF MEETING OF URGENT BUSINESS COMMITTEE OF 29 FEBRUARY 2024

9. The Council had before it the minute of meeting of the Urgent Business Committee of 29 February 2024.

The Council resolved:-

- (i) to approve the minute; and
- (ii) to note that the Executive Director of Corporate Services would confirm the exact date when the exempt report was made public.

MINUTE OF MEETING OF URGENT BUSINESS COMMITTEE OF 27 MARCH 2024

10. The Council had before it the minute of meeting of the Urgent Business Committee of 27 March 2024.

The Council resolved:-

to approve the minute.

GUILDRY AND MORTIFICATION FUNDS COMMITTEE - 1 MARCH 2024 - REQUESTS FOR FINANCIAL ASSISTANCE

11. With reference to the minute of meeting of the Guildry and Mortification Funds Committee of 1 March 2024, the Council had before it, by way of remit, a request for financial assistance for various proposals on behalf of Aberdeen Foyer and with regard to the purchase of laptops for pupils at selected schools to assist them towards further education.

Council Meeting, 17 April 2024

The Guildry and Mortification Funds Committee had expressed support for the requests for funding and referred the matter to the Council for approval.

The Lord Provost moved, seconded by the Depute Provost:-

That the Council approve the requests for funding for a total of £5,750, to be met from the 2023/24 Guildry budget.

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

That the Council -

Approve the recommendations made by the Guildry and Mortification Funds Committee concerning the requests for funding.

Note the failure of the SNP to honour another of their manifesto commitments to provide every school pupil in Scotland with a laptop or tablet; and that the Guildry and Mortification Funds are being called upon to fund a limited number of laptops for pupils at selected schools to assist them towards further education.

Agree with the comments of The Lord Dean who advised “that many young people in the city were not able to further their education as a result of not having access to technology and they were not eligible for funded courses”, as a damning indictment of the falling educational standards following 16 years of this SNP government.

At this juncture, Councillor Allard advised that he had a connection in relation to the item as a Council appointed observer to the Board of Aberdeen Foyer, however having applied the objective test he did not consider that he had an interest and would not be withdrawing from the meeting.

On a division, there voted:-

For the motion (23) - Lord Provost; Depute Provost; and Councillors Allard, Alphonse, Boulton, Bouse, Hazel Cameron, Clark, Cooke, Copland, Cormie, Davidson, Greig, Henrickson, Hutchison, MacGregor, McLellan, McRae, Mennie, Nicoll, Radley, van Sweeden and Yuill.

For the amendment (17) - Councillors Ali, Blake, Bonsell, Brooks, Cross, Farquhar, Graham, Grant, Kuszniir, Lawrence, Macdonald, McLeod, Malik, Massey, Thomson, Tissera and Watson.

Declined to vote (1) - Councillor Crockett.

The Council resolved:-
to adopt the motion.

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COUNCIL BUSINESS PLANNER

12. The Council had before it the business planner as prepared by the Interim Chief Officer - Governance.

The Council resolved:-
to note the business planner.

APPOINTMENTS - CORS/24/092

13. The Council had before it a report by the Chief Officer - Governance which sought (1) ratification of the appointment of new parent representatives to the Education and Children's Services Committee following the resignation of the two current representatives; and (2) the appointment of a Vice Convener of the Planning Development Management Committee.

The report recommended:-
that the Council -

- (a) agree the appointments of Danielle Barclay as the new primary parent representative and Alison Murray as the new secondary parent representative on the Education and Children's Services Committee from the July 2024 meeting of the Committee, subject to a satisfactory PVG check being undertaken; and
- (b) appoint a Vice Convener of the Planning Development Management Committee, to replace Councillor Bouse, with immediate effect.

Councillor Yuill moved, seconded by Councillor Mennie:-

That the Council -

- (1) agree the appointment of Danielle Barclay as the new primary parent representative and Alison Murray as the new secondary parent representative on the Education and Children's Services Committee from the July 2024 meeting of the Committee, subject to a satisfactory PVG check being undertaken;
- (2) appoint Councillor Greig as Vice Convener of the Planning Development Management Committee, to replace Councillor Bouse, with immediate effect; and
- (3) note that Councillor Greig will continue to receive his senior remuneration salary as Convener of the Education and Children's Services Committee and agree that Councillor Bouse will receive a Vice Convener senior remuneration for his role as Vice Convener of the Anti-Poverty and Inequality Committee, and that this be backdated as required.

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

That the Council -

- (1) agree the recommendations contained within the report;
- (2) agree Councillor allowances were agreed by Councillors on 25 August 2022 where the minute agreed Councillor Bouse would receive an allowance for being Vice Convener of Planning but not for being Vice Convener of the Anti-Poverty and Inequality Committee;

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- (3) agree Councillor Bouse resigned from the Planning Development Management Committee some time ago and is not currently listed as being a member of the Planning Development Management Committee;
- (4) agree there has been no Senior Council allowance update since August 2022, seeking approval to transfer the Senior Council allowance for Councillor Bouse from Vice Convener of Planning to the Anti-Poverty and Inequality Committee;
- (5) agree Councillor Bouse should not be receiving any Senior Councillor allowance from the time of his resignation from the Planning Development Management Committee until now as per the agreed decision of Council in August 2022;
- (6) agree Councillor Bouse should receive the Senior Councillor allowance for being Vice Convener of the Anti-Poverty and Inequality Committee from today; and
- (7) agree Councillor Bouse must repay any monies he has received from his Senior Council allowance from the time he resigned as Planning Development Management Vice Convener until today given he was no longer doing the job of Vice Convener of Planning Development Management Committee.

On a division, there voted:-

For the motion (29) - Lord Provost; Depute Provost; and Councillors Allard, Alphonse, Boulton, Bouse, Brooks, Hazel Cameron, Clark, Cooke, Copland, Cormie, Cross, Davidson, Farquhar, Greig, Henrickson, Hutchison, Kuszniir, MacGregor, McLellan, McLeod, McRae, Massey, Mennie, Nicoll, Radley, van Sweeden and Yuill.

For the amendment (12) - Councillors Ali, Blake, Bonsell, Crockett, Graham, Grant, Lawrence, Macdonald, Malik, Thomson, Tissera and Watson.

The Council resolved:-
to adopt the motion.

BUDGET PROTOCOL - LESSONS LEARNED - CORS/24/112

14. The Council had before it a report by the Executive Director - Corporate Services on the application of the Budget Protocol which included public engagement on officer budget saving options within the 2024/25 budget and which identified any lessons learned or proposed revisions for applying the protocol to the 2025/26 budget. The report also responded to instructions from the Council budget meeting in respect of engagement and consultation.

The report recommended:-
that the Council -

- (a) note the feedback collated from officers and elected members on the Budget Protocol in its first year of operation, summarised at Appendix A;
- (b) instruct officers to develop budget options and Integrated Impact Assessments during Quarter 1 as the basis for 1) elected member engagement; 2) Phase 1 engagement with the public both online and face to face; and 3) a second phase

Council Meeting, 17 April 2024

- of engagement during quarter 3 after the Medium Term Financial Plan was reported to Council; and
- (c) note that the Protocol formed part of the Scheme of Governance and as such would be reviewed by the cross-party Governance Reference Group in April and May and submitted to Council in July for approval of any proposed revisions, including giving effect to the improvements outlined in (b) above.

Councillor McLellan moved, seconded by Councillor Yuill:-
That the Council approve the recommendations.

Councillor Kuszniir moved as an amendment, seconded by Councillor Cross:-
That the Council -

- (1) notes the feedback collated from officers and Elected Members on the Budget Protocol in its first year of operation;
- (2) considers that the Budget Protocol was only implemented because of the SNP - Liberal Democrat Administration's disastrous 2022/23 Budget, which defunded Big Noise Torry, closed 6 libraries, precipitated the closure of Bucksburn Swimming Pool and subsequent and multiple Judicial Reviews; and
- (3) agrees therefore to cease further work on the public engagement, beyond what's necessary for officers to ensure due regard in relation to protected characteristics element of the Budget Protocol because of:
 - **cost:** both in terms of (a) financial and (b) officer time;
 - **uptake:** responses to Budget Consultation Phase 2 represent just over 1% of Aberdeen's population. Multiple responses from the same IP address were allowed;
 - **balanced budget:** this was not a requirement of public consultation yet is a legal obligation of Elected Members. A consultation cannot be credible if it does not replicate the Budget framework in which decisions will be made; and
 - **tax:** the consultation process focused predominantly on raising taxes and fees/charges as a means of meeting the Budget deficit. The public were provided with a limited number of other options.

Councillor Malik moved as a second amendment, seconded by Councillor Watson:-
That Council -

Note the feedback collated from officers and **some** elected members on the Budget Protocol in its first year of operation.

Note 3.13 of the report Stage 6 - Public Engagement Phase 2 notes "What worked well" versus "what could have been better" noting every other stage was presented as "what worked well" versus "what worked less well" indicates an acknowledgement Public Engagement Phase 2 did not bring about the benefits desired by the Council.

Agree the Chief Officer - Finance must provide Group Leaders with a summary of the financial position the Council is to receive from the Scottish Government following the provisional Scottish Government budget each December within 21 days of receiving the provisional settlement.

Council Meeting, 17 April 2024

Agree that a suspension of Standing Orders was required to allow budgets to be presented which proves that the budget protocol insisting on the three-day provision for providing a budget was and remains unworkable and is contrary to good governance given if members had not agreed to a suspension of Standing Orders not all budgets could have been debated on the day defeating the purpose of the Standing Order. Noting if presented budgets to officers three days in advance were considered those budgets would not have captured the political modifications required to present a true budget of political choice.

Agree to remove this provision from our Standing Orders and to revert to the previous position in terms of Standing Order 29.2:-

Any motion or amendment in respect of the budget should be submitted to the Chief Officer - Finance, by 10am on the third last Working Day before the meeting takes place to enable the Chief Officer - Finance to consider any financial implications. For example, if the budget meeting is on Tuesday then any amendment should be submitted to the Chief Officer - Finance, by 10am the Thursday before. Such motion or amendment should detail the cost of the proposal(s) being advanced or the savings proposed to be achieved and the consequential impact of that cost or those savings on the annual budget and any associated commissioning intentions and service standards.

There being a motion and two amendments, the Council first divided between the amendment by Councillor Kuszniir and the amendment by Councillor Malik.

On a division, there voted:-

For the amendment by Councillor Kuszniir (7) - Councillors Boulton, Brooks, Cross, Farquhar, Kuszniir, McLeod and Massey.

For the amendment by Councillor Malik (12) - Councillors Ali, Blake, Bonsell, Crockett, Graham, Grant, Lawrence, Macdonald, Malik, Thomson, Tissera and Watson.

Declined to vote (22) - Lord Provost; Depute Provost; and Councillors Allard, Alphonse, Bouse, Hazel Cameron, Clark, Cooke, Copland, Cormie, Davidson, Greig, Henrickson, Hutchison, MacGregor, McLellan, McRae, Mennie, Nicoll, Radley, van Sweeden and Yuill.

The Council then divided between the motion and the amendment by Councillor Malik.

On a division, there voted:-

For the motion (22) - Lord Provost; Depute Provost; and Councillors Allard, Alphonse, Bouse, Hazel Cameron, Clark, Cooke, Copland, Cormie, Davidson, Greig, Henrickson, Hutchison, MacGregor, McLellan, McRae, Mennie, Nicoll, Radley, van Sweeden and Yuill.

For the amendment by Councillor Malik (12) - Councillors Ali, Blake, Bonsell, Crockett, Graham, Grant, Lawrence, Macdonald, Malik, Thomson, Tissera and Watson.

Council Meeting, 17 April 2024

Declined to vote (7) - Councillors Boulton, Brooks, Cross, Farquhar, Kuszniir, McLeod and Massey.

The Council resolved:-

to adopt the motion.

ABERDEEN SOUTH HARBOUR LINK ROAD - COMPULSORY PURCHASE ORDER - CR&E/24/108

15. The Council had before it a report by the Chief Officer - Capital which sought approval to make the Compulsory Purchase Order (CPO) to facilitate the Aberdeen South Harbour Link Road.

The report recommended:-

that the Council -

- (a) note the Design Manual for Roads and Bridges Stage 3 Scheme Assessment report at Appendix 1;
- (b) note the approved Outline Business Case for the Aberdeen South Harbour Link Road at exempt Appendix 2; and
- (c) resolve to make a Compulsory Purchase Order in respect of the land identified in the CPO Map contained in Appendix 3, and instruct the Chief Officer - Governance to implement the statutory procedures following on from the making of the Order and continue to pursue voluntary acquisition in parallel with the compulsory purchase process.

The Council resolved:-

- (i) to approve the recommendations; and
- (ii) to note that officers would provide information following the meeting in response to Councillor Watson's query regarding employee voice in terms of contractors.

The Lord Provost advised that he was bringing forward the following item of business and therefore, in accordance with Article 3 of the minute, the Council considered the item with the press and public excluded.

COUNCIL TAX FINANCIAL CONTROLS UPDATE - CORS/24/113

16. With reference to Article 18 of the minute of meeting of the Audit, Risk and Scrutiny Committee of 12 February 2024, the Council had before it a report by the Chief Officer - Finance which provided background information on the recent embezzlement which had been committed and the steps that were being taken to reduce the risk of further financial fraud against the Council.

The report recommended:-

that the Council -

Council Meeting, 17 April 2024

- (a) note the content of the report, and the immediate actions taken to address the control failures, as well as the further and ongoing improvements to Council financial controls and processes;
- (b) note the Internal Audit Plan 2024/25 to 2026/27, from the Audit, Risk and Scrutiny Committee on 12 February 2024, had specific audits/auditable areas that would provide assurance to the Council in 2024/25 of the Council Tax control environment, including Council Tax Income (National Fraud Initiative), and wider counter fraud activities under the scope of Prevention of Fraud, Bribery and Corruption and also Procurement Fraud Controls; and
- (c) note that the Chief Officer - Finance in consultation with the Corporate Management Team would specifically consider the assurance that can be placed on the Revenues and Benefits control environment as part of the preparation of the 2023/24 Annual Governance Statement, which would be reported to a future meeting of the Audit, Risk and Scrutiny Committee.

The Council received a presentation from the Chief Officer - Finance and the Interim Chief Officer - Governance (Legal), followed by an opportunity for questions, which were answered by the relevant officers.

Councillor McLellan moved, seconded by Councillor Yuill:-

That the Council approve the recommendations contained within the report.

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

That the Council -

- (1) approve the recommendations contained within the report;
- (2) agree that a fraud of this magnitude over a 17 year period highlights failures in the Council control and assurance policy, especially given Internal Audit frequently review the Council Tax function;
- (3) agree that no control system is fool proof and as section 3.15 of the report highlights, controls are designed on the basis that most people are honest and trusted, nevertheless this alleged embezzlement highlights failures on the Council's part over a 17 year period; and
- (4) agree that the Council should seek to use any relevant remedy available to recover as much money as it can from the individual concerned.

On a division, there voted:-

For the motion (28) - Lord Provost; Depute Provost; and Councillors Allard, Alphonse, Boulton, Bouse, Brooks, Hazel Cameron, Clark, Cooke, Copland, Cormie, Cross, Davidson, Farquhar, Greig, Henrickson, Hutchison, MacGregor, McLellan, McLeod, McRae, Massey, Mennie, Nicoll, Radley, van Sweeden and Yuill.

For the amendment (13) - Councillors Ali, Blake, Bonsell, Crockett, Graham, Grant, Kuszniir, Lawrence, Macdonald, Malik, Thomson, Tissera and Watson.

The Council resolved:-

to adopt the motion.

Council Meeting, 17 April 2024

NOTICE OF MOTION BY COUNCILLOR BOULTON

17. The Council had before it a notice of motion by Councillor Boulton in the following terms:-

“To instruct the Chief Officer - Governance to report back to the Licensing Committee before November 2024 outlining additional site licence conditions as necessary and required as result of residential caravan licence renewal site inspections and to include consideration of the following as a mandatory condition:

Rights and obligations of Caravan Occupiers on "Protected Sites" The Licence-Holder must at all times maintain the obligations owed by the Owner of the Protected Site to the Occupiers of pitches by the Protected Site Agreements

Note: this Agreement contains the conditions which automatically apply to caravans on "Protected Sites". These conditions are set out in Schedule 1 to the Mobile Homes Act 1983, as amended by the Mobile Homes Act 1983 (Amendment of Schedule. 1) (Scotland) Order 2013, S.S.I. No. 219" In that Schedule, paragraphs 1 to 10 were in the 1983 Act as originally enacted, although their content was amended in Scotland. Paragraphs 11 to 32 were added by the 2013 Regulations. Paragraph 1A was added to the Schedule by the Housing (Scotland) Act 2014, Section 84, with effect from 1st May 2017: Housing (Scotland) Act 2014 (Commencement No. 6 and Transitional Provision) Order 2016-412. The Owner must -
 (a) if requested by the Occupier, provide, free of charge, documentary evidence in support and explanation of-
 (i) any new Pitch Fee;
 (ii) any charges for gas, electricity, water, sewerage or other services payable by the Occupier to the Owner under the Agreement, and
 Statement) (Scotland) Regulations 2013 No. 188 either: (a) before that occupation starts, or (b) if not previously given, within 30 days after this Licence is effective.”

The Council resolved:-

to approve the notice of motion.

NOTICE OF MOTION BY COUNCILLOR KUSZNIR

18. The Council had before it a notice of motion by Councillor Kusznir in the following terms:-

“That the Council:-

1. Notes the Scottish Government's unwillingness, confirmed in Parliamentary Questions, to provide financial support to Council to assist in its handling with Reinforced Autoclaved Aerated Concrete (RAAC) affected properties in Torry;
2. Considers this is an unsustainable position given the cost to Council and to private owners in Balnagask, Torry in carrying out remedial works;

Council Meeting, 17 April 2024

3. Notes the decisions of the Urgent Business Committee of 29 February 2024 and instructs the Chief Officer - Finance to report to the meeting of Finance and Resources on 7 August 2024 with options to provide financial assistance to those private homeowners affected by RAAC given the present lack of financial support from the Scottish Government; and
4. Instructs the Chief Executive to write to the Scottish Government:
 - a. requesting that the Council be a participant in the RAAC Cross Sector Working Group due to the Council's high level of affected property; and
 - b. asking for reconsideration of the current non-existent financial support to both the Council and private homeowners."

The Council resolved:-

to refer the notice of motion to the Communities, Housing and Public Protection Committee.

NOTICE OF MOTION BY COUNCILLOR MALIK

19. The Council had before it a notice of motion by Councillor Malik in the following terms:-

"Council:-

Agree without delegated powers granted to officers by Elected Members, Council would not function as efficiently as it requires to in the modern world.

Agree that just because officers have delegated powers does not mean that they must use them, but can should they wish allow Elected Members to take decisions.

Agree that in this particular case planning application 231422/DPP Alba Gate Stoneywood Park Aberdeen should be determined by the Planning Development Management Committee.

Agree therefore that this application is put before the Planning Development Management Committee at the earliest opportunity for determination by Elected Members."

The Council resolved:-

- (i) to instruct the Chief Officer - Governance following consultation with the Chief Officer - Strategic Place Planning to consider as part of the current review of the Scheme of Governance how planning applications can be reported to the Planning Development Management Committee and the role that members, including the Convener, will have in that process;
- (ii) to agree that in this particular case planning application 231422/DPP Alba Gate Stoneywood Park Aberdeen should be determined by the Planning Development Management Committee; and
- (iii) to agree therefore that this application be put before the Planning Development Management Committee at the earliest opportunity for determination by Elected Members.

Council Meeting, 17 April 2024

In accordance with Article 3 of the minute, the Council considered the following item with the press and public excluded.

**ABERDEEN SOUTH HARBOUR LINK ROAD - COMPULSORY PURCHASE ORDER
- CR&E/24/108 - EXEMPT APPENDIX**

20. With reference to Article 15 of this minute, the Council had before it an exempt appendix relating to the abovementioned report.

The Council resolved:-

to note the exempt appendix.

- DAVID CAMERON, Lord Provost.

DRAFT

ABERDEEN CITY COUNCIL

Town House,
ABERDEEN, 14 May 2024

MINUTE OF SPECIAL MEETING OF ABERDEEN CITY COUNCIL

Sederunt:

Lord Provost David Cameron, Chairperson;
Depute Provost Steve Delaney; and

COUNCILLORS

GILLIAN AL-SAMARAI
NURUL HOQUE ALI
CHRISTIAN ALLARD
ALISON ALPHONSE
KATE BLAKE
JENNIFER BONSELL
MARIE BOULTON
DESMOND BOUSE
RICHARD BROOKS
HAZEL CAMERON
DONNA CLARK
JOHN COOKE
NEIL COPLAND
WILLIAM CORMIE
BARNEY CROCKETT
DEREK DAVIDSON
EMMA FARQUHAR
GORDON GRAHAM
ROSS GRANT

MARTIN GREIG
DELL HENRICKSON
MICHAEL HUTCHISON
GRAEME LAWRENCE
SANDRA MACDONALD
NEIL MacGREGOR
ALEXANDER McLELLAN
KEN McLEOD
M. TAUQEER MALIK
DUNCAN MASSEY
JESSICA MENNIE
ALEX NICOLL
MIRANDA RADLEY
KAIRIN VAN SWEEDEN
DEENA TISSERA
SIMON WATSON
and
IAN YUILL

Lord Provost David Cameron, in the Chair.

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.

Council Meeting, Tuesday, 14 May 2024

DETERMINATION OF EXEMPT BUSINESS

1. The Lord Provost advised that although the written request for the special meeting was a public document, it was his intention that the meeting should be held in private as it related to an ongoing legal case.

Councillor Malik moved as a procedural motion, seconded by Councillor Tissera:-
That the meeting be held in public.

On a division, there voted:-

For the procedural motion (16) - Councillors Ali, Blake, Bonsell, Boulton, Brooks, Crockett, Farquhar, Graham, Grant, Lawrence, Macdonald, McLeod, Malik, Massey, Tissera and Watson.

Against the procedural motion (20) - Lord Provost; Depute Provost; and Councillors Al-Samarai, Allard, Alphonse, Hazel Cameron, Clark, Cooke, Copland, Cormie, Davidson, Greig, Henrickson, Hutchison, MacGregor, McLellan, Mennie, Nicoll, Radley and Yuill.

Declined to vote (1) - Councillor van Sweeden.

Absent from the division (1) - Councillor Bouse.

During the division, Councillor van Sweeden declared an interest in terms of the subject matter and withdrew from the meeting upon conclusion of the division.

The Council resolved:-

- (i) to reject the procedural motion; and
- (ii) in terms of Section 50A(4) of the Local Government (Scotland) Act 1973, to exclude the press and public from the meeting during consideration of item 4.1 so as to avoid disclosure of exempt information of the class described in paragraph 12 of Schedule 7A of the Act.

DECLARATIONS OF INTEREST AND TRANSPARENCY STATEMENTS

2. Councillor Blake advised that she had a connection in relation to the matter as a member of Aberdeen Climate Action, however she advised that she had not made any statements in that regard, and having applied the objective test she did not consider that she had an interest and would not be withdrawing from the meeting.

Councillor Allard advised that he had a connection in relation to the matter as a Council appointed Director of Opportunity North East, however having applied the objective test he did not consider that he had an interest and would not be withdrawing from the meeting.

Council Meeting, 14 May 2024

Councillor Brooks advised that he had a connection in relation to the matter as a result of his employment in the energy sector, however having applied the objective test he did not consider that he had an interest and would not be withdrawing from the meeting.

In accordance with Article 1 of the minute, the Council considered the following item with the press and public excluded

WRITTEN REQUEST FOR SPECIAL MEETING

3. The Council had before it the wording of the written request for this special Council meeting which had been signed by 12 members in accordance with Standing Order 8.2.2:-

“The business to be transacted relates to the news that the Court of Session has agreed to hear a Judicial Review challenging the decision by Aberdeen City Council to industrialise St Fittick’s Park as part of its Energy Transition Zone plan for the city.”

The Chief Officer - Strategic Place Planning advised the Council that the matter was the subject of a live planning application and cautioned members not to make any statements that could prejudice that.

Councillor Malik moved, seconded by Councillor Watson:-

That the Council -

Notes the decision of the Court of Session to grant permission to allow a Judicial Review to possibly industrialise St Fittick’s Park as part of its Energy Transition Zone.

Notes Lord Fairley allowed the petition to proceed under two distinct legal challenges:

(1) That the respondent failed to exercise its duties under section 149 of the 2010 Equality Act before agreeing its policy decision in relation to the proposed lease and development of the Park for industrial purposes on 11 September 2023 and failed to carry out an EQIA which satisfied the requirements of the 2012 Regulations before making its policy decision on 11 September 2023;

(2) That the respondent’s policy decision of 11 September 2023 in relation to the Park was vitiated by apparent bias on the part of Councillor Christian Allard and his party group members in relation to their personal interest or apparent interest in ETZ Ltd, which is a company pursuing a live planning proposal of application notice in relation to the Park, notice reference 230707/PAN.

Notes that the report presented to Council on 11th September 2023 specifically said Integrated Impact Assessment - NOT REQUIRED. Other Impact Assessments - NOT REQUIRED. Therefore, it is safe to say the Council did not carry out an EQIA as if they had it would be referenced in the report.

Council Meeting, 14 May 2024

Notes the declaration made by Councillor Allard at the Council meeting in August 2023 which related to his interest in the Land Options within the Energy Transition Zone as noted "Councillor Allard advised that he had a connection in relation to agenda item 9.6 (Land Options within the Energy Transition Zone) as a Council appointed Director on the Board of Opportunity North East, however having applied the objective test he did not consider that he had an interest and would not be withdrawing from the meeting."

Notes the declaration made by Councillor van Sweeden on 13th December 2023, which made her withdraw from the meeting on Aberdeen Planning Guidance - Energy Transition Zone Draft Masterplan Consultation responses as noted "Councillor van Sweeden declared an interest in relation to agenda item 9.4 as a former Convener of Friends of St Fittick's before she became a Councillor, and indicated that she would withdraw from the meeting for that item."

Agree Councillor van Sweeden did not declare this interest when the matter came before Council in respect of the approval of the Local Development Plan in December 2022 and June 2023 in the full knowledge, she had been a former Convener of Friends of St Fittick's Park. She did declare an interest and withdrew in December 2023 on the Energy Transition Zone Draft Masterplan Consultation.

Agree Councillor Allard, according to his Register of Interests was appointed Director of Opportunity North East in May 2023, although Company House notes it was June 2023, noting that the minute relating to Council on 14th June 2023 confirms Councillor Allard failed to declare any interest in relation to Adoption of the Local Development Plan on 14th June 2023 which included within it, St Fittick's Park and The Energy Transition Zone but did declare in August 2023.

Notes the Minute of the Council meeting on 11th September 2023 in relation to Labour's Amendment to the SNP proposals for Land Options within the Energy Transition Zone.

Ethical Standards in Public Life is essential to good governance, noting the Councillors Code of Conduct, therefore calls upon Councillor Allard and Councillor Van Sweeden to self-refer themselves to the Ethical Standards Commissioner to allow the Commission to investigate a possible breach of the Councillors Code.

Approve that the land at St Fittick's Park remain in the property of the Council and instructs officers not to sell or lease the land, subject to any existing options agreements .

Councillor McLellan moved as an amendment, seconded by the Depute Provost:-
That the Council take no action.

On a division, there voted:-

For the motion (10) - Councillors Ali, Blake, Bonsell, Graham, Grant, Lawrence, Macdonald, Malik, Tissera and Watson.

Council Meeting, 14 May 2024

For the amendment (20) - Lord Provost; Depute Provost; and Councillors Al-Samarai, Allard, Alphonse, Bouse, Hazel Cameron, Cooke, Copland, Cormie, Davidson, Greig, Henrickson, Hutchison, MacGregor, McLellan, Mennie, Nicoll, Radley and Yuill.

Declined to vote (6) - Councillors Boulton, Brooks, Crockett, Farquhar, McLeod and Massey.

Absent from the division (2) - Councillors Clark and van Sweeden.

The Council resolved:-

to adopt the amendment.

ANNOUNCEMENT

4. The Lord Provost advised that Jenni Lawson, Chief Officer - Governance, had given birth to a baby girl, Vivienne, the previous week and wished to record the Council's congratulations to Jenni and her husband.

The Council resolved:-

to concur with the Lord Provost's remarks.

- **DAVID CAMERON, Lord Provost.**

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FINANCE AND RESOURCES COMMITTEE

8 MAY 2024

TRANSPARENCY STATEMENTS

Following the moving of the Joint Amendment:-

the Vice Convener advised that he had a connection in relation to the following item by virtue of him being a Council appointed member of NHS Grampian Board. Having applied the objective test, he did not consider that he had an interest and would not be withdrawing from the meeting.

Councillor Cooke advised that he had a connection in relation to the following item by virtue of him being the Council appointed Chairperson of the Integrated Joint Board and that his father had died of Prostrate Cancer. Having applied the objective test, he did not consider that he had an interest and would not be withdrawing from the meeting.

Councillor Greig advised that he had a connection in relation to the following item by virtue of him being a Council appointed member of the Integrated Joint Board and a member of the Great Western Community Trust. Having applied the objective test, he did not consider that he had an interest and would not be withdrawing from the meeting.

Councillor Allard advised that he had a connection in relation to the following item by virtue of him being a Council appointed member of the Integrated Joint Board. Having applied the objective test, he did not consider that he had an interest and would not be withdrawing from the meeting.

COUNCIL FINANCIAL PERFORMANCE – QUARTER 4, 2023/24 – CORS/24/136

5. The Committee had before it a report by the Director of Corporate Services, which provided details of the full year actual financial position of the Council against budget for the financial year 2023/24, including:-

- General Fund and Housing Revenue Account (HRA) revenue and capital accounts; and
- Common Good Revenue Account and Balance Sheet.

The report recommended:-

that the Committee –

- (a) note the unaudited final outturn position for financial year 2023/24 as detailed in Appendix 1;
- (b) note that the General Fund has recorded a balanced operational position for the year 2023/24. The uncommitted General Fund reserve remains in line with the approved Reserves Policy;
- (c) note that the Housing Revenue Account has recorded a deficit of £1.525m for the year, and this will have to be funded from the uncommitted HRA reserve;
- (d) note that the Common Good has recorded an operating surplus of £1.814m for the year, which is better than the approved use of cash reserves. After

- investment valuation changes and capital receipts are included, cash balances increased by £1.614m and remain in line with recommended levels;
- (e) approve the various transfers for 2023/24, between Council Reserves and Earmarked sums for the General Fund, Housing Revenue Account, Common Good and Statutory Funds as of 31 March 2024, as detailed in Appendix 1;
 - (f) approve the reprofiling of the 2024/25 – 2027/28 capital programmes to take account of the year end position and that the outcome of this is incorporated into the 2024/25 Quarter 1 reporting; and
 - (g) note that the unaudited Annual Accounts for 2023/24 will be presented to Audit, Risk and Scrutiny Committee on 9 May 2024, including the Annual Governance Statement and Remuneration Report for the year.

The Convener, seconded by the Vice Convener, moved:-
that the Committee approve the recommendations contained within the report.

Councillor Brooks, seconded by Councillor Malik, moved as a joint amendment:-
that the Committee –

- (1) note the available uncommitted funds in the General Revenue and Common Good as set out in (b) and (d) above;
- (2) note that on the 25th of April UCAN (Scottish Charity SC036638, and a company limited by guarantee with the Registrar of Companies as UCAN (Grampian), company number 286333) launched a second fundraising round to support the next chapter of its support for its ongoing provision of care for urological related cancers affecting those in in the NHS Grampian catchment area and further afield;
- (3) note that per the Scottish Public Health Observatory data, prostate cancer accounts for 22.6% of all cancers diagnosed in men and further that prostate cancer is the second most common cause of death from cancer in men;
- (4) commend the work of the Staff and Volunteers of UCAN;
- (5) having considered the Public Sector Equality Duty, agree to commit in principle an amount of £250,000 from the retained, cash balances of the Common Good as at 31 March 2024, referred to in point 1 of this amendment;
- (6) instruct the Chief Officer - Finance to carry out due diligence in line with the Council's Following the Public Pound Policy, and where satisfied, following consultation with all Political Group Leaders, make payment to UCAN as set out in point 5; and
- (7) instruct the Chief Executive to write to Council Chief Executives in Aberdeenshire, Moray, Highland, Orkney, Shetland and Western Isles confirming our grant and asking them to contribute to UCAN fundraising efforts recognising that cancer does not distinguish between local authority boundaries.

On a division, there voted:- for the motion (5) – the Convener, the Vice Convener and Councillors Allard, Cooke and Greig; for the joint amendment (4) – Councillors Brooks, Farquhar, Malik and Watson.

The Committee resolved:-

- (i) to adopt the motion; and

- (ii) to request the Chief Officer – Finance to circulate further details of the Fuel Poverty Assistance Fund, specifically clarifying why no money had been spent this year and whether this had been referred to the Anti-Poverty and Inequality Committee.

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

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ABERDEEN CITY COUNCIL

COMMITTEE	Finance and Resources Committee
DATE	8 May 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Council Financial Performance – Quarter 4, 2023/24
REPORT NUMBER	CORS/24/138
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Jonathan Belford
REPORT AUTHOR	Lesley Fullerton
TERMS OF REFERENCE	1.1

1. PURPOSE OF REPORT

1.1 To provide the full year actual financial position of the Council against budget for the financial year 2023/24, including:

- General Fund and Housing Revenue Account (HRA) revenue and capital accounts; and
- Common Good Revenue Account and Balance Sheet.

2. RECOMMENDATIONS

That the Committee :-

- 2.1 Note the unaudited final outturn position for financial year 2023/24 as detailed in Appendix 1;
- 2.2 Note that the General Fund has recorded a balanced operational position for the year 2023/24. The uncommitted General Fund reserve remains in line with the approved Reserves Policy;
- 2.3 Note that the Housing Revenue Account has recorded a deficit of £1.525m for the year, and this will have to be funded from the uncommitted HRA reserve;
- 2.4 Note that the Common Good has recorded an operating surplus of £1.814m for the year, which is better than the approved use of cash reserves. After investment valuation changes and capital receipts are included, cash balances increased by £1.614m and remain in line with recommended levels;
- 2.5 Approve the various transfers for 2023/24, between Council Reserves and Earmarked sums for the General Fund, Housing Revenue Account, Common Good and Statutory Funds as of 31 March 2024, as detailed in Appendix 1;
- 2.6 Approve the reprofiling of the 2024/25 – 2027/28 capital programmes to take account of the year end position and that the outcome of this is incorporated into the 2024/25 Quarter 1 reporting; and

- 2.7 Note that the unaudited Annual Accounts for 2023/24 will be presented to Audit, Risk and Scrutiny Committee on 9 May 2024, including the Annual Governance Statement and Remuneration Report for the year.

3. CURRENT SITUATION

- 3.1 This report focuses on the final financial position for the year to 31 March 2024 for the Council's General Fund, Housing Revenue Account and Common Good.
- 3.2 The actual position for the year is presented in Appendix 1.

4. FINANCIAL IMPLICATIONS

- 4.1 The full year financial position is provided in Appendix 1 to this report and the revenue positions are summarised below:

Revenue	2023/24 Budget £'000	2023/24 Actual £'000	Variance (Under) / Over Budget £'000
General Fund	576,205	576,205	0
HRA	(500)	1,525	2,025
Common Good	0	(1,614)	(1,614)

- 4.2 Appendix 1 also includes a Management Commentary providing information on the 2023/24 financial position, including details of the movement between Reserves.
- 4.3 The capital position can be summarised as follows:

Capital	2023/24 Budget £'000	2023/24 Actual Expenditure £'000	Variance (Under) / Over Budget £'000
General Fund	241,813	110,443	(131,370)
HRA	159,015	124,288	(34,727)

- 4.4 The underspending on Capital is in relation to a wide range of projects, which have been reported on during the course of the year. These figures remain unaudited and are subject to that process being completed. Capital budgets, as appropriate, will be updated to take account of the continuing nature of capital investment projects, and be reprofiled to enable projects to be completed.
- 4.5 As a number of key projects move forward at the start of 2024/25, it is expected that the profile (across individual projects) will require to be revised by viring

approved budget from one project to another. This is because the values against the individual projects had initially been estimated.

4.6 The usable reserves have moved as follows:

Council Usable Reserves	Balance at 31 March 2023 £'000	Balance at 31 March 2024 £'000	Movement £'000
General Fund	(85,928)	(91,279)	(5,351)
HRA	(15,715)	(14,190)	1,525
Statutory & Other	(29,635)	(39,517)	(9,882)

4.7 The General Fund balance and Statutory & Other Reserves have increased during the year, and the HRA has decreased. Appendix 1 also shows the change in the value of earmarked sums during the year. The value of these change due to the nature of the earmarked sum as they are set aside for funding specific projects, and this can influence when the funds are used. Larger earmarked sums include Joint Venture Revaluation Surplus, Covid Grant funding - to be used for a range of purposes, Ukraine refugee funding, there is also money from the Council Tax account to support the development of affordable housing, and the Service Concession Reserve. The uncommitted balance that remains on the General Fund is £12m and is in line with the Council approved Reserves Policy (March 2024).

4.8 The decrease in the HRA is as a result of the operational deficit for 2023/24. The Statutory and Other Usable Reserves include the Capital Fund, Insurance Funds and Capital Receipts Unapplied Account. Transfers have included capital receipts and contributions from revenue.

4.9 At the year end the Council has retained a significant value in usable reserves, and managed the overall budget through a difficult and volatile year. The strength of the reserves position provides the basis for financial resilience required into 2024/25, where funding was approved to support the General Fund budget. The first quarter report and initial forecast for the year will be considered at the Finance and Resources Committee on 7 August 2024.

4.10 The Common Good Cash Balances are as shown in the table below. The cash position has increased from the start of the year due to the surplus in operating activities that has been partially offset by the investment valuation decrease.

Cash Balances	Balance at 31 March 2023 £'000	Balance at 31 March 2024 £'000	Movement £'000
Common Good	(37,384)	(38,998)	(1,614)

5. LEGAL IMPLICATIONS

5.1 There are additional reporting requirements due to the London Stock Exchange listing, for example the requirement to notify them ahead of publication of the report, that have to be taken into account when preparing this report.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	There is a risk that if the financial resilience of the Council is not maintained that strategic priorities and outcomes have to be compromised in the future.	There is a comprehensive approach to financial management of the council budgets, quarterly reporting, Medium Term Financial Strategy in place to support future planning.	M	Yes
Compliance	There is the risk that the accounts do not comply with legal and accounting legislation.	A year end accounts process is in place to ensure compliance. Annual external audits are undertaken to review the financial transactions and controls. Ongoing internal audits also review specific financial and service data.	L	Yes
Operational	There is the risk that there may be an IT system failure.	Daily backups taken and held offsite for security purposes. Constant review and update of security systems by Digital and Technology.	L	Yes
Financial	There is the risk that the external audit process	The year end and Annual Accounts have been prepared in the line with accounting	M	Yes

	identifies adjustments that have an impact on the usable reserves.	practice and standards and year end reviews have been carried out to ensure that the final position presented is comprehensive.		
Reputational	There is a risk that through the reduction of expenditure the Council may be criticised that spending is not in line with public expectation of service delivery.	The Council has continued to address priority spending areas, and to protect people. It is equally accountable for the use of public funds and to ensure that they are managed robustly. There are a wide range of unknown external factors that require to be balanced to deal with the current operating environment. Regular reporting during the year provides an ongoing description of the position the Council is in and the situations it faces.	M	Yes
Environment / Climate	None identified			n/a

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
Impact of Report	
Aberdeen City Council Policy Statement	Financial planning, budget setting and resource allocation are all enablers for the delivery of the outcomes and regular performance reviews ensure that the Council's stewardship and financial management are robust.
Regional and City Strategies	The information within this report supports the Strategic Development Plan and Regional Transport Strategy by enabling financial planning, resource allocation and investment.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Jonathan Belford, Chief Officer Finance on 1 May 2024.
Data Protection Impact Assessment	Not required
Other	Not required

10. BACKGROUND PAPERS

None

11. APPENDICES

11.1 Appendix 1 – Financial Position for the Year 2023/24

12. REPORT AUTHOR CONTACT DETAILS

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**FINANCIAL POSITION
FOR THE YEAR 2023/24**

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Management Commentary

The purpose of the management commentary is to inform readers, helping them to assess how the Council is performing and understand our financial performance for the year to 31 March 2024.

It also provides an insight into the challenges we face and how we will address these challenges to provide assurance in relation to our financial stability, thus allowing our citizens to have confidence that we can continue to provide the diverse portfolio of services on which they rely.

Background

The Council maintains a General Fund, for day to day Council operations, and also a Housing Revenue Account, for administering the Council housing stock. These statutory funds both feature revenue and capital expenditure and income, and accounting practice, statutory guidance and the legislation all play a part in determining the financial performance reporting.

The Council is also responsible for the Common Good.

In March 2023 the Council set balanced budgets for financial year 2023/24. This took account of obligations and duties placed upon it by legislation and national priorities alongside local political priorities, and was the sixth budget designed around our commissioning approach and first around the updated Target Operating Model 1.2 (TOM1.2). The financial conditions in which the budget was set remained challenging as continued resource constraint, settlement conditions and funding targeted on specific projects / priorities meant that less money was available to fund the core Council operations that it had in place. Savings and efficiencies were a familiar and ever-present requirement in setting the budget and pressures did not reduce during the year requiring the strong financial management the Council has demonstrated.

Since the budget was approved in March 2024 there have been significant changes to the financial environment. The enduring implications of the pandemic placed pressure on achieving service income targets, while the additional demand to meet the needs of an increasing population, particularly in respect of education services, was a direct consequence of resettlement schemes to support over 1,300 Ukrainians and Afghans during 2023/24, at the same time as an increased number of families in the city following admission to the city Universities. The continued high cost of energy has affected almost all the Council's services and inflation has remained at high levels throughout much of the year, only to fall below 4% in the final quarter of the year. This has impacted the costs of supplies and services, fuel and energy.

The cost of borrowing rose to a peak in December 2022 but remained well above the levels experienced over the last decade or more, added to the challenges of inflation and supply chain issues in construction projects it has pushed up the costs of individual projects. For many projects the capital budget has had to be revised upwards during the course of the year.

The cost of new borrowing has remained higher than recent years and with construction inflation too at high levels, the Council should expect the cost of future capital investment to rise substantially for both the General Fund and the Housing Revenue Account.

A multi-billion pound Balance Sheet supported continued capital investment in the city and the strength of the balance sheet remains a key feature of the Council's financial resilience framework to support its sustainability, and also to support its regulatory requirements of

maintaining its credit rating, following the issue of bonds on the London Stock Exchange (LSE) in 2016.

The Housing Revenue Account budgets were set based on a rent increase of 4% for 2023/24 following a rent freeze for two years (2021/22 and 2022/23) and ongoing pressure from housing waiting lists, which underpinned a commitment to build 2,000 new council homes.

The Common Good budget was set using the investment returns from the land, property and cash held. Additional income was forecast from a new investment of Common Good cash balances with an external fund manager, which was approved by the Council in March 2021. A distribution of approximately £4m for the year covered a range of Council run and externally organised projects and activities.

Financial Performance Reporting and Annual Accounts

This is the final quarterly financial performance report for 2023/24 which meets the requirements of the Council and of the LSE, and provides financial transparency for citizens of the City and beyond.

Having reached the end of the financial year the Council has delivered on its early reporting commitment for each quarter and has again worked to a faster closedown, and early production of the Council's unaudited Annual Accounts, that will be presented to Audit, Risk and Scrutiny Committee on 9 May 2024. This enables the external audit to start earlier than would ordinarily be the case. This has continued to be a challenging task, especially given the impact of the scarcity of resources in key areas and the substantial funding streams that continued to be distributed until the year end. To achieve this there has been a focus on ensuring that robust procedures and deadlines were in place and communicated early to staff. The process commenced with the issue of year end instructions in November 2023 and officers are working with the auditors to present reports and audited Annual Accounts by 27 June 2024.

2023/24 Financial Position

• General Fund Revenue

The Council has achieved a balanced budget for 2023/24, this is shown in the table presented on page 7. The statutory guidance provided by the Scottish Government to reprofile the accounting treatment of the service concession payments has been implemented as approved in the budget.

While a balanced operational budget was achieved there were variances, as highlighted throughout the year, explanations are provided below (from page 8) for the key variances from budget.

The financial position takes into account the need for the Council to earmark certain sums that are recommended to be earmarked for use in future years, as required by statute or having arisen from unspent/received in advance grant funding. In the Quarter 3 report the forecast outturn of a balanced budget included the use of earmarked reserves, it has been possible to release the uncommitted contingencies within the General Fund budget to avoid the need to drawdown those earmarked reserves. Further information on reserves and earmarked sums is included in pages 20-21.

• **Housing Revenue Account**

The HRA delivered a deficit of £1.525m for the year and made no contribution to capital from revenue. There has been significant spending on Repairs and Maintenance this year with the impact of inflation and pay awards being particularly prevalent. In addition the cost of having more void properties resulted in lost rental income and additional council tax payments. The deficit will be funded by the HRA uncommitted reserve. A summary of the HRA is shown on page 12.

• **General Fund Capital**

The final position on the General Fund capital programme is provided on page 13, with the final spend for 2023/24 reflecting interim valuations for projects that were on site at 31 March 2024. An underspend has been forecast throughout the year due mainly to a wide range of factors affecting the construction supply chain. Differences between actual spend and forecast outturn will result in a realignment of budgets in Quarter 1, 2024/25.

The capital programme has been funded through a number of project specific grants and contributions, the use of reserves, general Scottish Government capital grant, with the difference being funded by borrowing.

• **Housing Capital**

The final position on the Housing capital programme is provided on page 15, including key project indicators and financial details. The decision was taken by Council to pause, retender and delay some of the new housing sites due to the financial environment. The capital programme has been funded predominantly through borrowing and, for a fourth year in a row, grant funding to support the new homes programme.

• **Reserves**

Having reached the end of the financial year and as in previous years, a review of the overall position for both revenue and capital, in the context of the Council's Balance Sheet and Reserves Policy has been undertaken and action taken to ensure the Council is suitably prepared for future revenue and capital investment purposes. This has included taking account of the decisions that were made by the Council at the budget setting meeting for financial year 2024/25.

This review has taken cognisance of the impact of adjustments required to ensure compliance with accounting standards, applying new standards and including making judgements and estimates to ensure that the unaudited Annual Accounts represent a true and fair view of the Council finances.

Year-end adjustments consider the implications of certain conditions such as the statutory provisions of the Capital Fund, HRA, statutory guidance in relation to the Loans Fund, Voluntary Severance / Early Retirement costs and transactions required across the Group.

In certain circumstances, funds are required to be earmarked for use in future years. This can be to fulfil statutory obligations or where funding has been received but not yet been spent. The

most significant of these at the end of 2023/24 were the Service Concession Reserve, Bus Lane Enforcement funds, Joint Venture revaluation surplus, reserves approved for use in 2024/25 Budget and Council Tax second/long term empty homes (affordable homes) income. The Council is able to earmark General Fund reserves for purposes that it determines, a significant example is the commitment to the Transformation Fund.

As agreed by the Council, 6 March 2024, a large part of the Service Concession Reserve funding has been utilised towards the General Fund Capital Programme, and further monies allocated towards the General Fund approved as part of the 2023/24 budget. This is reflected in the General Fund Reserve.

The review of reserves is reflected in the table below that summarise the Council's Usable Reserves at the start and end of 2023/24, and is also shown in more detail in the Reserves section on page 20.

The uncommitted reserves have been maintained at the recommended minimum of £12m, in compliance with the Council approved Reserves 2024 policy.

Subject to any findings and/or adjustments arising from the audit of the Annual Accounts it is requested that committee approve the sums shown on pages 20 and 21 as transfers to and from earmarked reserves.

31 March 2023 £'000	Usable Reserves	31 March 2024 £'000
(85,928)	General Fund	(91,279)
(15,715)	Housing Revenue Account	(14,190)
(29,635)	Statutory and Other Reserves	(39,517)
(131,278)	Total Usable Reserves	(144,986)

• Common Good

The year end position shows an operational surplus of £1.814m, and details are provided on page 20. This underspend was achieved through increased investment income, generated from the long-term multi-asset income fund investment with Fidelity, cash on deposit with the Council loans fund and investment income received from the Lands of Skene and Lands of Torry Charitable Trusts, after taking account of budgeted and one-off costs. The value of the underlying investment with Fidelity fell by £2.453m during the year resulting in an additional charge to the Common Good. All of this means the Common Good has increased cash balances at 31 March 2024 of £1.614m compared to the value budgeted.

Conclusion

This has been, financially an extremely challenging year with costs rising alongside demand for our services, while service income in places has not reached the levels expected. The Council has responded to the challenges by keeping spending to a minimum wherever possible, whilst recognising the huge demand and cost increases that have been managed, including rising school rolls from the influx of families to the city

Active management of the capital programmes has meant that capital investment expenditure was substantially lower than budgeted in both the General Fund and Housing Programmes despite the ongoing restrictions on construction sites and supply chain volatility. The decisions taken in August 2022 to pause, retender, defer and stop some of the approved projects has made a positive impact on spending and borrowing requirements in 2023/24. That said, during the year construction activity has progressed on a wide range of capital projects with a number being completed during the year, including the Energy from Waste facility and the South College Street Junctions improvement (Phase 1), and more new build housing was handed over.

Throughout, the overall financial performance of the Council reflects strong financial management and timely and transparent reporting of the quarterly position and full year position.

General Fund Revenue

Notes	As at 31 March 2024	Budget 2023/24	Actuals 2023/24	Variance (Actual - Budget)	to Statutory Funds	to Earmarked Reserves	from Earmarked Reserves	Q4 Variance after earmarking
		£000s	£000s	£000s	£000s	£000s	£000s	£000s
1	Children & Family Services	240,568	255,569	15,001		997	(421)	15,577
2	Resources	58,835	57,735	(1,101)		3,116		2,015
3	Customer	47,068	44,447	(2,621)		166		(2,455)
4	Commissioning	20,141	22,176	2,035		0		2,035
5	Integrated Joint Board	121,483	121,483	0				0
	Total Functions Budget	488,096	501,410	13,314	0	4,279	(421)	17,172
6	Miscellaneous Services	74,458	61,818	(12,641)	5,640	74		(6,927)
7	Contingencies	10,150	(4,194)	(14,344)	900	5,627		(7,817)
8	Council Expenses	1,549	1,421	(129)				(129)
9	Joint Boards	1,952	1,844	(108)				(108)
	Total Corporate Budgets	88,109	60,889	(27,221)	6,540	5,701	0	(14,980)
10	Non Domestic Rates	(257,797)	(257,378)	420				420
11	General Revenue Grant	(165,778)	(166,897)	(1,119)				(1,119)
	Government Support	(423,575)	(424,275)	(700)	0	0	0	(700)
12	Council Tax	(137,908)	(141,475)	(3,566)		1,981		(1,585)
	Local Taxation	(137,908)	(141,475)	(3,566)	0	1,981	0	(1,585)
13	Contribution from Reserves	(14,722)	0	14,722			(14,629)	93
	Contribution from Reserves	(14,722)	0	14,722	0	0	(14,629)	93
14	Deficit/Surplus	0	(3,451)	(3,451)	6,540	11,961	(15,050)	0
15	Contribution to Statutory Funds	0	6,540	6,540				
16	Contribution from Earmarked Reserves	0	(15,050)	(15,050)				
16	Contribution to Earmarked Reserves	0	11,961	11,961				
17	Deficit/(Surplus) after movement in Earmarked Reserves and Statutory Funds	0	0	0				

Notes

It should be noted that the full year budgets reflected above differ from those set by Council in March 2023 for a number of reasons. It is normal practice during the year to make changes as variations are identified or additional funding is provided. The main changes in services relate to the allocation of inflation provisions for pay and procurement, staff vacancies and savings arising from changes to the staffing establishment as a result of voluntary severance/early retirement which were held within contingencies at the time the budget was set.

1. Children & Family Services is the largest function within Aberdeen City Council with responsibility for delivering key statutory and frontline services to children and young people, adults, families and communities of Aberdeen. This includes the delivery of early years, primary, secondary, special education and children's social work services.

A number of areas of pressure were highlighted throughout the year which have impacted on the final position for the service as follows:

- For Education the service is managing a substantial increase in children that have arrived in the city. This continues to be driven by two factors: - the post-Covid increase of international students from other countries to the two Universities, who are bringing their families with them - there is evidence that this is now levelling off, and secondly the number of children (and families) in the city seeking refuge from Ukraine.
- Also, within Education there are increased costs of the 3R's Schools unitary charge due to the inflationary uplift (£658k) and long-term absence spend (£1.385m) was over budget for 2023/24.
- Early Years did not achieve the budgeted income from Cross Boundary Charging, a shortfall of £1.276m this is due to the difference in the number of children between local authority areas not being as significant as anticipated.
- Increased spend on Out of Authority Placements (£2.738m), spend was also higher than the previous year due to both a small increase in placements and an average contract price increase of 4.34% plus Kinship care costs (£573k) that have in part been offset by under spends in payments to private organisations by the fostering team of £1.065m.

Cost pressures were mitigated as far as possible by underspends and cost reductions in other areas of the service.

2. Resources is responsible for the financial planning, monitoring and reporting of the Council. They manage the development of design and delivery of all strands of capital including the city centre masterplan, the schools estates strategy, roads infrastructure and housing. The Corporate Landlord cluster is responsible for the commercial and non-commercial land and property assets, facilities management and council housing stock management. This function is also responsible for operational services such as waste collection and disposal, facilities management, fleet, building services, environmental services and roads and related infrastructure.

- Primarily the outturn for 2023/24 was affected by an under recovery of income within Commercial Property Trading Account (£5.69m). There continues to be challenging market conditions for the leasing of property in the City and with facilities, including P&J

Live, Marischal Square, and hotels achieving well below expected levels, such that the budget values during the year have not been met.

- Spend of £1.85m for hard facilities management (property repairs) was incurred by the service due to the price of materials and labour, despite 'wind and water tight' criteria continuing to be applied.
- Car Parking income was severely affected by the pandemic in each of the last 3 years, in 2023/24 total budgeted income was achieved, but this was largely due to fines being over recovered by £1.3m.
- Roads was impacted by winter maintenance costs which are ultimately covered by the Council's contingency budget (part of the Corporate budgets) while the pay award being greater than expected but fundamentally was agreed late in the year resulted in missed opportunities to recover some of the cost incurred.
- Capital cluster was £2.5m underspent, as a result of lower staffing costs and consultants fees and an over recovery of fee income.

3. Customer is responsible for managing all internal and external customer contact. It brings together housing, libraries, community learning and community safety to support the development of sustainable communities and enable individuals to manage their own lives. Data and Insight also sits within Customer, they are responsible for identifying social, economic and digital trends of the city in the future and how the Council meets these needs. The revenues and benefits teams handling key income streams for the Council, such as Council Tax and Non-Domestic Rates and process approximately £36m of housing benefit payments. There is a focus on creating digital services for customers that are easy to use and improving access to services. It is responsible for providing external communications, advice and support to ensure effective communications with external audiences, and to promote the reputation of the Council. This function is also responsible for the selection, retention and development of the Council's staff.

- As referenced in previous reports, temporary accommodation (hotels, and bed and breakfast) is experiencing a significant rise in demand due to the cost of living crisis and this is being exacerbated by fewer people moving into permanent accommodation, the overspend is £1.62m however this has been mitigated by underspends across the other aspects of the Housing Support service.
- Other savings achieved included training £370k, City Wardens £462k and Localities £115k.
- The Customer Experience cluster was £1.185m underspent, this mainly related to an underspend on staffing and an over recovery of income, mainly recharges.

4. Commissioning is responsible for both commissioning and procuring the best service/partner to deliver the agreed outcomes. City Growth represents the Council and the City of Aberdeen on local, regional, national and international stages with key responsibilities for outward trade, a diverse employability and skills base, and a focus on tourism, culture and the development of a city events programme. Strategic Place Planning focus is to enable, facilitate and deliver place planning for the City which includes all of the transport, environment, housing, building, planning (which includes community planning) and digital initiatives that will help to deliver major infrastructure projects. Governance includes Legal Services, Democratic Services, Audit, Policy, Emergency Planning and Corporate Health & Safety. Commercial and Procurement drives the shared service with Aberdeenshire and the Highland Councils, and this function is also responsible for managing and monitoring the service-level agreements with the Council's Arm's Length External Organisations (ALEOs).

- Challenges in 2023/24 included museums, galleries and archives reporting a £614k overspend, although there was an over recovery of income it did not match the level of increased costs.
- The Beach Ballroom are overspent which consists of both an overspend on staff and under recovery of income whilst supplies & services were underspent.
- Strategic Place Planning have been affected by market conditions which has seen an under recovery in building application fees of £415k however planning applications did achieve their budgeted income this year.

5. Integration Joint Board (IJB) / Adult Social Care is responsible for the provision of health and social care services to adults, with the expenditure incurred being on services which the IJB has directed the Council to deliver on its behalf such as the provision of care to the elderly, support to adults with support needs and criminal justice services.

The Integrated Joint Board is funded by the Council and NHS Grampian and the cost of services delivered by the Council is significantly more than the Council contributes, resulting from the funding being allocated through the NHS financial settlement in prior years for Social Care services and demands. This means that there is funding allocated by the IJB to the Council that has come from the NHS Grampian contribution to the IJB.

The cost pressures around demand and need, particularly in relation to reducing delayed discharges from hospital, supporting complex needs and accommodation for those with learning disabilities and needs led home care and accommodation for mental health and also substance misuse client, were managed by the IJB during the year and are met by IJB funds.

In 2023/24 there was an overspend on the Health and Social Care Partnership budget which was funded from IJB reserves.

6. Miscellaneous Services includes capital financing costs, the cost of repaying the borrowing required in the past for General Fund Capital Programme investment, audit costs and the provision for doubtful debts.

Capital Financing Costs is the most significant budget within Miscellaneous Services, and includes the impact of accounting requirements in relation to the Council's Bond Issue, and the annual changes in the level of external borrowing.

The actual charges for 2023/24 take account of the approved treasury and investment policy that delivers a prudent approach to capital financing, and the interest rate applicable to the debt. The significantly reduced capital expenditure in 2022/23 and 2023/24 assisted to reduce costs in 2023/24, with a transfer of money being made to the Capital Fund to fund capital expenditure that has been delayed.

The provision for doubtful debt was on budget for 2023/24, and continues to take action to reduce the non-collection of debts and to return to budget of pre-pandemic levels, which has been made more difficult by the cost of living crisis.

Annually the Council must make financial provision for circumstances that might arise from current operations and a full review has been carried out and suitable provisions made where there is likelihood of the event happening and there is the ability to estimate a value. The miscellaneous services budgets reflects the impact of the review and if the matter is less likely and the value cannot be estimated then these have been included in contingent liabilities.

7. Contingencies hold budgets that enable the Council to plan and address known/expected costs in-year without relying on the Usable Reserves held by the Council.

The value of contingencies not needed in the year – after covering costs such as additional winter maintenance costs, provided a positive variance for the overall Council position, and enabled the Council to retain reserves, which at Quarter 3 had been forecast to be needed to balance the budget.

8. Council Expenses this represents the cost of councillors. While it is not showing a significant variance, there has been less expenditure on travel during the year.

9. Joint Boards represents the amount requisitioned by Grampian Valuation Joint Board which is known during the year, the underspend was created as the Board agreed in Quarter 4 to refund the 2022/23 surplus to the three Councils.

10. Non-Domestic Rates this is the value guaranteed by the Scottish Government rather than the value collected by the Council, as this in line with the accounting practice. The cost to the council being the value of discretionary relief that is shared between the Scottish Government and the Council. The variance shown is due to the deduction of charity relief due by the Council for 2023/24.

11. General Revenue Grant in line with the Scottish Government Finance Circular which has been redetermined at the year end and funding paid in relation to announcements during the year. The total value is higher than had been budgeted due to an additional award received during the year that had not been identified as part of the budget.

12. Council Tax this takes account of the total value of council tax for the year, along with any adjustments for prior years that have to be accounted for. The total value is higher than had been budgeted, as collection rates were higher than anticipated.

From the value of Council Tax collected a sum (£1.981m) must be set aside for the purpose of funding affordable housing projects. This is then added to the earmarked sum in the General Fund Reserve.

13. Contribution from reserves this represents the sum of funding to be received from reserves to reflect a balanced budget approved at Council on 1 March 2023 and updated to take account of additional funding released from earmarked reserves. This also captures the funding (£10m) that was paid by Scottish Government as capital funding in 2023/24 that has been converted to revenue to support the funding of the pay award.

14. General Fund Deficit/(Surplus) before adjustments is the value of all expenditure and income incurred during the year that compares to budget. This is before the transfer of monies to Statutory Funds, and the transfer of funds to and from the General Fund Earmarked Reserves.

15. Contributions to Statutory Funds this represents the total value of sums transferred to funds such as the Capital Fund and Insurance Fund, which are reviewed annually to ensure appropriate value is retained at year end. In 2023/24 £5.640m was transferred to the Capital Fund, and £0.9m was transferred to the Insurance Fund.

16. Contributions to/from Earmarked Reserves are the values that have been used during the year, or are to be set aside for future years and are reviewed annually with reference to statutory and regulatory requirements, Council commitments and policy. Further information is included about which Earmarked Reserves are affected on page 21.
17. Deficit/(Surplus) after movement in Earmarked and Statutory Funds shows the overall operational position for the General Fund for the year, being a balanced budget.

Housing Revenue Account

The Housing Revenue Account (HRA) is responsible for the provision of council housing to over 20,000 households with the most significant areas of expenditure being on repairs and maintenance and the capital financing costs for debt borrowed to fund capital investment in the housing stock. This is a ring fenced account such that its costs must be met by tenants' rental income.

Housing Revenue Account As at 31 March 2024		Budget 2023/24	Actuals 2023/24	Variance
		£000s	£000s	£000s
(Surplus)/Deficit from Income & Expenditure		(500)	1,525	2,025

The HRA was in deficit for the year, against a budgeted surplus. There were variances during the year that together contributed to the deficit, which included higher spend on Repairs and Maintenance this took account of both response, planned and void repairs. Following the reports to Council of Reinforced Autoclaved Aerated Concrete (RAAC) in council homes a £2m provision was created on the Council Balance Sheet for some of the estimated costs arising from RAAC. In addition void rent loss continues to rise despite an increased level of spend on void repairs.

Due to the continued increase in repairs and maintenance in 2023/24 officers have put in place additional spending controls and will continue to look at other controls and service standards for work carried out to, that may need to be considered during the year. Changes that may be necessary include the frequency of services, the quality of services and the timing of services.

General Fund Capital Programme

As at Period 12 2023/24	2023/24		
	Revised Budget for Year	Actual Expenditure for Year	Actual V Budget
	£'000	£'000	£'000
AECC Programme Board	3,140	0	(3,140)
Asset Management Programme Board	77,357	29,435	(47,922)
Asset Management Programme Board Rolling Programmes	26,604	24,616	(1,988)
City Centre Programme Board	33,723	12,473	(21,250)
Energy & Climate Programme Board	48,234	23,096	(25,138)
Housing and Communities Programme Board	2,801	1,187	(1,614)
Housing and Communities Programme Board Rolling Programmes	754	657	(97)
Transportation Programme Board	21,936	9,484	(12,452)
Transportation Programme Board Rolling Programmes	1,335	1,335	0
Strategic Asset & Capital Plan Board	22,028	3,929	(18,099)
Strategic Asset & Capital Plan Board Rolling Programmes	3,901	3,959	58
Developer Obligation Projects & Asset Disposals	0	272	272
Total Expenditure	241,813	110,443	(131,370)
Capital Funding:			
Income for Specific Projects	(78,040)	(36,580)	41,459
Developer Contributions	0	(252)	(252)
Capital Grant	(26,038)	(19,801)	6,237
Other Income e.g. Borrowing	(137,735)	(53,809)	83,926
Total Income	(241,813)	(110,443)	131,370

The supply chain disruption which began during the Covid-19 Pandemic continued in 2023/24 and is reflected in the total £110 million investment recorded for the Capital Programme for the year. The Construction Industry continued to experience shortages of products, raw materials, staffing and logistical support across the UK, compounded by the largest increase in energy prices seen in recent years. The Red Sea disruption also exacerbated supply chain issues for some commodities.

Despite the continued and emerging challenges faced this year, progress was made on a range of projects;

- The Energy from Waste (EfW) facility achieved its Acceptance Certificate on 12 December 2023, and formally moved into the 20 year Services (operations) phase of the contract. This was a project being carried out in collaboration with Aberdeenshire and Moray Councils, to avoid waste being sent to landfill in future and use those resources for the production of electricity, and heat for the Torry Heat Network.
- South College Street Junction Improvements (Phase 1) as at the start of July 2023 all project roads and junctions reopened. The works are now complete with additional lanes on Palmerston Place and South College Street between its junctions with Wellington Place and Riverside Drive fully operational. The new North Esplanade West/ Palmerston Place junction is also in use.
- Construction commenced on the new North East Scotland Shared Mortuary in Aberdeen, a multi-agency project with local public sector partners in 2022/23. The project is currently expected to be complete in late Autumn/Winter 2024/25. The operating agreement between Partners is currently being drafted.

- Tillydrone Cruyff Court works have progressed with a completion date of Spring 2024 this is dependent on weather conditions for surfacing works..
- Work commenced on the Tolbooth roof and parapet works (Condition & Suitability Programme) in June 2023 with completion planned for Autumn 2024 however this is likely to be delayed due to the additional works being required as new areas of dilapidation are uncovered. This is typical with repairs works to the external fabric of a 17th century building
- The Council continued its commitment to its New Schools and Early Learning programmes. Greyhope School & Community Hub was completed in October 2023, Works on the Tillydrone Primary School (New Riverbank Primary School) is progressing on site despite some delays due to the weather. Bucksburn Temporary Accommodation is now in operation.
- The Council on 6 March 2024 renewed their commitment to the School Estate Plan, based on need and condition, and the commitment to build a new Hazlehead Academy, the building of a new school building for Riverbank Primary, create a refurbished and expanded home for St Peter's Primary and investment in Victorian school buildings.
- Design development work has continued across a portfolio of projects in and around the city centre and Financial Close is expected to be concluded soon with regard to the New Market, Union Street Central and Beach Phase A projects.

Ongoing scrutiny and monitoring is reported to the Finance and Resources Committee.

Housing Capital Programme

Housing Capital Programmes	Approved Budget	Expenditure to date	Variance from revised budget
As at 31 March 2024	£'000	£'000	£'000
Compliant with the tolerable standard	1,816	1,731	(85)
Free from Serious Disrepair	17,694	10,577	(7,117)
Energy Efficient	15,094	8,778	(6,316)
Modern Facilities & Services	15,268	11,132	(4,136)
Healthy, Safe and Secure	7,112	7,022	(90)
<i>Non Scottish Housing Quality Standards</i>			
Community Plan and Local Outcome Improvement Plan	9,648	10,980	1,332
Service Expenditure	7,544	494	(7,050)
2000 New Homes Programme	93,439	73,574	(19,865)
			-
less 11% slippage	(8,600)	-	8,600
Net Programme	159,015	124,288	(34,727)

Capital Funding			
Borrowing	(127,078)	(98,456)	28,622
Other Income - Grants Affordable Homes etc	(21,000)	(25,832)	(4,832)
Capital Funded from Current Revenue	(10,937)	0	10,937
Total	(159,015)	(124,288)	34,727

As detailed above in the General Fund Capital programme the Housing Capital programme experienced similar issues from the resulting supply chain challenges including delays and price increases.

Progress has been delayed in areas which involve mixed ownership within Free from Serious Disrepair such as structural improvements within the multi storeys and flat roofs (multis and general). Prioritisation of work on voids has continued which has shifted resources from capital to revenue works during the year. This has resulted in lower than budgeted spend on heating system replacement, kitchens and bathrooms, and the programme which wasn't delivered in 2023/24 has been rolled forward into 2024/25.

The 2,000 new homes programme is progressing well with further homes at the Tillydrone, Cloverhill and Summerhill sites being handed over to the Council in 2023/24. The programme in 2023/24 has included developer led projects such as Cloverhill in Bridge of Don, Council led projects such as Kaimhill, Tillydrone and Summerhill with work on Craighill and Kincorth currently being suspended, and buying former Council Homes. Grant funding of £18m was received from the Scottish Government for the Haudagain, Cloverhill, Uranian Voids and Clinterty redevelopment.

Prudential Indicators

From 1 April 2004, Councils are required by Regulation to have regard to the Prudential Code (the Code) when carrying out their duties under Part 7 of the Local Government in Scotland Act 2003.

In setting the revenue and capital budgets, members will be aware that under the Prudential Code, the level of capital investment is determined locally. Therefore, these indicators will be reviewed on an ongoing basis to ensure that the Council does not breach the indicators it sets.

The key objectives of the Code are to ensure: -

- The Council's capital programmes are affordable, prudent and sustainable.
- Treasury management decisions are taken in accordance with good professional practice.

The Code also has the objectives of being consistent with and supporting local strategic planning, local asset management planning and proper option appraisal.

In setting the indicators, cognisance should be paid to the level of capital investment looking ahead for a five-year period, for both the housing and non-housing capital programmes that the Council wishes to embark upon. The Code also requires that the underlying requirement to finance PPP projects and finance leases be included when setting the indicators.

	Capital Expenditure						
	2022/23 £'000 Actual	2023/24 £'000 Actual	2024/25 £'000 Estimate	2025/26 £'000 Estimate	2026/27 £'000 Estimate	2027/28 £'000 Estimate	2028/29 £'000 Estimate
Gen Fund	128,126	108,451	253,728	210,924	159,991	108,005	81,636
HRA	114,447	124,288	123,050	119,592	97,780	72,752	74,105

	Ratio of Financing Costs to Net Revenue Stream						
	2022/23 Actual	2023/24 Estimate	2024/25 Estimate	2025/26 Estimate	2026/27 Estimate	2027/28 Estimate	2028/29 Estimate
Gen Fund	6.9%	9.6%	10.1%	11.1%	12.4%	13.4%	13.9%
HRA	10.7%	16.1%	18.6%	22.9%	26.1%	26.5%	27.6%

	Capital Financing Requirement						
	2022/23 £'000 Actual	2023/24 £'000 Estimate	2024/25 £'000 Estimate	2025/26 £'000 Estimate	2026/27 £'000 Estimate	2027/28 £'000 Estimate	2028/29 £'000 Estimate
Gen Fund	1,258,748	1,257,209	1,433,717	1,591,232	1,693,674	1,743,511	1,769,856
HRA	366,911	458,253	550,939	643,079	727,084	789,053	851,696
Total	1,625,659	1,715,462	1,984,656	2,234,311	2,420,758	2,532,564	2,621,522

	Gross Borrowing						
	2022/23 £'000 Actual	2023/24 £'000 Estimate	2024/25 £'000 Estimate	2025/26 £'000 Estimate	2026/27 £'000 Estimate	2027/28 £'000 Estimate	2028/29 £'000 Estimate
Borrowing	1,481,780	1,563,474	1,837,409	2,090,305	2,282,837	2,401,252	2,497,122

The Prudential Code states:

“In order to ensure that over the medium term net borrowing will only be for a capital purpose, the local authority should ensure that net external borrowing does not, except in the short term, exceed the total of the capital financing requirement in the preceding year plus the estimates of any additional capital financing requirement for the current and next two financial years.”

The Chief Officer - Finance reports that the Council can meet this requirement in 2023/24, and it is expected to do so for the future years, as outlined, taking into account current commitments, existing plans, and the assumptions in this report.

	Authorised Limit for External Debt					
	2023/24 £'000	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000	2028/29 £'000
Operational Boundary	1,740,624	2,009,818	2,259,473	2,445,920	2,557,726	2,646,714
10% Margin	174,062	200,982	225,947	244,592	255,773	264,671
Total	1,914,686	2,210,800	2,485,420	2,690,512	2,813,499	2,911,385

	Operational Boundary for External Debt					
	2023/24 £'000	2024/25 £'000	2025/26 £'000	2026/27 £'000	2027/28 £'000	2028/29 £'000
Borrowing	1,563,473	1,837,408	2,090,304	2,282,837	2,402,251	2,497,121
Other Long-Term Liabilities	177,151	172,410	169,169	163,084	156,475	149,593
Total	1,740,624	2,009,818	2,259,473	2,445,920	2,557,726	2,646,714

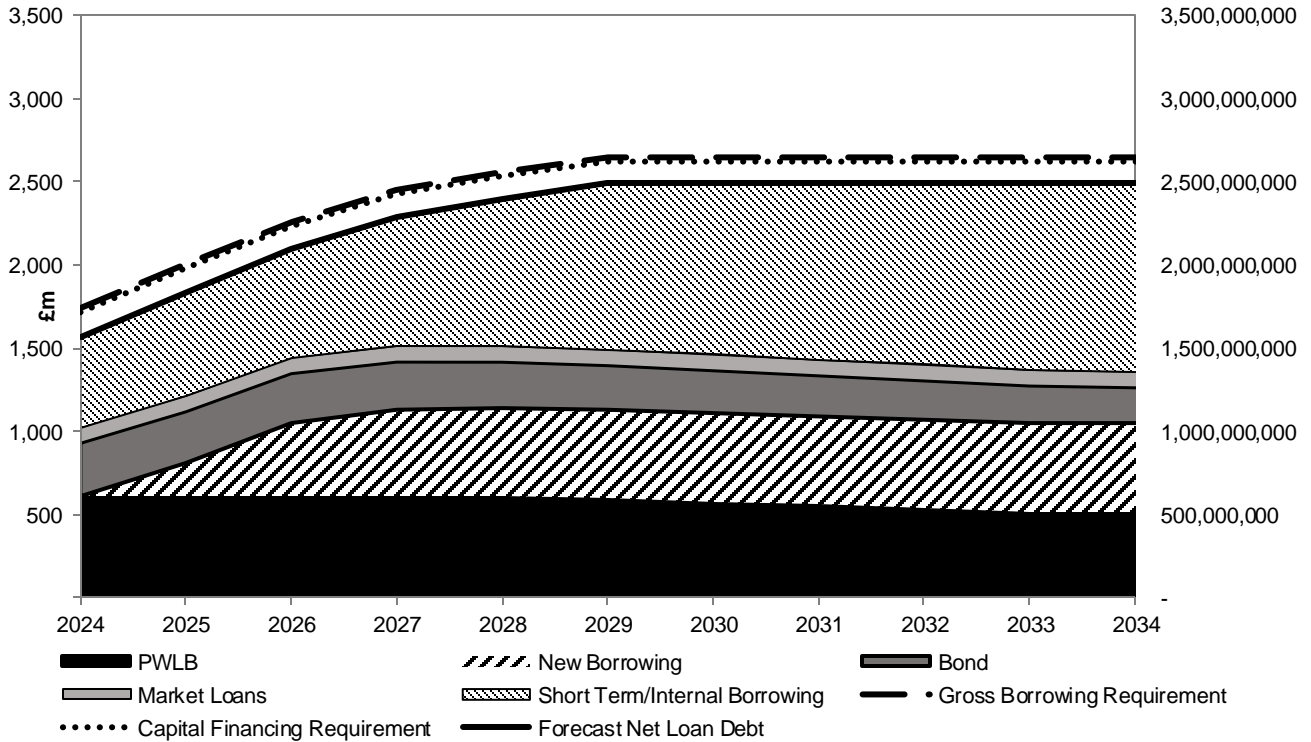
The latest version of the Prudential Code for Capital Finance in Local Authorities introduced a new indicator – the Ratio of Net Income from Commercial and Service Investments to Net Revenue Stream.

The Code defines Commercial Investments as investments taken or held primarily for financial return and not linked to treasury management activity and Service Investments as those directly involved in the delivery of a service, for example, loans to leisure providers, loans to trusts providing services, a shareholding in a shared service vehicle, and investments in local companies for regeneration.

As the Council has no investments that fall into these categories, there is no requirement to report this indicator.

The latest version of the CIPFA Treasury Management in the Public Services code requires the reporting of an additional treasury management indicator known as the Liability Benchmark.

The liability benchmark (shown below) is a comparison of existing borrowing levels against future capital financing requirements from both committed and planned future borrowing over the next ten years.



Common Good

As at March 2024	Full Year Budget 2023/24	Actual Expenditure	Variance from Budget
	£'000	£'000	£'000
Recurring Expenditure	4,263	3,969	(294)
Recurring Income	(5,088)	(6,617)	(1,529)
Budget after Recurring Items	(825)	(2,648)	(1,823)
Non Recurring Expenditure	825	835	10
Non Recurring Income	0	(1)	(1)
Net (Income)/Expenditure	(0)	(1,814)	(1,814)
Cash balances as at 1 April 2023	(37,384)	(37,384)	
Net (Income)/Expenditure	(0)	(1,814)	(1,814)
Investment Revaluation (Increase)/Decrease	0	200	200
Net Capital Receipt	0	0	0
			(1,614)
Cash Balances as at 31 March 2024	(37,384)	(38,998)	

The Common Good Fund is showing an operating surplus of £1.814m for the year, a favourable variance from budget for the year to 31 March 2023.

This was due to increased income from investments, being investments with Fidelity, the Council's Loans Fund and the two Charitable Trusts.

Expenditure on a number of one-off projects and activities, where the approved expenditure has not been fully spent will be carried forward as an earmarked reserve to enable works to continue in the next year.

The investment of cash balances in a multi-asset income fund, approved by Council on 10 March 2021 was implemented in 2021/22. The fund manager, Fidelity, was selected as reported in the quarter 1 report and investment of £30m was made during Quarter 2. As an income fund it performed well, with cash received for the period to 31 March 2024 ahead of budgeted levels, producing a positive variance for recurring income.

Seeking increased annual income comes with additional risk and therefore there is volatility in the value of the fund into which the Common Good is invested. The value of the investment may fall as well as rise and should be measured over the medium to long term. With financial markets particularly volatile over the past year the value at the end of Quarter 4 of the Common Good investment fell by £2.453m to £23.945m. This is shown separately in the table above, where either the value of a rise or fall in value must be accounted for annually.

Reserves

General Fund Earmarked Reserves	Balance at 31 March 2023 £'000	Transfers In 2023/24 £'000	Transfers Out 2023/24 £'000	Balance at 31 March 2024 £'000
Devolved Education M'ment (Comm Centres)	(522)	0	0	(522)
Devolved Education M'ment (School Funds)	(274)	0	648	374
Energy Efficiency Fund	(1,275)	(61)	51	(1,285)
Bus Lane Enforcement	(294)	(4,448)	544	(4,198)
Service Concessions Reserve	0	(39,886)	34,629	(5,257)
Property Transfer	(102)	0	0	(102)
Second/Long Term Empty Homes	(10,733)	(1,981)	5,102	(7,612)
De-risk the Council	(5,614)	0	4,347	(1,267)
Transformation Fund	(3,887)	0	688	(3,199)
Repairs & Maintenance Fund	(339)	0	338	(1)
Rapid Rehousing Transition Plan	(270)	0	98	(172)
Co Op Business Development Fund	(75)	0	75	0
ADM - Education	(937)	0	571	(366)
Budgeted Use of Reserves	0	(3,241)	0	(3,241)
Care Experienced Y.P WIFI (CSW)	(13)	0	0	(13)
Neurodevelopment Specification (CSW)	(166)	0	166	0
Tree Works - Storm Damage	(143)	0	143	0
Implem of National Trauma Training Prog	(50)	(50)	50	(50)
Mental Health Recovery & Renewal	(107)	0	0	(107)
Seed Funding - Comm Bens Plan for H2 JV	(663)	0	56	(607)
Whole family wellbeing	(35)	0	30	(5)
FWES Employability	(1,685)	(501)	0	(2,186)
Afghan - Bridging Accomodation	(580)	(166)	0	(746)
Syrian Refugees (UKRS Scheme)	(654)	0	31	(623)
Income from Afghan resettlement scheme	(487)	0	0	(487)
Scottish Child Payment	(27)	0	27	0
Coastal Communities Fund	(134)	(94)	0	(228)
Family Wellbeing (Partnership)	(979)	(947)	455	(1,471)
Counsellors Through Schools	(485)	0	217	(268)
Easter in the City	(59)	0	11	(48)
Recycling and environmental initiatives in schools	(150)	0	0	(150)
Fuel Poverty Assistance Fund	(111)	0	0	(111)
Marischal Square	(1,700)	0	0	(1,700)
Corporate Landlord - Education Security Costs	(61)	0	34	(27)
20mph Road Assessment	(58)	0	58	0
Afghan Funding	(1,458)	0	421	(1,037)
Ukrainian Education Funding	(1,720)	0	1,720	0
Ukrainian Tariff	(13,146)	0	1,125	(12,021)
De Trunking Funding	(7,006)	0	889	(6,117)
Open Data Funding	(42)	0	10	(32)
Joint Venture revaluation surplus	(11,216)	(4,234)	0	(15,450)
Resilience inc. Covid Funding	(6,671)	(2,141)	18	(8,794)
Total General Fund Earmarked Reserves	(73,928)	(57,750)	52,552	(79,126)
Uncommitted General Fund Balance	(12,000)	(153)	0	(12,153)
Total General Fund Balance	(85,928)	(57,903)	52,552	(91,279)

HRA Earmarked Reserves	Balance at 31 March 2023 £'000	Transfers In 2023/24 £'000	Transfers Out 2023/24 £'000	Balance at 31 March 2024 £'000
<i>Projects:</i>				
Housing Repairs	(2,278)	(2,299)	2,278	(2,299)
House Sales - Non Right to buy	(308)			(308)
Support for Budget 2024/25	0	(3,161)		(3,161)
Total HRA Earmarked Reserves	(2,586)	(5,460)	2,278	(5,768)
Uncommitted HRA Balance	(13,128)	0	4,707	(8,421)
Total Housing Revenue Account	(15,714)	(5,460)	6,985	(14,189)
Common Good Reserves	Balance at 31 March 2023 £'000	Transfers In 2023/24 £'000	Transfers Out 2023/24 £'000	Balance at 31 March 2024 £'000
<i>Projects:</i>				
Grove Nursery	(27)			(27)
Culter Playing Fields	(5)			(5)
Smithfield Farm - Roof repairs	(18)			(18)
AWPR Drainage Issues for future issues	(35)			(35)
CPR Training	(4)			(4)
Denis Law Trail	(20)			(20)
Lord Provost Portrait	(10)		5	(5)
Friends of Jacobs Ladder	(4)		1	(3)
Ukraine Refugee Support	(25)		25	0
Winter Clothing Grant	(7)		0	(7)
Torry Development Trust	(3)		3	0
Total Common Good Earmarked Reserves	(158)	0	34	(124)
Total Uncommitted Common Good Balance	(37,226)	(1,648)		(38,874)
Total Common Good	(37,384)	(1,648)	34	(38,998)

AUDIT, RISK AND SCRUTINY COMMITTEE

9 MAY 2024

DECLARATION OF INTEREST

Following the moving of the Motion:-

Councillor Nicoll declared an interest due to the motion making reference to his previous role as Council Leader. He considered that the nature of his interest would require him to leave the meeting prior to consideration of the item. Councillor Clark joined the meeting as his substitute.

PUBLIC SECTOR EQUALITY DUTY - COM/24/005

14. With reference to article 4, resolution (i) and article 8 of the minute of its previous meeting, the Committee had before it a report by the Executive Director of Corporate Services which provided management assurance on the Council's compliance with its statutory duties under the Equality Act 2010, specifically in relation to our Public Sector Equality Duty.

The report recommended:

that the Committee -

- (a) note the management assurance on the controls in place for managing the Council's compliance with the Public Sector Equality Duty; and
- (b) note that the Annual Governance Statement, reported to this Committee as part of the annual accounts audited by Audit Scotland, will assess the effectiveness of our controls in this area, any residual risk and how we manage it, and that this will be reported here in April.

The Convener, seconded by the Vice Convener, moved:-

that the Committee -

- (1) agree the recommendations contained within the report; and
- (2) agree that the report has not fully explained why the Council was forced to defend itself at the Court of session on library closures and the proposed closure of Bucksburn Pool. Notes that a joint press release went out from Sport Aberdeen and the Council in the name of the leader of Aberdeen City Council stating that Bucksburn Pool was required for an extension to Bucksburn School. This was untrue. All of these factors require to be investigated therefore agree to instruct the Chief Internal Auditor to report back within 2 cycles.

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

that the Committee approve the recommendations contained within the report.

On a division, there voted:- for the motion (4) – the Convener, the Vice Convener and Councillors Bonsell and Tissera; for the amendment (5) – Councillors Allard, Clark, McLellan, McRae and Radley.

The Committee resolved:-

to adopt the amendment.

In terms of Standing Order 34.1, Councillor Malik intimated that he would like this matter to be referred to full Council in order for a final decision to be taken. Councillor Malik was supported by Councillors Bonsell, Houghton and Tissera.

ABERDEEN CITY COUNCIL

COMMITTEE	Audit, Risk and Scrutiny Committee
DATE	12 February 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Public Sector Equality Duty
REPORT NUMBER	COM/24/005
DIRECTOR	Gale Beattie
CHIEF OFFICER	Vikki Cuthbert
REPORT AUTHOR	Vikki Cuthbert
TERMS OF REFERENCE	4.4

1. PURPOSE OF REPORT

To provide management assurance on the Council's compliance with its statutory duties under the Equality Act 2010, specifically in relation to our Public Sector Equality Duty.

2. RECOMMENDATION(S)

That the Committee –

- 2.1 note the management assurance on the controls in place for managing the Council's compliance with the Public Sector Equality Duty; and
- 2.2 note that the Annual Governance Statement, reported to this Committee as part of the annual accounts audited by Audit Scotland, will assess the effectiveness of our controls in this area, any residual risk and how we manage it, and that this will be reported here in April.

3. CURRENT SITUATION

- 3.1 This report responds to the following Convener statement in the Annual Effectiveness Report for this Committee in November 2023:

“I have instructed a management assurance report to the February meeting of the Committee on the Council's compliance with the requirements under the Equalities Act 2010 to meet our Public Sector Equality Duty. It is then the role of our auditors to undertake their own scrutiny through internal and external reports. Together, these will help us to understand the extent of any control weaknesses in relation to the closing of libraries and Bucksburn pool, and provide assurance to that we are transparent about lessons to be learned as a result.”

- 3.2 Local authorities have legal obligations under the Equality Act 2010 relating to the Public Sector Equality Duty (PSED), as part of which they must give due regard to the need to eliminate unlawful discrimination, victimisation and harassment, advance equal opportunity and foster good relations in respect of protected characteristics. They must also assess the equality impact of proposed and revised policies and practices.
- 3.3 For a number of years now, this duty, in regard to decision making, has been evidenced by the Council through the use of Integrated Impact Assessments (IIA). These accompany committee reports which recommend a decision requiring the “due regard” referred to above to be taken into account. Equality impacts, as well as impacts of the UN Convention on the Rights of the Child, Human Rights impacts and socio-economic impacts are all captured with the IIA, although the only requirement with a legislative duty is the equality duty and the socio-economic duty.
- 3.4 More recently, officers have reviewed the measures in place to support members to consider the possible impacts of recommendations on protected characteristics. This has been partly in response to the judicial review of Council decisions following the closure of libraries and Bucksburn Swimming Pool in the 2023 budget process, and ensures that we are satisfied that we are fully compliant with the Public Sector Equality Duty. In addition, it is clear that the financial challenges faced by local authorities place considerable pressure on our ability to deliver the services we are responsible for, the impacts of which must be understood and mitigated for in future annual budget decision making processes.
- 3.5 The Accounts Commission’s 2023 report *Local Government in Scotland: An Overview*, recommends that there is a need to “be open and clear with communities and staff about the need for change, what that means for future service delivery and involve communities in making difficult decisions”. Also, councils “should have a clear plan for strengthening their use of data to understand needs, make decisions and direct resources. This includes equalities data and learning from those with lived experience”. This has sharpened the focus of local authorities in refining the processes which support compliance with the Public Sector Equality Duty.
- 3.6 [Guidance for public authorities](#) has recently been updated by UK Government and replaces guidance from 2010. As well as providing practical advice on how to comply with the duty and how to demonstrate compliance, the guidance provides useful balance on when the duty should be met – including some operational decisions, strategic decisions – and when it is not likely to be required.
- 3.7 A Steering Group was established in July 2023 and chaired by the Interim Chief Officer – Governance (Assurance) to oversee an improvement plan, the primary purpose of which was to ensure that the full impacts of officer recommendations are clear to members at the point of decisions being taken. This would include the mitigations which officers propose to manage any risk of discrimination, victimisation or harassment.

- 3.8 As a Council that adopts a continuous improvement methodology, work to further improve our processes and ensure compliance with our Public Sector Equality Duty is both **structural** - having the right policies, templates and processes in place; and **cultural** – having the right mindsets, training, support and social pressure/expectations for our workforce. So to embed IIA compliance, improve quality of consultation and engagement and improve proposals/decision making, we are following our approved change management methodology.
- 3.9 Following this approach, and accompanying gap analysis, a comprehensive and holistic action plan has been developed and progress has been made at pace since July 2023. The main improvements already put in place over recent months are listed below, amongst others which are planned in the first quarter of 2024:

Cultural Improvements:



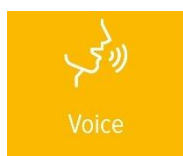
- Chief Officers have been trained in Public Sector Equality Duty by external legal specialists so that they understand the Equality, Diversity & Inclusion agenda and current best practice – and actively champion this within their own cluster and across the organisation.
- A Director hosted the Leadership Forum event for 120 senior leaders across the council to demonstrate corporate leadership of Public Sector Equality Duty.



- New Sharepoint site (Equality, Diversity and Inclusion Hub) has been established for officers and members including resources such as FAQs, worked case studies and guidance on how to engage with people with protected characteristics.
- Improved accessibility to online IIAs for elected members and the public.



- A Leadership Forum event delivered on the importance of the Public Sector Equality Duty and tools and guidance available for officers when developing proposals requiring an IIA.
- Committee Business Planners will prompt report authors well in advance of the drafting of reports as to the requirements for IIAs.

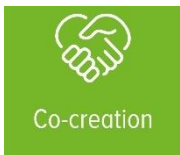


- A Budget Protocol was approved by Council in June 2023 which incorporates the need for stakeholder engagement on budget options as they are developed, with a clear requirement for these to be equality impact assessed from the very outset and updated throughout their development. External legal specialists were consulted in the development of the Protocol.
- Engagement sessions held with stakeholder groups to understand impact of budget options, and possible mitigations.



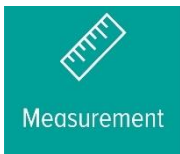
Training

- Self-learning resources developed and available through SharePoint site.
- Equality Ambassadors are identified to support the organisation in learning about protected characteristics groups and the Public Sector Equality Duty.
- Pitstop sessions scheduled for officers to learn more about the importance of and process for, assessing impacts and putting mitigations in place.
- Training for elected members on their responsibilities with PSED.
- We will continue the journey of improvement through training and comms to staff and members, to embed our understanding of these duties in our day-to-day approach to developing policies
- Using digital technology to transform the Integrated Impact Assessment process and governance, using design thinking methodology and co-design approaches.



Co-creation

- Workshops delivered with managers to understand current experience of IIA process. As a result a revised IIA template combining stage 1 and 2 and providing additional links to authors to support them with their assessment, has been effective since 1st January 2024. This will mean that officers need to identify mitigations at the same time as any impacts are identified.



Measurement

- It is intended to introduce a service standard for approval as part of the Council Delivery Plan and this will be monitored by the Performance Board and through the relevant Committee.
- An Equality, Diversity and Inclusion Policy will be presented to Staff Governance Committee in the first half of 2024, including measures for performance.

3.10 The Council was subject to four petitions for judicial reviews in 2023 relative to budget decisions on the closure of six libraries and Bucksburn swimming pool. These petitions have now been withdrawn following on from the consultation exercises undertaken and updated IIAs presented to Council in December. The process of legal challenge has provided valuable learning for us as a Council, and the improvements outlined above address the gaps which led us to judicial review. We will of course continue to monitor our journey. The Council's Annual Governance Statement, being reported as part of the annual accounts, will also assess the effectiveness of our controls in this area and any residual risk and how we manage it. This is scheduled to be reported to this Committee in April, and to a subsequent meeting, at the conclusion of the external audit process carried out by Audit Scotland and presentation of their Annual Audit Report for financial year 2023/24.

4. FINANCIAL IMPLICATIONS

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

4.2 The cost of defending the recent Judicial Reviews in relation to the libraries and Bucksburn Swimming Pool was £30,784 which includes external legal fees,

counsel fees, court outlays, met from contingencies for Council legal costs. Training fees were £624 plus VAT, met from the corporate training budget.

5. LEGAL IMPLICATIONS

- 5.1 The Public Sector Equality duty requires decision-makers to understand and take account of the consequences of their choices, having due regard to the aim of eliminating conduct prohibited by the act, advancing equality of opportunity and fostering good relations. At the same time, the duty is not a rubber stamp. It is a legal requirement. Making decisions without having due regard to the duty can be unlawful.
- 5.2 Responsibility for complying with the general duty falls on the decision-maker. It is therefore essential that the decision-maker is made aware of any work that others have done to comply with the duty.
- 5.3 The activities outlined should mitigate the risk of successful legal challenge against the authority. Provided the Council meets the requirement of “due regard”, including consideration of mitigations, it does not prevent members from making decisions which may impact negatively on some groups with protected characteristic. The Council has other legal duties that need to be met, and a decision that has some impacts can be proportionate, with appropriate mitigations, when balanced against the Councils other legitimate aims such as the duty to balance the budget each year.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 There are no environmental implications arising from the recommendations in this report.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	None.			Yes
Compliance	Risk that Equalities and Human Rights Commission can take enforcement action	Improvement plan to improve internal compliance.		Yes

	against the Council.			
Operational	None.			Yes
Financial	Risk that Council will be subject to further Judicial Reviews which incur additional costs.	Improvement plan to ensure robust IIAs are available to inform decision makers.		Yes
Reputational	Risk that the Council is not perceived as undertaking due diligence.	Improvement plan to ensure due diligence.		Yes
Environment / Climate	None.			Yes

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN 2023-2024</u>	
	Impact of Report
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	The proposals within this report support the delivery of the following aspects of the policy statement:- <ul style="list-style-type: none"> 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.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	It is confirmed by the Interim Chief Officer – Governance (Assurance) that no Integrated Impact Assessment is required.

Data Protection Impact Assessment	Not required.
Other	None.

10. BACKGROUND PAPERS

10.1 [Public Sector Equality Duty: Guidance for Public Authorities – 18th December 2023](#)

10.2 [Public Sector Equality Duty: specific duties in Scotland | EHRC \(equalityhumanrights.com\)](#)

11. APPENDICES

None.

12. REPORT AUTHOR CONTACT DETAILS

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NET ZERO, ENVIRONMENT AND TRANSPORT COMMITTEE 11 JUNE 2024

THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023 – STATUTORY PUBLIC CONSULTATION

1. The Committee had before it a report by the Executive Director of City Regeneration and Environment which set out the objections and comments received during the consultation process for “The Aberdeen City Council (City Centre, Aberdeen) (Traffic Management) (Experimental) Order 2023”.

The report recommended:-

that the Committee –

- (a) note the benefits highlighted, to date, by the bus operators, and recognise the measures would support continuing improvements. Similarly, noting the measures supported active travel by way of walking or cycling. Collectively, the measures were a vital component of the City Centre Masterplan for establishing an attractive and vibrant city centre, with an environment that was conducive to encouraging footfall. Furthermore, choice remained in terms of access, with car parks and on-street parking capacity unaffected, and a network of appropriate distributor roads available, whether for access or through traffic;
- (b) approve the making of “The Aberdeen City Council (City Centre, Aberdeen) (Traffic Management) Experimental Order 2023” as a permanent Order, albeit with continued monitoring in terms of the ongoing City Centre Masterplan; and
- (c) instruct the Chief Officer - Operations to commence the procedure for the Order to be made permanent.

Members asked a number of questions of officers.

In accordance with Standing Order 16.1, Councillor Mrs Stewart addressed the meeting and spoke against the recommendations in the report.

The Convener, seconded by the Vice Convener, moved:-

That the Committee:-

- (a) agree the recommendations subject to (b) and (c) below;
- (b) in the context of the ongoing construction works on Union Street and around the New Market development, instruct the Chief Officer - Operations to introduce a Temporary Traffic Regulation Order (TTRO) to suspend the Bus Gates on Union Street (westbound only) / Market Street (southbound only), between its junctions with Adelphi and Hadden Street; this allowing all classes of vehicle to turn left from Union Street onto Market Street, thereafter restricting general traffic to a left only turn at the bottom of Market Street onto Trinity Quay (Virginia Street), this to

- aid continued access and servicing of the businesses on Market Street and Shiprow throughout the remaining period of construction;
- (c) instruct the Chief Officer – Operations to report to this Committee in 18 months' time on the operation and impact of this city centre traffic management regime and to make any recommendations for modifications he considers appropriate.

Councillor Ali, seconded by Councillor Blake, moved as an amendment:-

That the Committee:-

- (a) notes that in 2016 the Labour led administration brought forward the City Centre Masterplan, which was agreed unanimously by all political parties;
- (b) notes the Masterplan document speaks about pedestrian(s) and pedestrianisation 73 times within the document and mentions Bus Gates twice;
- (c) agrees that the Masterplan document was designed with people in mind and that Bus Gates would be installed at key intersections on the periphery of the city centre to ensure buses are not impacted by congestion during weekday peak hours;
- (d) agrees that decisions taken by the SNP administration risk turning Aberdeen Union Street into a ghost town;
- (e) agrees businesses right across the city are angry and disappointed with the SNP Administration at Aberdeen City Council for killing footfall in our city by introducing bus gates without actually introducing pedestrianisation of the central part of Union Street;
- (f) agrees that pedestrianisation of the central section of Union Street is the way forward for our city; and
- (g) instructs the Chief Officer - Operations to report back on the rescinding of The Aberdeen City Council (City Centre, Aberdeen) (Traffic Management) Experimental Order 2023, including financial impact, and report back to Full Council.

On a division, there voted:- for the motion (6) – the Convener; the Vice Convener; and Councillors Allard, Henrickson, Nicoll and van Sweeden; for the amendment (3) – Councillors Ali, Blake and Massey.

The Committee resolved:-

- (i) to note that officers would investigate whether data was available for Council-run car parks to show if there had been any drop in uptake of parking;
- (ii) to note that officers would provide information to Members outwith the meeting in relation to footfall data from other cities, and the comparison with Aberdeen;
- (iii) to note that officers would contact Police Scotland to ask if there had been an increase in anti-social behaviour in the city centre since last summer and the closure of Union Street to general traffic, and to further note that a report was due to the next meeting of Communities, Housing and Public Protection Committee on this issue; and

- (iv) in relation to the query as to how many people were now travelling into the city centre on public transport, including the number of people going in and out of the bus station, to note that officers would contact Stagecoach and First Group to ask if more detailed data could be provided on this; and
- (v) to adopt the motion.

In terms of Standing Order 34.1, Councillor Ali intimated that he wished the matter to be referred to full Council in order for a final decision to be taken. He was supported in this regard by Councillors Blake and Massey.

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ABERDEEN CITY COUNCIL

COMMITTEE	Net Zero, Environment and Transport Committee
DATE	11 June 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	The Aberdeen City Council (City Centre, Aberdeen) (Traffic Management) (Experimental) Order 2023 – Statutory Public Consultation
REPORT NUMBER	CR&E/24/169
EXECUTIVE DIRECTOR	Gale Beattie
CHIEF OFFICER	Mark Reilly
REPORT AUTHOR	Graeme McKenzie
TERMS OF REFERENCE	8

1. PURPOSE OF REPORT

- 1.1 This report considers objections and comments received during the consultation process for “The Aberdeen City Council (City Centre, Aberdeen) (Traffic Management) (Experimental) Order 2023”.

2. RECOMMENDATION

That Committee: -

- 2.1 note the benefits highlighted, to date, by the bus operators, and recognise the measures will support continuing improvements. Similarly, noting the measures support active travel by way of walking or cycling. Collectively, the measures are a vital component of the City Centre Masterplan for establishing an attractive and vibrant city centre, with an environment that is conducive to encouraging footfall. Furthermore, choice remains in terms of access, with car parks and on-street parking capacity unaffected, and a network of appropriate distributor roads available, whether for access or through traffic;
- 2.2 approve the making of “The Aberdeen City Council (City Centre, Aberdeen) (Traffic Management) Experimental Order 2023” as a permanent Order, albeit with continued monitoring in terms of the ongoing city centre masterplan.
- 2.3 instruct the Chief Officer Operations to commence the procedure for the Order to be made permanent.

3. BACKGROUND

- 3.1 “The Aberdeen City Council (City Centre, Aberdeen) (Traffic Management) (Experimental) Order 2023” was made on 24 July 2023, with its operation being brought into effect on the 1 August 2023. Albeit when allowing for roadworks it was the 21 August when all the necessary changes had been completed on the ground, and where it was announced as being fully operational.

3.2 A summary of the complete package of measures provided by the Experimental Traffic Regulation Order is specified in Appendix A, however, the restrictions that are the focus of objections / comments are: -

- the new city centre Bus Gates/Lanes on Bridge Street, Guild Street, and Market Street/Union Street (permitted vehicles are buses, cycles, goods vehicles, taxis, and private hire vehicles).

**Please note, the Bus Gates that control access onto central Union Street, between its junctions with Bridge Street and Market Street are already established by way of a permanent Traffic Regulation Order, however, the experimental order has extended access to all the vehicle classes stated above; namely, it was previously restricted to timetabled local buses and cycles, with goods vehicles (except 7.5T plus), taxis etc. having to enter central Union Street via Back Wynd.*

- the prohibition on turning right from Union Terrace onto Rosemount Viaduct (except for buses, cycles, taxis, and private hire vehicles)
- the creation of a 'Pedestrian and Cycle Zone' on Schoolhill / Upperkirkgate, between the junctions with Back Wynd and Flourmill Lane, with access being limited for the purpose of loading at adjacent premises between the hours of 4.30pm and 11am.

3.3 An Experimental Traffic Regulation Order (ETRO) is a method of introducing traffic management arrangements and consulting simultaneously with the measures in operation. This allows the Council, acting as the Local Roads Authority, and road users the opportunity to ascertain the 'real world' effect of the measures. The consultation is open for a period of 6 months (commences with the making of the ETRO), while that actual operation of the ETRO is limited to a period of no longer than 18 months. Accordingly, a Roads Authority is compelled to reach a conclusion during the period of experimental operation as to whether the ETRO is made permanent (in full or part) or abandoned.

3.4 A criticism that has been levelled at the ETRO is it has been used to circumvent the usual permanent Traffic Regulation Order consultation process prior to implementation, and they are rarely used in Scotland. In this regard, the Scottish Government amended the statutory procedure for establishing ETROs in November 2021, thereby adopting the same long-established procedure in England and Wales. Prior to this, and for context, they were seldom used in Scotland, as they could often involve multiple procedures, that in practical terms defeated the purpose of their use. As stated, they can be an ideal way of testing traffic management measures, and anecdotally, since the procedure was modified, their use in Scotland does appear to be on the rise.

3.5 In terms of volume, the direct number of objections received during the consultation period, in-line with the statutory process, is 500+. The full content of the objections can be viewed in Appendix B (individuals) and C

(businesses); however, the main themes will be considered in later paragraphs.

- 3.6 Beyond the formal objections sent directly to the Council, there was further feedback received on behalf of businesses, from Aberdeen Inspired, and Aberdeen & Grampian Chamber of Commerce (See Appendix D and E respectively).
- 3.7 Two petitions have been circulated via the 'Change.org' website; one titled "[Scrap the new Bus Gates – Keep Aberdeen accessible](#)", the other, "[Stop Aberdeen City Council's plans for Guild Street Bus Gates](#)", which have 6,887 and 738 signatories respectively (signatories recorded to 7 May 2024). These petitions are highlighted for information, and it is expected any comments associated with the signatories will echo the same themes submitted in the formal objections received by the Council.
- 3.8 The main purpose of the experimental order is to support the City Centre Masterplan by establishing a priority route for buses, while still maintaining access for pedal cycles, taxis, goods vehicles, and authorised vehicles (namely, private hire vehicles). This enhances bus reliability and travel time, thereby encouraging bus services as a sustainable transport option. Similarly, the removal of general through traffic from the roads concerned will establish an improved environment for pedestrians and cyclists, while facilitating future streetscape improvements.
- 3.9 The ETRO also maintains the 'Pedestrian and Cycle Zone' that has been established on Schoolhill / Upperkirkgate, between its junctions with Back Wynd and Flourmill Lane; this measure originally being established as a 'Spaces for people' intervention during the COVID pandemic.
- 3.10 In support of the changes, junction improvements were made to South College Street area that takes account of re-routed general traffic and corresponds with the local roads hierarchy which was updated in 2020. This project (£8.5 million spend) being funded through the Council and a grant received from the Scottish Government's Bus Partnership Fund. Further information can be viewed at the following link: - <https://www.aberdeencity.gov.uk/services/roads-transport-and-parking/south-college-street-junction-improvements-project-phase-1>
- 3.11 Accordingly, the B983 (Denburn Road, Wapping Street, College Street, South College Street), Palmerston Place, the A956 (North Esplanade West, Market Street, Trinity Quay, Virginia Street and Commerce Street) provide alternative routes for general traffic that previously used the roads where bus priority measures have been established (See Appendix G).

Objections

- 3.12 A summary of the main themes of the objections are provided below, with the themes highlighted in bold, and thereafter followed by a response from a traffic management / city centre masterplan perspective. The full content of

the objections can also be viewed at Appendices B (individuals) and C (businesses): -

3.13 **Objection theme: - “Acknowledge the need to improve public transport, however, the current system is unreliable and unable to meet the needs of residents.”**

“Buses are inefficient and there have not been any improvements in punctuality.”

3.14 The headline here, is while the bus priority measures have only been established for a relatively short period, they are bearing fruit in terms of measurable improvements, with First Bus Scotland indicating the following in terms of a timeline: -

September / October 2023

Improved bus running speeds are being noted as the Bus Gates / Lanes settle into operation.

Following the commencement of the new measures, First offered 50% off its ‘3in7’ day ticket bundle; this generated a 9% uplift in customers that were retained post offer. (The ‘3in7’ is a flexible ticket and provides for travel on any 3 days chosen by the customer during a certain week.)

January 2024

Bus running speeds have improved by 25%.

This allows First to save on the operational cost of three vehicles within the network, while maintaining existing frequency.

Savings invested back into customer offering through the ‘network wide free weekend travel’ throughout January 2024.

Figures show, at the end of January, passenger volumes at the weekends were up 20% year on year.

End of financial year 2023/24

Improved journey speeds continue to benefit bus passengers passing through the Bus Gates / Lanes.

Since switch on, over three million bus journeys made with First Aberdeen have benefitted from the Bus Gates / Lanes.

As at Year End 23/24, our passenger volumes on routes using the Bus Gates / Lanes are trending 16.5% above where they were previously (prior to the Bus Gates / Lanes being established).

Summary

Our passenger volumes have continued to climb from the initial 9% growth back in October 2023 to the 16.5% enjoyed at the end of March 2024. The bus priority measures have done what we said they would. Bus speeds have

been improved resulting in a more attractive service and significant fare reductions / free travel, giving customers much greater value for money, and delivering modal shift as a result.

All in all, when taking account of all the city centre interventions, so inclusive of the central section of Union Street, there has been a benefit provided to circa 12 million passenger journeys.

It is essential these journey speeds are maintained on a permanent basis for these benefits to be delivered in the future.

3.15 Similarly, Stagecoach issued the following statement in early December -

“Across our Aberdeen City network, we have observed an average uplift of passenger numbers by 5% since the bus priority measures went live. We have also seen a reduction of 10% in the time taken to cross the city centre on service 59, which connects key destinations such as Northfield, Balnagask, and Aberdeen Royal Infirmary.

With fewer buses being held up unnecessarily in city centre traffic, bus journey times are quicker and more predictable. This will have a significant impact on the daily lives of bus commuters and thousands of bus passengers across the North-east who make journeys into Aberdeen.”

3.16 With more recent data analysis by Stagecoach indicating the following with respect to specific services: -

The following analysis is based on making comparisons with data recorded for working / school travelling weeks in June/July 2023 prior to the bus priority measures coming into operation.

Service 59: Balnagask to Northfield via Aberdeen Royal Infirmary

Service 59 is showing the biggest passenger number improvement, starting slowly on the 21 August 2023 with 2%, up to 13% at the grace enforcement period end, with 23% improvement at the busiest week in December. Regarding service 59, additional measures that might have a positive impact for those numbers are the significant investment by Stagecoach in the service with new electric vehicles. It is also important to mention, that route connects Torry and Northfield which are residential areas with high dependency on bus services, including direct connection to ARI from both ends. In this case, bus gates clearly indicate a direct impact on passengers' journeys, which leads to patronage improvement.

Service 727: Union Square – Great Northern Road - Aberdeen Airport

Service 727 is showing a positive improvement, although it seems that the trendline is slower than mentioned for service 59. This is mainly because of factors that directly impact on the route, which are: airport seasonal traffic, events at P&J Live, football traffic, city conferences at TECA etc. Therefore, general route performance was considered on weeks that have not been

affected by the above factors; this to make sure that comparison between regular weeks is more reliable.

- Weekdays Service 727 patronage (excluding Airport Traffic) growth, from 21 August 2023, is gradually going up, progressing to a 4 to 5% improvement, with a 13% rise being recorded in the busiest December week.*
- Weekends data shows clearly better percentage improvement to weekdays, which would suggest that passengers could have chosen journey by bus rather than a car, with up to 17% growth in December.*

While those percentages might seem low, with passenger numbers on 727 relatively high, a 4 to 5% improvement is a significant increase.

Services 4/5/6 and 6A: Westhill Corridor and Kingswells Park & Ride

Kingswells Park & Ride detailed analysis: -

- Combined data for Kingswells Park & Ride, with Industrial Estates (Prime Four and Arnhall) included, shows improvement from 9% to 22% on weekdays. The data for Kingswells Park and Ride only (without Industrial Estates) shows even better improvement, starting at 11% in the initial week, ending at 24% in busiest week in December. Accordingly, the Park & Ride facility has been busier since the introduction of the new city centre Bus Gates, which may be a good indicator of more passengers switching onto bus.*
- Moving onto weekends only, Kingswells Park & Ride shows an improvement of up to 36% in busiest December week, and 10% increase in November.*

Westhill Corridor detailed analysis: -

Data that has been analysed was only for passengers travelling to and from Westhill and Elrick; this also shows good progression, 13% - 24% increase, with even 9% - 54% over the weekends.

Ellon Park & Ride

- Analysis of passengers only boarding / alighting at Ellon Park & Ride and traveling towards City Centre in both directions on weekdays. From initial week, 14% increase, progressing to 25% at grace enforcement period end, up to 43% in busiest week in December.*
- Weekends indicated greater increase, from 11% to even 57% in November. In addition, last January weekend shows significant increase, albeit this could be the effect of free weekend travel offer.*

King Street / Ellon Road

It was also beneficial to analyse the north corridor serving Aberdeen, and how the Bus Gates may have impacted our passenger numbers on services. Data was trimmed to only include Ellon Road and King Street locations, towards City Centre in both directions for full week, filtering all Buchan services that we operate on corridor (excluding services 290/291). We can clearly see that passenger numbers increased, especially at the end of the grace enforcement period, with 17% growth, then up to 23% in November. Weather disruption did not affect January numbers significantly, therefore last week in January shows 12% increase compared to average values in June / July 2023.

3.17 Accordingly, at this early stage there is positive indications the new bus priority measures are improving journey times and reliability and provide a platform towards a city mass transit system that is quicker, greener, and cheaper. While at the same time supporting the City Centre Masterplan for an attractive and vibrant city centre.

3.18 **Objection theme: - “Difficulty navigating the new road layouts by car”.**

“Longer journey times, with increased consumption of fuel and vehicle emissions.”

“Scared to access town for fear of receiving a penalty for inadvertently driving through a Bus Gate.”

“The city centre is no longer accessible.”

3.19 A common depiction of the bus priority measures in objections is they have led to the city centre being inaccessible by car; however, this is not the case. When considering visitors by car, they will generally be seeking to access an off-street car park, while some will also visit city centre streets where on-street parking bays are available. The crucial factor is all these facilities remain accessible and there has been no change in capacity for parking.

3.20 Likewise, for a driver of a car wishing to allow a passenger to board or alight, or carry out loading activities, there are few limitations in terms of access, with alternative routes remaining, albeit there will be some areas where it may be time-limited and restricted to loading goods and burden. For example, the ‘Pedestrian & Cycle Zone’ on Schoolhill / Upperkirkgate can only be accessed for loading from 4.30pm to 11am; the same being true of central Union Street when entered via Back Wynd.

3.21 There is an issue where some drivers still perceive some of the roads that have been restricted as ones that should be available as distributor ‘through road’ types for all vehicles, however, emphasis must be placed on their function as destinations to serve retail, business, hospitality, and residential function, which creates a welcoming environment for pedestrians, and similarly so for cyclists. Consequently, the priority provided to buses, cycles, taxis, and private hire vehicles, is championing sustainable transport. While

the access provided for Goods Vehicles acknowledges the necessity for the day-to-day servicing of shops, restaurants, offices etc.

- 3.22 A criticism often cited is the measures are leading to longer journeys; whether that be distance and time, or where 'delay' is highlighted because of congestion due to vehicles being displaced onto other routes. Most drivers, however, will generally be making their way to the city centre from outside its very core; the consequence being with journey planning and using appropriate routes, there will be no real impact. The context to this is the road network with its priority, secondary, and local routes is still facilitating the movement of traffic and continues to provide direct access to city centre destinations (See plan at Appendix F).
- 3.23 The central point being the main routes into the city centre all lead to a circular like distributor route that serves the very core; this is best visualised by way of the plan at Appendix G; without naming all the roads involved in their entirety, the following is descriptive of the route concerned: - Hutcheon Street, West North Street, East North Street, Virginia Street, Market Street, North Esplanade West, Palmerston Place, South College Street, College Street, Denburn Road, and Skene Square.
- 3.24 What has been apparent in many communications is a level of perception where some consider the change to be akin to "pulling the drawbridges up in the city centre", and where there is an element of being disconcerted as the route one has historically used is no longer available. This fuelling comments such as "I won't visit the city centre again", "I will go elsewhere to shop" etc. The contrast though is with an appreciation of the limited extent of the restrictions, and the alternative routes available, there is not a significant detriment.
- 3.25 To raise awareness of the measures, the Council, through its External Communications Team, released a series of news updates, media releases, maps, videos, and social media both prior to, and after the experimental Order came into operation. The Council website also hosts a dedicated page providing detail, along with a 'frequently asked questions' section. Similarly, the 'GetAbout' website, hosted by regional transport organisation Nestrans, and the Bus Partnership, have also publicised information.
- 3.26 There are objections that relate to car drivers based in, or routinely driving on roads in, the core city centre. Examples cited include a situation where secure documents are routinely being transported between city centre premises, travelling for property surveys, using private motor cars for delivery services, transporting heavy equipment between premises etc. In this respect, it is impossible to have a system that can accommodate every eventuality, and for a minority while the changes may be considered disruptive, this must be balanced against the overall benefit; with any negative impact being very modest when considering the alternative routes that remain available.
- 3.27 ***Objection theme: - "Traffic displaced onto other roads is leading to congestion, longer journey times and pollution."***

- 3.28 As indicated earlier, junction capacity improvements in the area of South College Street have been made, with a direct link also created between Palmerston Place and North Esplanade West. When considering the B983 (Denburn Road, Wapping Street, College Street, South College Street), Palmerston Place, and the A956 (North Esplanade West, Market Street, Trinity Quay, Virginia Street and Commerce Street), traffic appears to be running well. This is evidenced in Appendix H, I, and J, where information accessed by way of Google Maps highlights the movement of traffic on typical days.
- 3.29 Indeed, the only point of real note, have been emergency and planned utility works on Market Street, where the removal of a lane reduced capacity and did lead to a very limited period where congestion was noted. Such events, whether emergency or planned, occur across any road network, and efforts will be made to mitigate the impact. So, with planned roadworks, measures in advance will be advertising to avoid an area, highlighting alternative routes, possibly suspending certain traffic management restrictions, and on busy distributor roads, where possible, avoiding peak periods and/or arranging works during school holiday periods. While in an emergency, information will be disseminated as swiftly as possible. It should also be noted, that beyond roadworks, there is also the situation where Police Scotland can intervene to manage traffic in an emergency.
- 3.30 ***Objection theme: - “The Bus Gates / Lanes are a threat to the city centre’s vibrancy and footfall.”***
- “Businesses, shops, and the hospitality industry will be hit hard as potential customers shun the city centre in fear of contravening Bus Gates / Lanes.”***
- 3.31 As previously emphasised, access to all the parking facilities that existed prior to the new bus priority measures remains available. The concern is therefore one as to whether a negative perception over the extent of the Bus Gate / Lanes is deterring footfall.
- 3.32 In terms of measuring footfall, Aberdeen Inspired has a contract with Springboard which provides weekly footfall counts at specific sites in the city centre; this data is then shared with Aberdeen City Council. The sensors concerned count people as they pass, and there will be a significant element of double counting; the consequence being it will overstate the number of individuals visiting. Therefore, Aberdeen City Council will report on the percentage trend, as opposed to stating the actual number of pedestrians.
- 3.33 When comparing the period of 27 August 2023 to 22 April 2024, this following the commencement of the Bus Gates / Lanes operation, against the exact same 2022/23 timeframe, there is a 4.6% drop in footfall. (Of note, this is based on sensors that were collecting data at the same specific point on the pavement / footway; that is to say, if a sensor has been shifted it has been excluded, as the data is rendered unreliable.)

- 3.34 The difficulty in interpreting this data is it is not 'black and white' where it could be stated it must solely be a drop because of the Bus Gates / Lanes. There are a range of factors that could have contributed to this fall: -
- a long-term decline in footfall experienced in towns and cities across the UK. Between 2015 and 2020 there was a decline of 5% in footfall in major English town centres. A similar trend has been observed in Aberdeen, Scotland, and UK as a whole pre-pandemic, with footfall falling each year between 2017-19. This trend has continued in 2024 across all three locations.
 - this more general trend in the decline of city centre footfall is likely caused by the shift to home working and increased online purchasing. Additionally, the contraction of retail and hospitality offerings in many cities, coupled with economic challenges stemming from the EU Exit, global supply chain issues, the cost-of-living crisis, and the downturn in the oil and gas industry, may have further influenced these patterns.
 - the storms experienced in the North-East from October 2023 to January 2024 (with a fall of 250,000 pedestrians in October 2023 compared with October 2022; there being a 3-day period in October 2023 in which Storm Babet pummelled eastern Scotland, and where similar patterns were observed for other storm periods).
- 3.35 With regards to the business feedback, both Aberdeen Inspired and Aberdeen & Grampian Chamber of Commerce (AGCC) ran their own surveys with levy payers and members over the introduction of the ETRO measures.
- 3.36 Both surveys are summarised below and the responses mirror those provided with the ETRO statutory consultation process and respondees may have replied in multiple surveys.
- 3.37 The survey by Aberdeen Inspired gathered 36 responses from approximately 685 levy payers. The collated responses, which can be viewed in Appendix D, have been summarised below.
- Many of the businesses responding have reported a decline in footfall and sales which they attribute to the ETRO. The main issue being that the changes have made it difficult for customers and delivery drivers to access premises.
 - Their customers have reported that the ETRO has created confusion among road users, especially those who are infrequent visitors to the city centre, as they are afraid of getting fined for passing through the bus gates or turning onto restricted roads.
 - Some businesses have expressed the need for the ETRO to be reconsidered or removed, as they believe it is discouraging people from visiting the city centre and damaging the local economy. They also

suggest that more support should be given to the city centre businesses to help them compete with online shopping and out-of-town retail parks.

- A few businesses have shown support for the ETRO to revitalise the city centre and reduce emissions, and they have suggested that it should be given a chance to prove itself.

3.38 AGCC's survey received 1,091 responses, having been widely and publicly promoted through their Morning Bulletin (daily subscribers 17,000) and a wide range of social channels. The responses were mainly from the public rather than businesses. This expanded on a previous survey carried out by the Chamber, prior to implementation of the scheme, which attracted 206 responses. The collated responses are available to view in Appendix E.

3.39 Within the responses they gathered, the summary is like that provided by Aberdeen Inspired: -

- 4% of respondents, (47) were city businessowners.
- 81% (38) of city business owners say that they have had less footfall since the introduction of the road network changes.
- 55% (26) indicate they have had less income.
- 32% (15) and 34% (16) respectively, have had to change delivery schedules or incurred higher delivery costs.

3.40 **Objection theme: - “The restriction on turning right from Union Terrace onto Rosemount Viaduct has created congestion and confusion for drivers and has no clear benefit for buses or cyclists.”**

3.41 The prohibition of right turns from Union Terrace onto Rosemount Viaduct came out of the traffic modelling process for the City Centre Masterplan and is based upon the roads hierarchy where Union Street is considered a destination as opposed to a strategic through route. From a perception standpoint, the rationale for this prohibition will become clearer as the City Centre Masterplan progresses and eventual streetscape improvements take place on the section of Union Street to the west of Union Terrace.

3.42 **Objection theme: - “The Bus Gates / Lanes limit access for disabled ‘Blue Badge’ holders.”**

3.43 There is no detriment in terms of access to dedicated parking facilities, as alternative routes remain available. There have also been additional ‘Blue Badge’ bays established on Flourmill Lane, and the area of the Green, as part of the experimental order process. Thereafter, when considering ‘drop off / pick up’, there are options for ‘close’ proximity waiting while a passenger boards / alights.

3.44 There were objections received on the basis if an exemption can be provided for ‘Blue Badge’ holders to enter the upcoming Low Emission Zone (LEZ),

why not for Bus Gates / Lanes. The distinction is the LEZ covers a large area with distinct entry points to a zone, whereas the Bus Gates / Lanes are limited lengths, with alternative routes remaining to access parking opportunities and for 'close' proximity 'drop off/ pick up'.

3.45 **Objection theme: - “The Pedestrian and Cycle Zone on Schoolhill / Upperkirkgate makes travel unnecessarily circuitous.”**

3.46 Given the high pedestrian movement between the St. Nicholas and Bon Accord shopping centres, and the shared space streetscaping in place at the Upperkirkgate / Broad Street junction, it was considered that the traffic restrictions included on Schoolhill, originally part of the *Spaces For People* measures, should be made permanent, primarily from a pedestrian safety and placemaking perspective, and preventing it being used as a general east-west 'through' route. In due course, as part of the City Centre Masterplan, there will be streetscape improvements which emphasise its function as a 'Pedestrian and Cycle' Zone.

3.47 **Objection theme: - “Difficulty negotiating new road layouts and interpreting road signs.”**

3.48 The regulatory signs and road markings that provide for the Bus Gates / Lane are in accordance with regulatory design specifications, and guidance set out by the Department for Transport / Scottish Government. Ahead of the regulatory signs there are also advance signs that warn drivers of the restrictions, while to further mitigate against vehicles attempting to use core city centre roads as 'through' routes, certain roads have a 'Prohibition of motor vehicles, except for access' stipulation.

3.49 The level of infringements is trending downwards; however, it continues to be monitored, and further changes are possible should it be considered additional signs, modifications to road markings etc. would be of benefit.

3.50 **Objection theme: - “Motorcycles are not permitted to use them, or indeed any of the other Bus Lanes / Gates in Aberdeen.”**

3.51 Given the alternative distributor routes available, and similarly where access is still provided to off-street car parks and on-street parking bays, it is not considered necessary to provide motorcycles with an exemption.

3.52 For information, the topic of motorcycles being permitted to use Bus Lanes was last considered by the Council Operational Delivery Committee on 16 May 2019, where the committee approved the recommendation to take no further action in terms of providing a citywide exemption: -

<https://committees.aberdeencity.gov.uk/documents/s96719/Motorcycles%20in%20Bus%20Lanes%20Committee%20Report%20-%20Final%20Version.pdf>

3.53 The Council Traffic Management & Road Safety Team are aware the Department for Transport are consulting on a possible update to their Traffic Advisory Leaflet titled “Motorcyclists using bus lanes (TAL 1/24)” which is

applicable to England. So, a situation that would be reviewed should the Scottish Government / Transport Scotland follow suit with any updated guidance.

Summing Up

- 3.54 Bus Gates / Lanes are invariably contentious and will be considered by some to be a significant inconvenience and direct challenge to a viewpoint that private motor vehicles should have unhindered use of the public road network; this opinion evident in the briefest examination of bus priority measures that have been promoted in cities across the United Kingdom, and where it features as a common thread of objection.
- 3.55 The counter argument is without appropriate restrictions; how can local authorities possibly meet the challenges of providing attractive and sustainable transport options. They are also integral to establishing a modern welcoming city centre that is vibrant and pleasant to negotiate by walking or wheeling, and where people want to spend time, whether that be for shopping, visiting cafes / restaurants, or entertainment. Likewise, recognising the value of an enhanced environment for those that live or work in the core city centre.
- 3.56 Measures that provide priority for efficient mass public transport are therefore essential, and in terms of Aberdeen city centre, early indications are the bus priority measures are working and bringing benefits, both in reduced journey times and service reliability. At the same time, the measures support access for cyclists, which is undisputedly the most green / sustainable wheeled transport option. While taxis and private hire vehicles are also granted access, so a recognition in their value of supporting the movement of people in the core city centre.
- 3.57 It is also crucial to consider, that contrary to a perception cited in objections that access is being denied to the city centre, it is a choice that is being presented. As emphasised throughout this report, access is maintained to all the city centre car parks and similarly to on-street parking bays where available. Thus, the owner of a car or motorbike is not being compelled to get a bus, and by using appropriate distributor routes there will be no, or at most, a very modest impact when compared against those routes a driver may have previously used. The same is also true for those that previously negotiated the now restricted roads as 'through' routes.

- 3.58 One of the difficulties in attempting to gauge any negative effects on footfall associated with the bus priority measures, is the profound changes that have been occurring in the city centre, so as previously mentioned the backdrop of declining footfall caused by online shopping, working from home, and where economic factors are also limiting spending, be that on retail, hospitality, or entertainment. This being a situation all too common in cities across the United Kingdom, with a recent (22 April 2024) House of Commons Library research briefing highlighting the retail sector is going through a prolonged period of upheaval and the 'Centre for Retail Research' describing the industry as undergoing a "permacrisis" since the 2008 financial crash.
- 3.59 It is therefore recognised the Council, and its partners must make continued efforts to highlight the benefits of the measures and drive forward the message the core city centre remains open for business. With the significant benefits of the Union Street / Market transformation on the horizon, it is a transformative period for the city that can lock in huge benefits for public / sustainable transport and create an environment conducive to encouraging footfall.
- 3.60 Thus, the recommendation is the experimental order should be made permanent. Albeit with a caveat the measures continue to be monitored and assessed as the City Centre Masterplan progresses.
- 3.61 Any decision to abandon the measures at this early stage of operation would be a retrograde step when considering all the national and local objectives the Council aspires to with respect to transport and the environment, and the ambitions set out in the City Centre Masterplan. Similarly, given the level of investment on the South College Street Junction improvements project to support the changes.

4. FINANCIAL IMPLICATIONS

- 4.1 The Council Budget meeting on 10 March 2021 outlined a funding commitment totalling £150m from the General Fund Capital Programme over financial years 2021/22 to 2025/26 to ensure the Council transforms the City Centre and the Beach area. This £150m funding commitment was used as match funding for the first £20m bid to the UK Government's Levelling Up Fund in 2021, and the second £20m bid submitted in 2022.
- 4.2 The ETRO measures reported here are installed on site therefore the major outgoings have been made. Any amendments to the measures will require resourcing however this will be covered by the above-mentioned funding.
- 4.3 After accounting for operational costs, income revenue from bus lane enforcement, in accordance with legislation, is allocated to processes, schemes, projects etc. that facilitate the achievement of policies identified in the Local Transport Strategy.

5. LEGAL IMPLICATIONS

- 5.1 Aberdeen City Council made the ETRO in exercise of the powers conferred on them by Sections 9 and 10 of the Road Traffic Regulation Act 1984 and of all other enabling powers and after consultation with the Chief Officer of Police Scotland in accordance with Part III of Schedule 9 to said Act and having complied with the statutory requirements of The Local Authorities' Traffic Orders (Procedure) (Scotland) Regulations 1999, as amended. The Order is experimental to allow the Council to modify or vary the scheme at short notice once in force, should circumstances require.
- 5.2 This report sets out the public and statutory undertaker response to the consultation phase of the progress.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 The scheme promotes improved walking, cycling and public transport priority within the city centre, reducing vehicles within the main pedestrian spaces. This reduces people exposure to poor air quality whilst enjoying the city centre environment. The reduction in "through traffic" is a desired outcome that would also contribute to ACC's Net Zero commitments and the Scottish Government target of reducing vehicle km by 20% by 2030.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Failure to proceed with project impacts on wider city commitments and economic targets	The consultation process is being undertaken and reported to allow the results to be fully considered.	L	Yes
Compliance	Delays in reporting or decision making can impact on the opportunities to amend the proposed order should	This report has been prepared in good time to instigate changes if these are deemed necessary.	L	Yes

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?
	changes be required.			
Operational				
Financial	Removal of the bus gates may have implications for Scottish Government Bus Partnership Funding provided for the bus priority measures and the South College Street works.	This report proposes the measures remain and the experimental Traffic Regulation Order is made permanent. This would have no impact on the funding provided.	L	Yes
Reputational	The report considers objections to the scheme creating a negative public narrative.	The report provides evidence-based responses to the objections raised. Addressing concerns and presenting solutions where necessary.	M	Yes
Environment / Climate	Created or perceived congestion on the surrounding network due to the installation of the measures.	Network improvements such as South College Street have been developed to help manage any diversion of general traffic from the streets around Union Street. The scheme does have the intention of reducing vehicles numbers through the city centre by making public and active travel easier, resulting in fewer	L	Yes

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?
		emissions and improves air quality.		

8. OUTCOMES

<u>Council Delivery Plan 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"> Improving the provision of bus services across the city, through investment in new supported services, to enable bus services to be provided to areas and at times which are not economically viable. Improving cycle and active transport infrastructure, including by seeking to integrate safe, physically segregated cycle lanes in new road building projects and taking steps to ensure any proposal for resurfacing or other long-term investments consider options to improve cycle and active transport infrastructure.
<u>Local Outcome Improvement Plan</u>	
Prosperous Place Stretch Outcomes	<p>The proposals within this report support the delivery of LOIP Stretch Outcome 14. Increase sustainable travel: 38% of people walking and 5% of people cycling as main mode of travel by 2026. The paper seeks to approve measures that support an improved pedestrians and cycle environment and enhances public transport provision for longer journeys into the city centre.</p>

<p>Regional and City Strategies</p> <p>Regional Strategies</p> <p>City Strategies and Strategic Plans</p> <p>Council Strategies</p>	<p>The report supports the priorities in the Regional Economic Strategy (RES) investment in infrastructure, regenerating our city centre, unlock development potential, improve the deployment of low carbon transport, to enable Aberdeen to realise development opportunities in the City Centre Masterplan.</p> <p>The report supports the National, Regional and Local Transport Strategies, particularly the Sustainable Travel Hierarchy, which prioritises the needs of those walking, wheeling, and cycling above other road users, and the 4 pillars identified in the recent Regional Transport Strategy, Nestrans 2040: Equality, Climate, Prosperity, and Wellbeing.</p> <p>It also supports the Aberdeen Active Travel Plan and Sustainable Urban Mobility Plan, both of which seek to improve conditions for people walking and cycling in Aberdeen, particularly to, from and within the City Centre, through the provision of more and safer infrastructure.</p> <p>Measures to reduce unnecessary vehicle traffic in the City Centre will support the Air Quality Action Plan, Climate Change Plan, Net Zero Action Plan and Low Emission Zone by contributing to emissions reduction.</p> <p>City Centre Masterplan & Delivery Programme – IN06 Bus Priority Infrastructure: Implement bus only streets on key city centre corridors and introduce bus gates on the approach to city centre junctions in order to annul the impact of congestion on journey times.</p>
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9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	New Integrated Impact Assessment has been completed.
Data Protection Impact Assessment	Not required.
Other	

10. BACKGROUND PAPERS

10.1 “City Centre Masterplan Update”, Council, 29 June 2022: -

<https://committees.aberdeencity.gov.uk/documents/s133394/CCMP%20Update%20Report%20to%20Council.pdf>

<https://committees.aberdeencity.gov.uk/ieDecisionDetails.aspx?AllId=90461>

10.2 “The Aberdeen City Council (City Centre, Aberdeen) (Traffic Management) (Experimental) Order 2023 – Statutory Public Consultation” – Aberdeen City Council Consultation Hub: -

<https://consultation.aberdeencity.gov.uk/operations/citycentre-experimental-tro-2023/>

11. APPENDICES

11.1 **Appendix A:** Summary of traffic management measures established by “The Aberdeen City Council (City Centre, Aberdeen) (Traffic Management) (Experimental) Order 2023”

Appendix B: Objections received from individuals

Appendix C: Objections received from businesses

Appendix D: ‘Aberdeen Inspired’ Survey

Appendix E: ‘Aberdeen & Grampian Chamber of Commerce’ Survey

Appendix F: Aberdeen roads hierarchy plan

Appendix G: Core city centre distributor road plan

Appendix H: Typical traffic flow in Aberdeen city centre at am and pm peak times on a weekday

Appendix I: Typical traffic flow in Aberdeen city centre on Saturday at peak times

Appendix J: Typical traffic flow in Aberdeen city centre on Sunday at peak times

12. REPORT AUTHOR CONTACT DETAILS

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Appendix A Summary of traffic management measures established by “The Aberdeen City Council (City Centre, Aberdeen) (Traffic Management) (Experimental) Order 2023”

1. ‘Bus Gates / Lanes’ established: -

- on the southbound carriageway of Bridge Street, between its junctions with Bath Street and Wapping Street
- on the inside northbound lane of Bridge Street, between its junctions with College Street and Bath Street.
- on the eastbound carriageway of Guild Street, between its junctions with Stirling Street and Market Street.
- on the westbound carriageway of Guild Street, between its junctions with Exchange Street and Market Street.
- on the inside northbound lane of Market Street, between its junction with Guild Street and a point 63 metres or thereby south of its junction with Guild Street.
- on the northbound carriageway of Market Street, between its junctions with Hadden Street and Union Street.
- on the westbound carriageway of Union Street, between its junctions with Market Street and the Adelphi.
- on the outside westbound lane of Trinity Quay, from its junction with Market Street and a point 72 metres or thereby east of its junction with Market Street.

The classes of vehicles permitted to use the sections of road specified above are buses (a vehicle manufactured or adapted to carry 9 or more passengers, exclusive of the driver), pedal cycles, taxis, private hire vehicles and goods vehicles. As usual, vehicles associated with the Police Scotland, Scottish Ambulance and Scottish Fire & Rescue services will also be permitted access in accordance with performing statutory duties. To complement the ‘Bus Gates’ there is a prohibition on left turns from Adelphi to Union Street, Exchange Street to Guild Street, Hadden Street to Market Street, and Market Street to Guild Street, while similarly there is a prohibition on right turns from Bath Street to Bridge Street, and St Catherine’s Wynd to Union Street, albeit these prohibition on turns will not apply to the vehicle classes exempt from the Bus Gates / Lanes.

The existing Bus Gates on Union Street, section of eastbound carriageway east of its junction with Bridge Street / Union Terrace, and section of westbound carriageway west of its junction with Market Street, previously restricted to local buses and pedal cycles only, were amended to provide additional exemptions for taxis, private hire vehicles and goods vehicles, while all buses are exempt, with the ‘local’ stipulation no longer being applicable.

- ### 2. Motor vehicles, unless for the purpose of taking access, will be prohibited from all or certain lengths of Bath Street, Bridge Place, Bridge Street, Broad Street, Carmelite Lane, Carmelite Street, Castle Street, Concert Court, Guild

Street, Exchange Lane, Exchange Street, Exchequer Row, Green, Hadden Street, Imperial Place, King Street, Lodge Walk, Marischal Street, Market Street, Queen Street, Union Street, Shiprow, Shoe Lane, Shore Brae, Stirling Street, Trinity Lane and Trinity Street.

3. Vehicles on Union Terrace are prohibited from turning right onto Rosemount Viaduct, with the exception this restriction will not apply to buses, pedal cycles, taxis, and private hire vehicles.
4. There is a prohibition on motor vehicles at any time (a 'Pedestrian & Cycle Zone'), except for loading from midnight to 11.00am, and from 4.30pm until midnight, on Upperkirkgate, between its junctions with Schoolhill and Flourmill Lane; and on Schoolhill, between its junctions with Back Wynd and Upperkirkgate.
5. There is a 'one way' restriction on Schoolhill / Upperkirkgate, between the junctions with Belmont Street and Flourmill Lane, where vehicles, with the exception of pedal cycles, are only be permitted to travel in an easterly direction.
6. The layby area on the south side of Schoolhill, located on a section of the road between its junctions with Belmont Street and Back Wynd, will function on any day, between the hours of 7 and 11am, as a bay for the exclusive use of goods vehicles actively loading goods or burden. At all other times the bay will function for the exclusive purpose of disabled parking.
7. There is a 'one way' restriction established on Trinity Street, between its junctions with Carmelite Street and Stirling Street, whereby vehicles will only be permitted to travel in an easterly direction.
8. Disabled parking bays have been established on Carmelite Lane (1), Exchange Street (1), Flourmill Lane (2) and Stirling Street (1) – The number in brackets following the road names indicates the number of standard 6.6m length bays to be established on each of the stated roads.
9. A mandatory 20mph speed limit will be established on certain lengths of Bridge Street, Carmelite Street, College Street, Guild Street and Wapping Street.
10. There is a prohibition on vehicles loading goods and burden on the south side of Guild Street, between its junctions with the accesses that serve the Bus Station and the Railway Station

[REDACTED]

From: [REDACTED]
Sent: 17 August 2023 16:46
To: TrafficManagement
Subject: Bus gates

As a resident of Aberdeen since 1962 and Westhill since 1975 I now can't find my way around Aberdeen. The bus gate on Bedford Road which I travelled up and down to University was made a no go area by that ludicrous installation. Now you are driving people away from the city centre. When driving up Market Street do you seriously mean us to drive on those cobblestones around the Carmelite Hotel area.

Family and friends now travel to Inverurie to shop or do so online. There is no incentive to go into Aberdeen.

Aberdeen City Council have ruined Union Street Schoolhill and the rest of your nonsensical traffic measures.

I don't suppose you will take a blind bit of notice of what anyone says but you will probably make a fortune fining unsuspecting tourists.

If you reply to this email I shall be shocked.

[REDACTED]

[Sent from Sky Yahoo Mail for iPhone](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 17 August 2023 16:52
To: TrafficManagement
Subject: Bus lanes

My first question to you would be where has the consultation on the above bus lanes gone, ————taken off the council consultation page.
My second objection would be, you say this is a trial for 6 months, how is this to be monitored.
No where on your website does it track cycle/ bus passengers/ car/ pedestrians on Union street or guild street, so how are you to see after 6 months what changes if any.
You are trying to change an 12th century network of roads to suit your needs today
May I say your needs, not the citizens of Aberdeen, which you represent
A master plan you are following, which was written in 2018, I assume you will not be building all these retail outlets in the master plan ie build shopping units on lower level of Union square?
The world has changed since 2018, the bypass has taken a lot of traffic out of city, Covid has increased on line shopping, more and more cars are electric or hybrid.
You need people of Aberdeen to visit the city centre, you are (driving) them away
Suggest you try the bus service in city for yourself, especially when youths are on throwing things, and abusing passengers
You need a model that suits all transport needs of Aberdeen
There is a growing resentment in Aberdeen so much so that a number of people I know are considering using the same tactics as "just stop oil"
Regards
[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 17 August 2023 16:53
To: TrafficManagement
Subject: Bus Gates/Roads in Aberdeen City Centre

Good Afternoon,

Can I just start by asking why buses are being given priority over cars in the city centre?

If the bus services were frequent & affordable I would agree to this but they are not. It seems as if First Bus dictate to the Council & you just agree & let them have their own way.

Our road infrastructure does not offer sufficient alternatives & having an older car, which I cannot afford to change, gives me no way to visit Aberdeen city centre unless I dedicate a whole day to get there & back.

There are very little shops left in the city centre anyway so you have just put the final nail in our town centre.

I agree we must ease congestion & pollution on certain areas but Aberdeen City Council contributed greatly to the problem by closing numerous roads at the same time with no alternatives to the public so it suggests that you please yourself when you want to.

Can I also ask what alternative routes we can use if there was a serious accident on any of the roads that cars will be able to take & not incur a fine doing so?

It also means that anyone coming from north to south or vice versa across the town centre cannot do so unless they take a heck of a detour either way & pollute the air even more by doing so. What does that achieve?

Tourists visiting on the cruise ships must be hugely disappointed with our city & the council must bear the brunt of that as you do not seem to see beyond the end of your noses.

When you open your great plan for the beach boulevard how are people supposed to get there with this road structure in place? There is not enough parking & there are certainly no public transport links to take you from the city centre to there.

We as a city have to stand up & take responsibility for our city - what it is now & what it could be. The council we have who are making these stupid changes certainly won't as they have done virtually nothing to be proud of.

I look forward to your response.

Regards

Diane Smart

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 17 August 2023 18:43
To: TrafficManagement
Subject: Bus Gates in Aberdeen

To whom it may concern.

I am getting in contact with yourselves as I do not agree with these bus gates in the city centre. I feel that all you are doing, is putting more people, including myself off from venturing into the city centre. The only people that are going to suffer will be the local businesses, which means that more shops, cafes, restaurants and bars will end up closing down. I for one, will not bother coming into the city centre if I can help it, and I will just do my shopping online. I honestly can't understand why the Council thinks this a good idea, when it's one of the worst. The council should be helping the local business thrive, not make everything harder.

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 17 August 2023 20:02
To: TrafficManagement
Subject: Gates

I object to the traffic management (gates) in aberdeen! An already dwindling city with these kind of restrictions will only furthermore deplete what is left! The traffic chaos that these gates have already caused is ridiculous! Mrs

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 17 August 2023 21:33
To: TrafficManagement
Subject: Bus gates

I am writing to say the implementation of the bus gates has to be one of the dumbest things the council has done.

Get them removed with immediate effect so that the public can travel freely in the city and that businesses can survive

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 August 2023 15:14
To: TrafficManagement
Subject: Bus gates

Your bus gates in the centre of the city are farcical, all you will achieve is pushing bottlenecks from one location to another plus any so called pollution. Get rid of these nonsensical barriers including Bedford road and Union street get Aberdeen moving again Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 August 2023 22:59
To: TrafficManagement
Subject: No right turn on Union Terrace for cars

To whom it may concern,

I would like to object to the implementation of no right turn on Union Terrace for cars. Having used this route to access my workplace on Schoolhill for 20 years I have never witnessed a high flow of cars or indeed traffic along Union Terrace heading in the direction of the Public Library northwards which would warrant such a change in traffic management 24/7.

The low number of pedestrians are afforded a very wide pavement along Union Terrace which could be shared with cyclists as in other cities and countries. Preventing right turns for cars simply displaces all those who have to access their workplace to already busy routes such as Skene Street and leads to longer journeys either from having to weave through side streets or sitting in queuing traffic. In both cases greater emissions are being generated and no active travel created.

The location of city centre car parks like Harriet Street mean that cars are meant to travel to this area but there are now only 2 ways of getting to Schoolhill. If there is an accident or roadworks on either route (Rosemount Viaduct or Blackfriars Street) then gridlock will follow and access to the car park restricted. Removing yet another route to the city centre for car users means that indeed this strategy will mean fewer car users bothering to choose the city centre and thus regeneration and greater footfall will unlikely happen. For those car users (I car share with 2 others) and who have no public transport option feasible it is frustrating when new strategies do not seem to align with recent experience of straight forward traffic flow along Union Terrace of all types of vehicle.

For these reasons, I would like the no right turn on Union Terrace to be changed back to the previous management of traffic.

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 09:01
To: TrafficManagement
Subject: Bus Gates

I feel compelled to make my feelings know about these atrocious bus gates.

I will now no longer be coming into Aberdeen City Centre to shop or for any other purpose. It is now far too difficult to navigate.

Who had this ridiculous idea should be sacked.

Dundee or Elgin will get my money now.

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 09:21
To: TrafficManagement
Subject: Bus Gates

Dear Sir

I feel strongly that the bus gates installed in Aberdeen City Centre are choking the heart of the city. They are deterring anyone without a will of iron to come into the city for shopping or leisure.

It's unfair to business owners who have already had to try to recover from the pandemic.

Please, for once, listen to what the people are telling you!! We DON'T want bus gates!!

Yours faithfully

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 09:22
To: TrafficManagement
Subject: Bus gates in Aberdeen

Aberdeen city centre is dying.shops are closing everyday.so less people go into the city.no proper investment has gone in to Aberdeen.I'd rather honestly go to Glasgow than into Aberdeen.more independent shops are needed.bus gates just make one more enormous reason not to go into the city centre.Aberdeen council should hang their heads in shame for what they've done to the city over the decades.union street is an embarrassment to its people.

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 09:26
To: TrafficManagement
Subject: Bus gates

I object and I don't even drive, I use the bus service but you're making the city a no go area.
The city centre is already dead and you're making it worse.
Traffic is more pollutant when sitting clogged up in your traffic Jams that you creat with the already bad traffic management in the city

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 09:29
To: TrafficManagement
Subject: Less Abled and Union Street

For myself, I no longer have any interest in the town centre. It is too hard to negotiate. I was already caught out in a bus gate at Castle Street when it began. Signage was poor, in a split second I was beyond the point of no return and had to continue and incurred a fine. As more and more bus gates are added all around the centre, I resolved to shop elsewhere. Me and thousands of other people.

With only one “artery”, Aberdeen’s original design does not lend itself in any shape or form to the environmental measures which other cities might suit. Indeed we are a tiny blip in terms of worldwide environmental impact. Also, these measures do the exact opposite of the purpose intended which is really common sense. People have to drive for longer over greater distances and sitting in traffic jams – far worse environmentally. Cherry picking data does not make these plans acceptable or efficacious.

Cars are needed for GP and dentist appointments. You don’t want to sit on a bus to the hospital when you are in pain or feel sick. And you definitely can’t cycle. Can you afford a taxi across Aberdeen?

Buses are NOT a solution for people who have multiple drop offs, pick ups, shopping, visiting elderly relatives on the way to and from work. This is usually women.

Life is very difficult for most people since the pandemic, the economic downturn and job losses etc. Not being able to get to work on time is hugely stressful and with businesses moving to outlying areas, the situation is worse if you happen to live (say) in the South of Aberdeen but work in the North. Cycling 6 or 7 miles (at least) to and from work is great exercise for 20 somethings.

If you live in the West of Aberdeen into Aberdeenshire and you’re looking for a job. Whole swathes of areas of work are dead to you. Limiting opportunities and making people really depressed and sometimes in poverty.

Cycling is NOT a solution for most people. Its a leisure pursuit not suitable for getting stuff done.

So if you are woman with caring responsibilities and kids etc who works at the other side of town and maybe over 40 something with a bad back but not exactly classed as disabled (like me) Aberdeen City is dead to me/us. Forget about resurrecting Union Street because you will not got footfall sufficient to attract businesses without cars. People with cars have money to spend, they have jobs, they are not going to carry shopping from Union Street to Westhill on the back of a bike.

[REDACTED]

Sent from [Mail](#) for Windows

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 09:33
To: TrafficManagement
Subject: City centre access and bus gates

Good morning,

I would just like to share my opinion and experience of new roads layout in city centre. We've been traveling to centre from dyce for years well before the new restrictions came into place and with them in effect and would like to say that this is more inconvenient than anything. We would never consider using bus due to its cost , unreliability, health reasons and find the new restrictions affecting the little social life we did have .I find it frustrating and silly to completely block off a city centre for cars and other vehicles . While it may benefit emissions etc ,it is destroying city centre. We have no interest in walking up and down the full length of union st to find out what shops have survived and what have already closed to then find that the one that we did need has gone bankrupt. We go online and support someone who is probably a seller from different country instead. While before you could take a route through city centre in your car or motorcycle and it would lure you into local spending, supporting some local businesses and was all in good day out with lots happening and being advertised. Now it's becoming like a Chernobyl zone you are almost scared of it because there is no access, likelihood of being fined there isn't the booming aura that we need now in these difficult times . If you are sat home thinking that everything is getting more and more expensive it does not help that when you go into the heart of your city and it's dead empty. I don't suppose it's appealing to tourists either to walk empty streets, while it may be good photo opportunity it's the impression as such that just has no effect at the moment. Once more ULEZ restrictions come in place around Aberdeen centre everyone that I know is saying that they will just go online more or go to Dundee etc and have a good day out while they are at it . There has to be balance, it's good to impose healthier environment, but it's pointless to be killing the community spirit of such big ,great city if that's the cost of it . Impose congest zone ? People who want into city centre can pay £5 a month or similar small amount and open up the centre to traffic. Night time is even worse . If you do end up going out in town ,you can not get the taxi back as their ranks are limited,times are limited. People can not be picked up dropped off in centre. It's unsafe for female partners to walk outside ulez or bus zones at 2am on their own . I am sure you will be getting similar emails and really hope that the current limits get binned .

Kind regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 09:35
To: TrafficManagement
Subject: City centre traffic management

Dear sir/madam

I would like to object to the numerous measures put in place by the council in the city centre. With the addition of one way streets, bus gates and other restrictions what would normally take 5 minutes now takes 15 to 20 minutes to drive.

I fail to see how this is helping the city centre when people are restricted from entering by car. The bus network in aberdeen is too expensive for many people and not reliable enough. Buses used to be every 10 minute are now every 30 minutes. Elderly people can not be expected to wait in the aberdonian weather for that long. The buses are dirty and drivers angry.

If there is an accident on the denburn how to you get across town now to Harriet street? You can't go up bridge street or turn right on union terrace.

Once the school kids go back the traffic and build up will only get worse. How is this encouraging the regeneration of the city centre when people are voting with their feet and shopping in Aberdeenshire because it's easier.

By forcing cars onto small back streets and having them sit idle in traffic you are only increasing the omissions that we try to reduce.

Thank you for listening.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 09:54
To: TrafficManagement
Subject: Bus gates ,

You are killing the city center ,
It may work in other city s where everything is in place
But until the berry den corridor is finished the council is causing misery for nothing
Get this reversed as soon as ,
Or Christmas will not happen ,
Nobody will come to get fined

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 10:16
To: TrafficManagement
Subject: Bus gates objection

When are you going to open up Union St again to through traffic as It was meant to be? I object to the increased pollution the bus gates will cause and this is not the solution to decrease traffic in the city centre. Access to the bus& train stations has been severely restricted to many residents to the north & west

Sent from [Mail](#) for Windows

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 10:25
To: TrafficManagement
Subject: Aberdeen bus gates and pedestrianisation.

Hello,

Recently the implementation of bus gates has caused great concern and confusion to me as a road user in the city centre. The bus gates concern me most because this “money making scheme” has been implemented by the council who are meant to be representatives of the people who elected them but has been to the detriment of the people using the roads and benefit to private companies such as First Bus Aberdeen and Stagecoach Aberdeen. The bus gates are presented in such a way that basically causes confusion and lots of people are being caught out due to the confusing road signs and the placement of the warnings etc. Bud Gates are controversial in their own right as they are not included in the current Highway Code so question even the legality of these being implemented in such a way in the city centre. I’d be all for bud gates if aberdeens public transport I infrastructure was up to speed with other comparable modern cities and that the fares were lowered to an acceptable level. We are stuck in Aberdeen with first bus price gouging and similar with Stagecoach. You as councillors cannot expect people to use the public transport when its infrequent, late, expensive, regularly abused by anti social kids and isn’t fit for purpose. A journey across Aberdeen takes so long on busses when a car journey takes far less time. If bus gates are to remain then why aren’t the bus gates a lot more clearly advertised in the local press/media and physically highlighted in different road colour markings giving a clear indication to road users of the danger of a fine ahead. Instead lost of them trap you in their area and force you to drive through once past point of no return. That cannot be seen as anything other than money making. Also with the implementation of bus gates and then the ulez coming next year I also regularly note that the amount of people using their cars hasn’t gone down. The traffic has simply moved to other smaller roads and therefore all they council is doing is moving the emissions issue away to slightly outside the immediate city centre. This does not seem fair to those residents living in surrounding areas who now suffer a rat run situation. Finally as bud gates have been implemented I think you will find that many people will simply just give up trying to come to the city centre to either shop, partake in leisure activities or just for general visitation as it’s just making the city centre a very unattractive place to visit.

I understand that there needs to be modernisation and consideration for emissions etc but to penalise local businesses, stakeholders and people while private companies get free reign to transit in the city centre does not seem appropriate or fair. Why shouldn’t there be a move to rid the harbour of the polluting ships that idle their diesel engines mere metres away from the city centre clean air zone. The focus of the council seems all wrong and putting too much burden on the individual rather than collectively fighting climate change.

Why not instead configure the streets surrounding union street. In a one way system to keep flow of traffic. Union street in and of itself. Should be fully pedestrianised. This half in half out nonsense doesn’t satisfy anyone other than again allowing first bus etc to get their way.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 10:28
To: TrafficManagement
Subject: Questionable roads 'Masterplan'

Traffic Management and Road Safety
Operations and Protective Services
Aberdeen City Council
Business Hub 11, Second Floor West
Marischal College, Broad Street
Aberdeen AB10 1AB

Hello

Tell me during any part of your planning process for your misjudged bus gates etc was any consideration whatsoever for the disabled community given, for what I've seen you have had NOT ONE THOUGHT for those with special needs.

I am the driver of two cars, both ULEZ compliant and both of which have blue disabled badges. One a motability car for my wife who is unable to walk and requires a wheelchair and other my personal use car which I use for my work as a carer of a 12 year old child with autism.

I believe this "masterplan" as you like to label it is to aide and assist the bus services as well as taxis and cycle users well all well and good if the buses that Stagecoach actually operated from Peterhead/Fraserburgh were suitable for wheelchair users, sadly the monstrosities they operate on these routes are not. Yes they have an area behind the driver if you're unable to climb up the steep incline of stairs but these are on a 'first come first served' basis and there's only two seats. And please don't get me started on a number of drivers start to pull away while customers are still negotiating the steep stairs, isn't Health&Safety no longer an importance anymore?

On this basis I have no option whatsoever but to continue to use my cars as the alternatives just are not viable. I also have to take her to the rail station as she takes the train for appointments with her specialist hospital as she had a double lung transplant and your plans are making this very difficult indeed as you've now closed off a number of routes to the station dropoff point so only taxis and buses can use them.

My wife has had prior communication with the local press in the past for good and it would be a shame if your questionable plans were highlighted.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 10:42
To: TrafficManagement
Subject: Bud Gates

Hello,

I am contacting you with regards to the recent changes in the city centre with the bud gates. As a resident in Aberdeenshire (Portlethen) I am frequently in and around the city. Over the past few years the councils decision making with road changes and lack of maintenance has been nothing short of appalling. The latest changes with the bud gates are by far the worst possible solution to the issues the city centre has faced. I can state for a fact that myself and many others from the outskirts of Aberdeen will no longer be visiting the city. This has put us off completely with the poor layout and ability to visit areas we could usually get to safely and with relative ease.

I appreciate the councils plan to reduce traffic etc but these bus gates with very little public transport from the outskirts of Aberdeen is not the solution. Please revisit this and remove these bud gates before you turn the city into a complete ghost town.

Thanks

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 10:59
To: TrafficManagement
Subject: New Bus Gates

Re Bus Gates

As resident of Aberdeen and living not far from city centre for 30+ years I cannot agree with implementation of new bus gates, especially the one at bottom of bridge street. This plan pushes traffic out into roads which are not suitable for overflow traffic.

How do people access bus station or train station to drop off disabled people??

If want to care for our planet the need is for easy traffic movement not ever increasing sitting in long queues using more fuel and causing more fumes.

Also the No right turn from Union Terrace along front of HMT blocks yet another route connecting to main roads leading to North of city.

No thought has been given to the bigger picture for the people living in city centre and making it accessible to everyone! Not just those who are able to walk/cycle our public transport doesn't exist whatsoever! Buses don't travel routes that are suitable to most travellers, are expensive and can add hours to journeys. Plus taxis who are privately owned are extremely expensive for day to day use.

I could go on and on. Common sense has gone out the window.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 11:01
To: TrafficManagement
Subject: Road changes feedback

My feedback on these changes around Guild Street, Bridge Street, Market street etc is that it is so confusing.

Being a resident from Torry these changes negatively impact on daily travelling to work and to see family.

These changes are detrimental to visitors to the city centre as people don't know where they can and can't go.

Public transport is not always reliable so this is not always an option. On top of this the cost of taking the bus to work exceeds the cost of fuel. So why take a bus when I can travel in the comfort of my own transport.

Travelling across town from the South is frustrating with Market street now being so busy meaning journeys take longer and South College street is open/is closed/2 lanes/1 lane ... who knows what it will be from day to day! Also I have yet to see anyone use the cycle lane created in that area - I have however still seen cyclists on the road and pavement!

My question to the Council is ... why? Why were these changes deemed to be better for the city centre? Why were car users not polled for their opinion? I am for all for change but for the better not the detriment of the City, its residents and visitors.

Concerned citizen

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 11:28
To: TrafficManagement
Subject: Killing city centre

What are you people playing at?

What's next, bulldozing Union Street because "nobody uses it" because some clowns have made the city centre a no-go area?

I'm a lost cause and can and do avoid the city centre completely, but other people actually like it.

Why are you giving public roads exclusively to private bus companies?

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 11:57
To: TrafficManagement
Subject: New bus lanes

This is a nightmare, after my recent experience I will not be going into town. I used to be a regular customer in Union Sq and trinity centre but now will no longer shop in town . This is killing the centre of town. Long queues everywhere that will not improve as buses too expensive and not reliable. The council seem to forget that not everyone has a bus stop at their door.

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 11:59
To: TrafficManagement
Subject: Road closures

Due to all the new provisions, you are putting around the city centre im somewhat dismayed at the lack of accessibility for disabled people I am disabled.
I'm from moray but come through to Aberdeen for shopping quite regularly. I'm unable to get buses etc to access high street area hence why pay for blue badge and use disabled parking
I also find the way you're changing so much at once somewhat confusing and would certainly be unsure when I come through as not using it regularly
I'm trying to understand the new system but just can't believe the under provision for disabled people and quite frankly it seems to discriminate disabled people

Regards

[REDACTED]

Sent from [Outlook for Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 12:44
To: TrafficManagement
Subject: Bus gates

WHAT THE HELL HAVE YOU DONE TO THE CITY CENTRE ITS TOTAL KAOS WITH THESE BUS GATES ITS CAUSING ERATIC DRIVING FROM UNAWARE DRIVERS AND IS JUST PLAIN STUPID . . GET RID OF THEM THE CITY CENTER IS TURNING INTO A LAUGHINGSTOCK . WHERE NO1 WANTS TO GO ANYWHERE NEAR... [REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 13:09
To: TrafficManagement
Subject: The bus gates

These new measures have been rushed and no thought given to people living in especially Torry south college street has been closed and then opened then closed again, these new measures will be impossible to implement as south college street is an absolute must for people from Torry to get from one side of the city to the other. Ad to the bus gates themselves this is a really bad idea as the city centre is already a mess traffic wise these new measures will only make things worse. If you feel you must go ahead against the will of what you'll find is the majority of the public then on your own head be it, this is just virtue signaling nothing more.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 13:32
To: TrafficManagement
Subject: Aberdeen City Centre Bus Gates

Dear Sir/Madam,

I am writing to express confusion and concern regarding the city centre bus gates, particularly around Union Square.

Having navigated to the city centre, which is now very quiet, you have pushed congestion into side streets and into infrastructure out with the centre which cannot cope with the increased traffic, causing even more idling cars and pollution.

It is confusing to get into the centre now, and like many other people from the shire, we will be avoiding Aberdeen completely now because of the road network layout, and instead supporting the economy of other towns and cities; this mean mean a slightly longer journey but it is far less stressful than trying to get into Aberdeen.

I feel for the businesses which you have also blocked off with bus gates, it feels as if the council are keen to destroy the centres retail economy which as you are aware is already struggling.

We would take public transport, however the services from both First and Stagecoach are extremely unreliable, expensive, and time consuming, often double or triple the length of time it would take by car. The buses themselves need seriously upgraded too.

I hope you rethink your decision to block more of the city centres roads, and hope you realise you have made navigation to strangers unnecessarily complicated (including to tourists who you are supposed to welcome not deter).

Warmest Wishes,

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 14:22
To: TrafficManagement
Subject: Road closures

I as a member of the public and a rate payer, do not agree with all the closures, bus gates, one ways that have been put in place.

Why? Is it such a hardship to get from A to B. Since the first big planters were placed in Union Street (due to Covid) why god only knows, as no one was allowed in to the shops anyway, and you pedestrianised from Union Terrace, another waste of money, as if using a bus coming from the South end, the stop would be the music hall, instead of the original graveyard. Now if you are elderly etc that is a decent walk to get to say M&S.

Going into town was always a pleasure, but you have put a stop to that. I can not drive down Union Street to King Street and to the beach, which is also another area you have made hard for the public. The beach parking on the front is wide enough for two way traffic but again, in your wisdom decided to change.

I am a born and bred Aberdonian but Aberdeen is not a big city and Union Street is the main thoroughfare to get from one end to the other. Now it's like a maze, trying to get anywhere. I am puzzled as to why you think all this is good for our city. Do you ever go and drive round the town and see the hardship being caused to people with all the detours you have created. Even trying to get to a car park is ridiculous. Maybe hold a public session to put your plans forward, I'm sure it will be interesting to see how that would go.

From what I and many others see is the ruin and downfall of the city centre, it will be like a ghost town. People have already started shopping outwith Aberdeen.

And don't get me started on First Bus, as they please themself when and if they turn up, and fares are extortionate.

Please think of the public and rate payers before you give priority to First Bus. !!

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 14:37
To: TrafficManagement
Subject: Traffic restrictions Aberdeen

I have tried to read and understand the so called improvements being made to the city centre. I consider myself of reasonable intelligence but I cannot fathom the logic of these measures. It is now practically impossible to get access to Union Street, particularly if you have, as I do, mobility problems.

The traffic congestion around these areas is now acute rather than difficult as previously and must be having a negative impact on air quality.

Shops currently on Union Street are already suffering a loss of footfall which is evidenced in the number of vacant sites. There is little to convince that a "cafe society" on Union Street is wanted or sustainable. Given the climate here, the only users of this will be crowds of anti social late night drinkers. New offices in the centre are unreachable. Aberdeen is in the centre of a rural area with many commuters. How are they supposed to get into the centre with the pathetic bus infrastructure ?

Aberdeen is dying and these new measures will be the final straw.

I refer the Council to its previous foray into sustainability at the Beach.

It would seem that the Council is determined to be seen to blindly follow the Green cause with no sensible consideration of the consequences to our once great and beautiful city.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 15:10
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

Dear Aberdeen City Council,

I object to the above order for the following reasons:

1. The city centre will be severely impacted. Forcing motorists with cars to not bother travelling into town will mean businesses will close, jobs lost, livelihoods ruined and footfall on an ever-depleting town centre reduced. Many people (especially from the shire) will not travel into the city and instead prefer to use out of town services where cars are welcome and shops/cafes etc are easily accessible. (Various evidence of this on social media and from friends & family).
2. People will not stop driving or using cars in their daily lives. This option is more convenient and better suited to the vast majority of people, who will not change their method of transport to cycling or an unreliable and more expensive bus. Winter weather also plays a part in this.
3. This will lead to people home shopping online at Amazon etc, rather than visiting the centre due to the hassle and fear of being fined.
4. Elderly or disabled people will not be able to be dropped off or picked up in the areas that have been designated at bus gate routes. Public transport is not always direct enough and walks still required to reach a destination. Also Tradesmen and other workers will be deterred from carrying out duties in the city centre.
5. Traffic congestion around the proposed area will be greater, thus contributing to more pollution / emissions around the city centre. Drivers unfamiliar with the new road layout could perform dangerous maneuvers and put themselves and others in hazardous situations.

This experimental order is completely absurd and will have a more negative than positive outcome for the city of Aberdeen as a whole. It will not work. The people of Aberdeen do not want this freedom of movement restriction imposed on them.

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 15:17
To: TrafficManagement
Subject: Bus gates in Aberdeen

Good afternoon,

I'd like to note my objections to the new bus gates being introduced in Aberdeen city centre.

I live in Ellon and travel to Aberdeen for leisure/shopping. These bus gates on top of the already in place restrictions on Union Street make navigating the town centre really difficult!

In regards to buses - they're expensive - £8.60 return and the times are limited - especially on the weekend evenings.

Not to mention that they only go to bottom end of Union Street and then to Union Square. If you're heading to west end it's quite a walk and most definitely not ok for people with mobility issues.

The town centre is already declining with many businesses/shops already closed - why would you want to make that worse?!

Please do not keep these bus gates in place!

Kind regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 16:51
To: TrafficManagement
Subject: Traffic gates Aberdeen

Yesterday while we were walking from the Bus Station to Castlegate we were amazed how many cars were driving through the new bus gate area. However when we looked it was easy to discover why. The blue notices are amidst other street furniture including other notices, traffic lights etc, most driver have their eyes on the road area around them to be safe for themselves and pedestrians. So can you please inform us how drivers are supposed to see these muted signs which just blend into the street scene.

Should these bus gates continue it is obvious that markings on the road are necessary to prevent the innocent careful driver from becoming a cash cow for Aberdeen City Council.

Kind regards

[REDACTED]
Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 16:53
To: TrafficManagement
Subject: Bus lanes

Good Morning,

I understand the need to look at the emissions on the roads not only for now but for the future. If this is experiment is for 6 months, I would like to ask the following questions:- Was a detailed survey of all emissions with the last 6 months on the proposed bus routes taken over an ongoing period to give a detailed and accurate picture of the main roads used and the side roads which now could be used. If so are they available for public scrutiny?

Is there, in place, a detailed survey taking place at the moment that will carry on for the next 6 months, on both the roads that have been blocked off because of the bus gates and the roads that are now being used?

In the event that Virginia Street is closed(as it unfortunately is when ambulance and police are dealing with an individual) the harbour area will grind to a standstill. Is there a plan B in place?

Surely the most logic thing would have been to have measures in place before you decided on all this disruption for the sake of 150 yards of bus route.

Why have you as a council not lobbied the Scottish parliament to get a train service opened up from Fraserburgh to Aberdeen, that could be used by commuters and extra carriages for goods. Then lorries from the train station to move the goods on to their destination. This would take hundreds of cars off the roads and cut emissions, but either Aberdeen/ Aberdeenshire/ Scottish parliament has been very shortsighted in the implementation of putting things in place first and just spent (wasted)millions of pounds with no thought.

As a manager for many years, it has always been that if you can't measure it, you can't manage it. Therefore it will be interesting to see the results of the emissions for the city centre and has it just moved them about.

I look forward to your response.

Regards
[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 17:39
To: TrafficManagement
Subject: BUS GATES

To Whom It May Concern,

I write to complain about the revised traffic measures in Aberdeen City centre.

The installation of bus gates will not help the regeneration of our once beautiful city it will only result in its strangulation and finality !!

Union Street needs opened to encourage businesses into the area ,although rates need to be reduced also to allow this !

People will not use over priced public transport to visit a city centre with nothing in it. They will use their cars to go out with to the Shire and further afield where they can park and conveniently purchase items in areas with appropriate shops !

Elderly and Disabled people especially will find these changes very difficult and inconvenient. To make their way across the city for appointments including visiting ARI from the South of the city.

Parking spaces for disabled people leave it too far for them to walk with the new restrictions.

The beautifully restored Tivoli Theatre will also suffer greatly from these restrictions. They do not make it easy for anybody to visit there so people won't bother.

Others are scared to drive in case they end up in a wrong area being fined as ACC love to do as proven with both Bedford Road and Union St bus gate !

This is not the correct course of action and does nothing to benefit the residents of Aberdeen.

ACC need to seriously reconsider these measures for the benefit of their Citizens and The City they are in power to promote and protect !

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 18:09
To: TrafficManagement
Subject: Bus gate objection

The new bus gates further degrade access to Aberdeen City Centre for all citizens of Aberdeen.

Particularly when coming into town to pick up people from the bus or train station from Bridge of Don - is awful. We now have to go on a massive detour around Aberdeen and have nowhere to stop to pick up passengers. College st car park is not accessible easily for passengers with large bags from the train station due to all of the steps. Generally it's just inconvenient.

Getting public transport from Bridge of Don into and home from town is not feasible as it's expensive, unreliable and slow - a 15 min car journey takes 45 mins (or more) on the bus.

My daughter has a learning difficulty and therefore is not safe on the bus on her own so utilising her bus pass is not an option.

We also are further inconvenienced by these gates due to her needing to be transported between venues for activities around the city on tight timelines.

I think the council need to start listening and thinking about their aspirations and the needs of the city residents before implementing pie in the sky ideas...which are clearly money making ideas rather than working towards any worthy goals.

Thanks

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 18:17
To: TrafficManagement
Subject: Bus gates Aberdeen city centre

The recent changes are utter madness and will destroy our struggling city centre. Simply put, I will no longer use Aberdeen city centre for shopping.

I live a 40 minute walk from the nearest bus. It's impossible for me to use buses. I won't do it.

There are better options now anyway for shopping and eating in all the city edge drive through / park-up locations that city has misguidedly approved. Why do this when the city centre needs footfall?

Indeed the whole traffic management system around the core of the city is completely unfit for our city.

It's simply idiotic, causing long journeys and pollution to move short distances. It erodes quality of life and causes air pollution and keeps people away from the city centre.

Why are Inverurie, Banchory, Westhill, Stonehaven all thriving while Aberdeen rots?

ACC please join the dots. You are causing urban decay.

Once you remove the bus gates and insane traffic restrictions, I'll come back.

If you don't, I'll probably move away. I have had enough of the incompetent policy making that is the direct cause of the deterioration of a once beautiful city. You are destroying this place.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 19:01
To: TrafficManagement
Subject: Bus gates

The bus gates are a ridiculous idea, they'll cause increased congestion, increased difficulty for disabled and elderly people accessing the city centre and a lesser desire for anyone from outlying areas to come into the city centre due to terrible public transport options and a lack of parking. This will be the final nail in the coffin for the city centre.

Sent from [Outlook for Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 19:14
To: TrafficManagement
Subject: Traffic management experimental

Good morning

I wish to object to the closure of roads around the city centre for vehicles. This appears to make it impossible to get my elderly mother for her optician appointment where she is unable to walk and has to be dropped off right at the premises. She will not be the only one I am sure.

It appears there has be absolutely no consideration made for the elderly and disabled who cannot use public transport and rely on their own vehicles to get them from A to B.

The bus services in Aberdeen are atrocious and that is not down to being stuck in traffic. Its down to bus drivers not knowing where they are going. Along with living in the suburbs lucky if we have a bus every hour. Often buses dont even turn up.How does this make people use a bus service that is unreliable to get into city centre.

The park and ride from BOD I see is no longer in existence. If you are looking for people to use public transport then the ways and means are pulled from service. Where has the thought process been with this.

I believe Aberdeen simply does not have the infrastructure to allow this idiotic plan which all it will do will add pollution to residential areas as more cars use alternative routes to avoid the city centre.

I know of one shop in Union Street where customers buying larger items would take their car close by and pick up the item. This will not be able to happen no more. Concerns that this will drive away custom.

I cannot believe the council are totally ripping the heart out of Aberdeen.

Pushing people away. I as I am sure many others will no longer head into town and will rather head to Inverurie. Popped there yesterday and the place was full of shoppers. Certainly busier then the last time I was I'm the centre of Aberdeen.

I used to be proud of our city. Unfortunately the council appears to want to tear it apart.

Trying to remove pollution from the city centre where the bulk of it actually comes from buses, trains and boats all in the same area yet car drivers and tradesman to name just a few will now be driven away shopping or working in the city centre.

Please listen to the citizens of Aberdeen before it becomes more of a ghost town

Kind regards
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 19:45
To: TrafficManagement
Subject: Proposed Experimental changes.

Dear Leaders of our once great City,

As a tax paying citizen I am totally against these madcap Anti Car plans, the world has changed, people are more well off and use buses less and less, what you are trying to do is go against the tide and wishes of the greater masses of people in Aberdeenshire that have no choice but to drive. Getting across the city has just been made nearly impossible, take the beach to Crown street....What a shambles, add on a mile or so and another 10 or 30 minutes..

The plans are totally confusing and irresponsible and will lead to thousands of fines and frustrations for ordinary good citizens going about daily travels in and around the city.

Simply blocking roads is not going to bring footfall and customers to the city. In Fact the Opposite is true. There will be more space to ride your bike, for a tiny minority, but no shops will be open as folks will go to Inverurie or Dundee..... The Bus Service is poor, buses are often dirty, noisy, cold, steamed up windows and late if you can get a seat..

Who wants to take a bus in the middle of Winter when a warm convenient non polluting electric vehicle is available, and most cars are Euro 6 nowadays and very low emissions compared to years ago.. Do you know how dirty your buses are in comparison to one car..8 x Anyway it's no eason to close the city.. all that will happen is traffic will be driven into gridlock trying to get around this confusing mess..There is absolutely no point in doing what you are doing.. Electric cars produce no CO2, and will be widely used in a few years so this..makes no sense..

Do Not make these changes permanent, but I assume you've decided already that you will ignore Public opinion

Best Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 August 2023 20:30
To: TrafficManagement
Subject: Experimental Traffic Order 2023

To whom it may concern

I am not a resident of Aberdeen, I live in Ellon and have done for 55 years. As a teenager I looked forward to coming into Aberdeen city centre to the shops and travelling up Union Street in my parents car. We made many journeys by train and drove into the railway station. Sadly now I cannot share the same experiences with my family. Union Street is now a no go area and the heart has gone from the city centre. The latest round of bus gates mean any journey to the railway station are confusing and longer. The option to go straight over the lights at the harbour has been removed and replaced with a longer route to get to the car park. The return journey will involve a rat run around side streets if we want to enjoy a trip along the beach on the way home and I can't even fathom out if I can drive under the Denburn or if yet another bus gate will have popped up.

ACC certainly aren't "reading the room" as if you read all the comments on social media almost every one is against the scheme and will deter more and more people from coming into the city. The city centre desperately needs the footfall to keep businesses afloat but all the road changes are killing any hope of that.

I certainly won't take a bus into town if shopping, who wants to wrestle shopping bags on a bus if they have the option to take them back to their car and shop a bit more?

It's far too confusing and not wanted by the majority.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 August 2023 08:43
To: TrafficManagement
Subject: Hi proposed traffic issues

Good Morning

This proposal seems to be final. I have a few issues with this, I have an elderly neighbour who on occasion visits her son in Falkirk I take her to the bus station or train station she is unable to walk far can you explain to me how I get her there when the lanes come into use she has no disable badge.

On a personal note in my opinion the council looks to me as they are destroying Aberdeen with all the congestion changes and the bus lanes. Aberdeen does not have the infrastructure to accommodate these changes. All that will happen is a long queue with cars and lorries creating more emissions in one area. Aberdeen emissions are one of the lowest in Scotland.

I have lived in Aberdeen all my life and I have seen all the demise of the city. I know people who live outside the city who have said Aberdeen is dead no shops hardly any entertainment what a shame, I blame the council for this as they make the decisions.

On a final note is the council going to charge themselves the congestion charges along with the public for entering these areas. This will cost Aberdeen a fortune as most of the vehicles are outside the emission tolerances.

There should be no difference for the council and the employees to be different from the general public.

I want Aberdeen to be a leading city again this is not the way.

I look forward to your reply

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 August 2023 09:19
To: TrafficManagement
Subject: Complaint

Hello

I would like to register a complaint about the ill thought through and unnecessary changes to the bus routes

The council is determined to kill
Off Union Street.....

Be even more full of charity shops and beggars

In-line with the ludicrous low emission zone

What are you going to do about the wind when it blows emissions from ships across the fence line at the harbour ?

Stop boats going into the harbour and stop oil and gas industry?

And indeed the vehicles that you are banning from the dying city centre will still be emitting emission but shopping elsewhere ?

How about disabled people or people with Temporary injuries, Broken leg etc

Quite simply scandalous

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 August 2023 11:21
To: TrafficManagement
Subject: TRAFFIC GATES

I wish to add my name to the petition AGAINST the traffic gates to be installed.

[REDACTED]

[REDACTED]

[Redacted]

From: [Redacted] <[Redacted]>
Sent: 21 August 2023 12:43
To: TrafficManagement
Subject: New Bus gates

Dear Sir/Madam

These are going to be the final nail in the coffin for our Cities beloved Union Street. Take a look back to the old photos in your archive. This once proud street is now a ghost town. People should be free to drive where they like and you should encourage this and get the once thriving street back to the way it was. Driving since the crazy changes at Queen Street and Guild Street have made travelling a true nightmare and I like many others now look for alternative ways that don't exist.

We do not have the streets or infrastructure to do this. You want to promote bike riding? Maybe have a word with the weather. This is Aberdeen not Spain or even London.

Our city is now a complete embarrassment and we should not be following any 2030 recommendations and instead be different and innovative.

I really fear for the future generation in this City.

[Redacted]

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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 August 2023 08:26
To: TrafficManagement
Subject: Bus gate objection

I am objecting to the bus gates in the City centre.
As my job as a Property Leasing Agent, travelling through the city centre is essential to me, I need to inspect many properties that are in the city centre.
These bus gate are going to make my job extremely difficult.
Businesses in the city centre will suffer though lack of trade which we know are already happening.
If you listen to the citizens of Aberdeen you will know that there are very few people in agreement with these bus gates.
I drive about Aberdeen and now seem to be sitting in traffic jams more then actually getting anything productive done.
I used to be able to get a least 10 properties inspected in a day and now it's about 5.
I 100% object to these new Bus gates.

Regards

[REDACTED]

[Sent from Yahoo Mail on Android](#)

[REDACTED]

From: [REDACTED]
Sent: 22 August 2023 15:15
To: TrafficManagement
Subject: Death of city centre.

Have watched with growing concern the inability of the council to listen to the people who actually employ them. After the shambles of the consultation on Union Terrace many years ago I thought they might have learned a lesson. This latest disaster that is going to be inflicted on the ever exasperated Aberdeen voters will finally be the death knell of the city centre, no matter how many fancy names you give groups with pie in the sky plans. It is people driving into town then spending hours going round nice shops with cheap parking and not having to worry if they have just lost £60 because they couldn't see a small sign amongst the dozens of other signs that litter our streets.

The towns and shopkeepers around the north east must be rubbing there hands thinking of all the extra business that will be coming there way now. Still not had any explanation of how these routes sre supposed to stop pollution. You are making people who want to take there car as not everyone has a bus route near them and not everyone is able to go onto the menace to everyone, sorry bikes. You try doing a weeks shopping on a bike. Pollution does not stop just because you have put a sign up and moved around a few access routes, it does travel with the wind. No mention of the massive amounts of fumes coming from the ships in the harbour, buses still spewing diesel and delivery lorries who need to access what little shops remain.

I am not disabled but my 98 year old father, he has a blue badge, is and needs me to drive around and about for various appointments. Just keeping fingers crossed that he hasn't got to go into town because he cannot walk more than a few steps and his wheelchair needs to be driven in the car to as close to where he is going or he just can't get there. There must be hundreds of disabled people in the same boat now that you have cut off the centre of the town to them. I am just glad that I am now retired from the council and don't need to travel into town every day as I think it would be sloe destroying now.

So yes I certainly object to this un thought out measure being imposed on the citizens of the city by people who have no idea what the majority of citizens want from them, it certainly isn't this shambles.

Let's face it it is purely a money making venture but they won't admit it.

Yours a disgruntled citizen

[REDACTED]

[Sent from Sky Yahoo Mail for iPad](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 August 2023 17:38
To: TrafficManagement
Subject: Objection to bus gates

I am lodging my objection to the bus gates.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 August 2023 19:59
To: TrafficManagement
Subject: Bus gates.

No consideration for elderly people who cannot walk a distance and have to be dropped off from a car to where they want to go. We can't afford a taxi.
But no point coming to Union Street now nothing there to go for.
Gone are the days of people walking along Union Street buying from all the shops meeting friends. Nobody there now. Just get the streets opened up again.

Put gates at Bridge of Dee and Bridge of Don. Close Aberdeen down completely. You are nearly there already. Final nail in coffin. 🍊

Very unhappy pensioner.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 August 2023 21:04
To: TrafficManagement
Subject: Bus gate - guild street

To whom it may concern,

I'd like to make a complaint regarding bus gates, specifically the one in Guild Street.

I stay in Mastrick and every day I drop kids to Kingsford primary school and go down to city centre to Regent Centre in harbour. With your bus gate in guild street I have to take , as you call it, main road around city. This takes at least 10 to 20 mints extra in a traffic. During high living cost this adds up extra fuel consumption where as a single mother is hard to afford.

I understand your "environmental" point of view and reduce of emission in the city centre (it like it dosent spread around the word any way...) but how on earth (apologies for my poor choice of vocabulary) I'll get from the school to my work place in just 20 min where buses are not reliable?

With driving around a city centre my bills adds up even more (I can already see it with only a one week with a new restriction applied) and it is hard to not be angry at ACC with decisions made out of our control. I believe we voted a people who are concerned about being and promote better living style.... With this.... I'm sorry... but it's just another, not inconvenience, but difficulties added to our our life we try to "thrive"

Please, take it down and let Aberdonians live happy life.

Kind regards
[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 August 2023 23:43
To: TrafficManagement
Subject: Feedback to city centre bus gates experiment

Dear Aberdeen Council,

I am generally not a negative person, but feel this bus gate plan seems very complicated to get your head round & if you don't get your head round this new road layout you get fined for going into the area! It does not appear to be just a bus lane, as there is lorry deliveries access, taxis, bikes, but not general public cars. It's not that I'm against change, but surely you had some other ideas to float & this was the one you chose? Why was there not 3 best ideas & then sent for public to vote on best one to improve whatever you are wanting to achieve. If no one was interested then you could then choose. It seems the council do not care what the people of Aberdeen & the shire think.

I look at this plan, tried to wrap my head round it, but can't. I can't see it actually doing much for emissions as everyone has access, except cars and with the added bonus of the harbour exhaust fumes, there will be little improvement in emissions & it will be interesting to see the CO2 results, as presumably you have done before testing for emissions so you can then repeat once the gates are up and running & see if there is a difference if that's what you are hoping for?

I would never take a bus into town from the shire, and I think you are going to make the city centre a dead zone, it's bad enough as it is, but this will be the death nail for Aberdeen.

I would however take a train, if I didn't drive, which is acceptable to me as takes slightly less time than driving but why would I spend more than an hour on a bus... Even if I parked at a park & ride, I doubt I would save any time, as would have to wait for a bus, then get on the bus & then stop at all the stops before reaching centre of town. Not my idea of good time management.

In summery, the bus gates are overly complicated why can't you have bus lanes & cars? It will be a money making venture with all the cars making the mistake of thinking they can use the road as every other type of vehicle can use the roads, & it will be very debatable if the emissions drop as you are not moving the harbour & all the ships so that exhaust emissions will remain pretty much the same. Finally what is going to become of the city centre, as not everyone wants to use a bus?

I hope this is an experiment & that's all.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 August 2023 07:24
To: TrafficManagement
Subject: Objection to the the new and old traffic changes

The below was sent to both council leaders:

I am simply astonished at the latest developments you have put in place for the city centre. I have read the supporting information and reports which were published in 2015 (largely based on information collected from 2012) which supports these developments, however the world and retail habits have changed beyond recognition since. This makes these latest decisions outdated and I believe threatens the city centre further.

You have now made it extremely difficult to go from east to west or go into town. You actually believe this will force people to take buses and cycle? When the city is on its knees and we are relying on kindness and enthusiasm by volunteers to try and regenerate Union Street you have decided to gamble on out of date evidence to support your decisions. You previously bypassed Union Street to the Castle Gate and 2 years on the state of business in these areas is appalling, I would assume that you are monitoring the effects of these changes so I would like you to share this information with me, I would like to understand the effect on the city since you closed Union Street to the Castle Gate. In simple terms how many business were open prior to the closure and remain in business today, how many have ceased trading and how many have opened. I note that the bus gate has now turned into a nice cash generator at the expense of the poor soles that miss the signs so I imagine there has been a conversation about increasing the trap size to increase these funds in the future? Which brings me onto my next point...

You have now bypassing Guild street, Bridge street and Union Terrace to relieve the traffic in this area that you caused by closing Union Street. Footfall in the city centre is almost zero. I cycle through the town every day and it's dead. Do you remember waiting at the lights at the top of Bridge Street with hundreds of others to cross? These days are long gone. There is plenty of low emission private transport that could use Union Street if you want to try pushing the environmental angle however you have now reserved the centre for the deliveroo riders as they are the only people in the city, who ironically are then delivering food to people that don't want to, or can't get into town! It's cheaper to get things delivered rather than drive around the city in a stupid protracted way (bypassing the ghost town of Union Street), then to be over charged for parking. Amazon and other online retailers must be laughing their socks off, I dare say this joke will not be shared by the poor local business owners that are struggling to stay afloat.

I have also read the proposals to alter Union Street which you re-designated by stealth from a category A road to a destination, which then allows you to alter it without interference from the government however at no time were any of these changes put forward to the people of Aberdeen. You are even using emergency powers to push through these latest changes before you consult the people of Aberdeen. This is a disgrace. You are not elected to do what you want, you are elected to serve the people not yourselves. You are elected to spend our money ethically and wisely not by gambling.

None of your decisions are going to increase footfall. You are only making it harder, you only have to look at all towns and villages that have been bypassed previously, non have prospered and that was prior to the changing of habits. COVID changed everything. As leaders you have to respond to these new conditions, you have to be agile and not afraid to rip up the plan and form a new one. Based on the evidence over the last few years I'm not sure the council is capable of doing this however I hope it can.

Kind Regards
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 August 2023 08:28
To: TrafficManagement
Subject: Bus Gate

Follow Up Flag: Follow up
Flag Status: Completed

Hi,

I believe I drove through a (poorly signposted) Bus gate on Monday 21st August on Guild Street. I was trying to get to the beach and went this way. It's already a slightly confusing bit of road at the bend regarding what lane you need to be in however I went in the left lane to get down over guild street. As soon I was on the street I noticed bus gate written on the ground however there was no way back from where I was so I continued on. I hope not to receive a fine for what was an honest mistake (car reg [REDACTED], registered owned [REDACTED]) I also noted the bus gate was not listed on your map of bus gates on your website at the time.

I object to these bus lanes being in place as they make travelling around the city centre tricky. If we had an amazing bus service it would be a different story, however as it's lacking then it seems unfair to penalise cars trying to get around the city.

Thanks in advance

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 August 2023 10:45
To: TrafficManagement
Subject: Bus Gates Aberdeen City

I object and disagree with the installation of bus gates in Aberdeen City. Before this takes place a full and open inquiry must take place and this use of Experimental Traffic regulation order is sharp practice by the unelected officers of aberdeen city.
I am also a Blue Badge holder and will be seriously affected by these actions.

Please record my objections

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 August 2023 10:51
To: TrafficManagement
Subject: Proposed Bus gates

Dear Sirs

With regards to the experimental bus gates now in force in Aberdeen I and my wife feel we must protest most vehemently against these gates becoming a permanent feature

They do absolutely nothing to help residents of Aberdeen to get into the centre of Aberdeen for either shopping , visiting friends or getting to Bus and Rail terminals

We trust that the feelings of local council tax paying residents are taken into account

Yours sincerely

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 August 2023 11:13
To: TrafficManagement
Subject: Bus Gates, Aberdeen

Dear Sirs,

I write to express my complete and utter rejection of the matters as installed and as future proposed. The centre of Aberdeen has to remain available and open to all and these proposals deny access to many, without compensatory facilities. If these proposal remain then they will herald the death knell of the city as we all know it. The centre will die away with increasingly difficult access moving people to use out of town shopping facilities or reverting to online opportunities. All to the detriment of our city. There will little point in trying to regenerate life back in to Union Street. Typical disconnected thinking of this council.

[REDACTED]

Sent from [Mail](#) for Windows

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 August 2023 13:36
To: TrafficManagement
Subject: Bus gates coming in to operation

My husband is a Blue Badge holder and we had a run into town today to test out how the Bus Gates will effect his access to places he regularly uses. Out of 13 places he uses for shopping, business, meeting friends and accessing buses and trains only three places were as easily accessible to him as prior to Bus Gate. Another issue that arose was that every other journey made to access places incurred a longer journey using more petrol which could curtail Blue Badge holders from going out as much and obviously longer journeys cause more pollution. Although we (and presumably other Blue Badge Holders) would be pleased to see pollution in the City Centre reduced it would appear to us that the needs of Blue Badge Holders have been overlooked by the very system that assessed them as having greater needs and entitled rights regarding access. We hope the Council may reconsider this before the Bus Gate is a permanent change for people with disabilities in Aberdeen.

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 August 2023 14:39
To: TrafficManagement
Subject: Bus Gates

We are totally against these new gates and want it noted.

Kind Regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 August 2023 16:54
To: TrafficManagement
Subject: New Bus Gates

Dear Sir /Madam

I am writing to voice my concern and disappointment at the new bus gates which have just been implemented in Aberdeen . It is a huge mistaken and is now making it even more difficult for people to come into the centre of Aberdeen . There is no way for me to get to Union square now except via the beach or round from the Duthie Park side of town . I live centrally but it is impossible for me to use the limited shops we have in Aberdeen meaning I will shop online more and go else where for my shopping . I have lived in Aberdeen my whole life and with each decision the council make things in the centre of time are getting worse and worse .

I hope these bus gates will be removed before Christmas comes as it is going to create huge traffic queues for anyone who does try to drive into town to shop .

Kind regards

[REDACTED]

[Sent from the all-new AOL app for iOS](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 August 2023 18:02
To: TrafficManagement
Subject: Remove Bus Gates!

Hi

Bus gates will do nothing to help people return to city centre and impact the Our Union Street project!

These should be removed immediately and reconsidered with public consultation once the city is thriving again!!

Strongly object to them

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 August 2023 18:43
To: TrafficManagement
Subject: City centre traffic.

The installation of bus gates in the city will do permanent damage to the centre retail and hospitality businesses.

The idea of encouraging people to use buses will not work as using a bus is not socially acceptable to many unless the following issues are addressed

Buses have on some occasions have rowdy and drunk passengers, passengers with dirty work clothing on, also buses do not comply with their own timetables. If part of the traffic strategy is to reduce carbon emissions then compare this with emissions coming from ships berthed right up to the city centre.

Also the Council should have a business compensation scheme ready for those businesses who fail because of this action.

Please stop telling people how to run their lives

ASK THE COMMUNITY FIRST.

[REDACTED]

Sent via BT Email App

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 August 2023 19:50
To: TrafficManagement
Cc: Martin Greig
Subject: Bus Gates Aberdeen

> I object and disagree with the installation of bus gates in Aberdeen City. Before this takes place a full and open inquiry must take place and this use of Experimental Traffic regulation order is sharp practice by the unelected officers of aberdeen city.
> Due to serious medical problems my wife is a Blue Badge holder and proposed impact affected by these actions will reduce our ability to access the main Aberdeen streets for shopping I expect my local council representatives to support my concerns and strongly voice objections to these actions
>
> Please record my objections
>

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 August 2023 23:16
To: TrafficManagement
Subject: Bus gates city centre

Hi,

I would like to submit my objection to the bus gates city centre. Aberdeen retailers are struggling, and you are driving people away from city centre, and to use online retailers. The bus routes are appalling and expensive!! If you get in a bus you can be subjected to abuse from youths, which the drivers are told not to get involved with. once again doesn't install faith in the council or first bus, due to first bus customers having to deal with these issue on their own or get off the bus. Disgusting as a law abiding citizen. I will not be using public transport to travel to city centre after an incident with youths on a bus I was on. So your plans have actually stopped me from shopping in Union Street.

WAKE UP ACC!!

You are losing support from the citizens of Aberdeen on your delusional projects.
Very disgruntled Aberdeen Resident!!!!

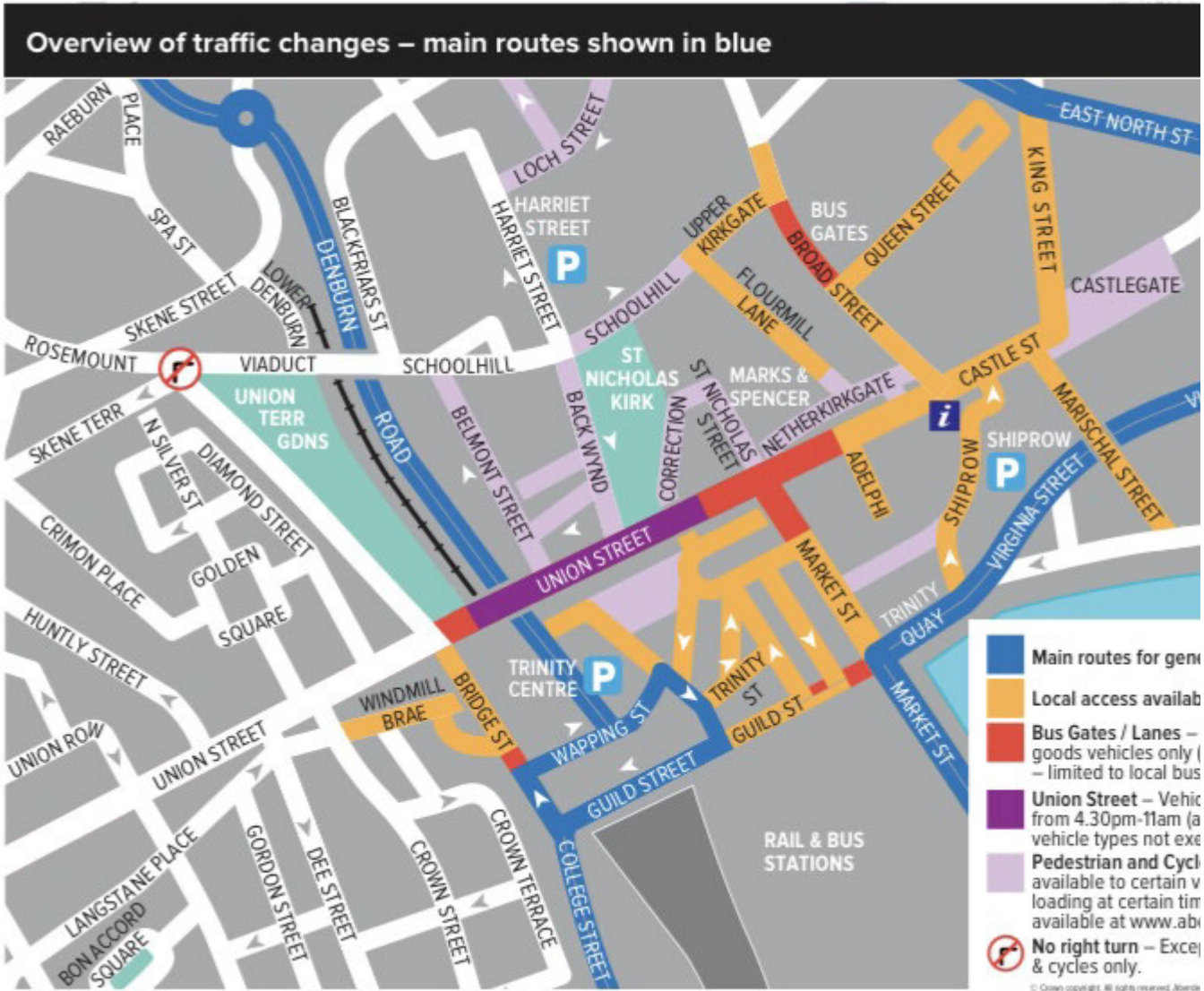
Regards

[REDACTED]

Sent from my iPhone

From: [REDACTED] <[REDACTED]>
Sent: 24 August 2023 08:26
To: TrafficManagement
Subject: New City Centre Bus Gates

I have studied the new routes round the city centre for regular city drivers. The gates at Bridge Street and Guild Street in particular are a huge disappointment. They stop routine and convenient travel routes used by the public around the city that have been in place for decades. This makes travel round the city much more inefficient and frustrating. Much longer travel routes forced on to the public. More inconvenience. More fuel used and emissions made etc etc. The changes certainly do not make the already embarrassing and grubby city centre with its empty shops, expensive parking and aimless youths any more attractive a destination. Out of town shopping is looking far more attractive. No wonder places like Inverurie are thriving by contrast. If you want to make the city centre a no go area for the public, and exacerbate the current city decline then you are doing a fine job. Re open Bridge Street and Guild Street as a priority.



[REDACTED]

From: [REDACTED]
Sent: 24 August 2023 08:57
To: TrafficManagement
Subject: bus gates

I will not be venturing into Aberdeen until the bus gates are taken away. They are far too confusing and not well signposted. Please stop taking decisions which are detrimental to the overall good of revitalising our city. Start listening to the people who are wanting to use the shops and those who are trying very hard to come up with honest solutions for the city centre, eg The Market redevelopment.

[REDACTED]
Sent from [Mail](#) for Windows

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 24 August 2023 09:04
To: TrafficManagement
Subject: Traffic Restrictions Aberdeen City Centre

Dear Aberdeen City Council,

I don't drive. I rely on public transport to take me to and from the city centre.

Unless you use buses regularly, you will have no idea how bad the service is.

Example - Thursday 17 August, arriving off the train at Aberdeen from Edinburgh with suitcase. LNER train had encountered problems south of Edinburgh, causing delays on the journey north meaning I did not get to the bus station until 1800hrs. A number 6 bus was due. Did not show up. No one from Stagecoach to ask - bus drivers shrugged their shoulders. Waited 35 minutes until a bus eventually turned up.

Reason apparently - severe shortage of drivers.

Example - Wednesday 23 August, walked to bus stop on Queens Road to get bus to Union Square train station to catch 0755 Number 4 bus. Bus sped past me as I reached the stop. 6 minutes early. Waited almost 30 minutes for any bus, 11 First Bus or Stagecoach. Just made it down to the Station to catch Scotrail 0854 train to Glasgow. Obviously because no buses, the bus stopped at almost every stop on Queens Road causing the journey to be at snails pace.

My sister who lives nearby tells me to phone her and she'll take me here and there by car. I would only do that in an emergency but I am simply trying to point out to you that it's not easy to abandon cars and rely on public transport.

You are implementing these restrictions for cars with no thought at all for the disabled and elderly who need to be dropped off in the centre of Aberdeen. One day you may be in the same situation.

I love Aberdeen. I am thoroughly behind the efforts to regenerate the city centre. *I cannot, no matter how hard I try to understand your logic, see how you think cutting off the city centre to ALL helps in any way?*

Please look at bus timetables - every change made is cutting services. The exception is the buses that go to RGU Garthdee so lucky anyone who lives on the same route as the students.

Most of the decisions Aberdeen City Council are making are simply destroying our city.

I have no idea what you are thinking of. Years to come, you will look back at the mess you have made. I wonder what you'll be thinking then.

Yours sincerely
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 24 August 2023 09:21
To: TrafficManagement
Subject: Lunacy

Just go and see the chaos you have created you haven't taken the public opinion or commerce your just making all this as a cash cow for unwary mostorist the surrounding roads there is no logic to this and everybody knows public opinion hasn't and won't be taken into account but it will come the next election

Sent from Samsung Mobile on O2

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 24 August 2023 09:40
To: TrafficManagement
Subject: Bus gates

Good morning

I am resident in Aberdeenshire, but work in the city. I like many others am appalled at the installation of the bus gates, with no consideration or consultation.

The assertion that this will encourage people to use buses more is entirely false; many of us who work in the city live in rural areas where the public transport infrastructure is extremely poor, and driving into Aberdeen is the only viable option. Were it not for the fact that I work in the city, I would certainly not visit socially as I have been made to feel unwelcome by the council's arbitrary and selfish planning (or lack thereof).

I would like my strenuous objection to the bus gates added to what will no doubt be a sizeable and loud voice.

Kind regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 24 August 2023 09:45
To: TrafficManagement
Subject: Bud gates

I would like to register my objection to the introduction of bus gates in the centre of Aberdeen as they will have an even more detrimental effect on the status of Union Street and surrounding areas, which are slowly being deserted by the public and businesses.

Regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 24 August 2023 09:54
To: TrafficManagement
Subject: Bus Gates and Union Terrace Access

To Whom it May Concern

This has got to be one of the most ill-conceived, badly managed decisions in a litany of absurd decisions. Using the excuse of improving bus times and efficiency really shows how out of touch this council is. Has a study been carried out on % of travel to the city centre by people on buses, cycles or taxis, frequency of buses, buses, bus satisfaction survey? It seems like you are pandering to the minority to suite your own needs.

This move will significantly increase travel times and distances, increase congestion, increase pollution and decrease the footfall on the city centre.

All traffic will now be bottlenecked into one tight route either side of the centre, causing massive congestion. I cannot see what can possibly be gained from blocking a right turn from Union Terrace other than forcing traffic onto narrower roads such as Skene Street and Rosemount Viaduct which are already congested with cars parked either side(next brainwave to remove parking?) There is also a primary school there if you haven't already noticed. You have wasted millions of £ on vanity projects so far, then claim you have no resources left to support basic amenities.

You have spent our money installing cycle lanes at the beach and South College Street and other locations that no one uses, the cyclists still use the roads or pavements in all these locations. Where were the the case studies or investigations before this work was carried out? There is CCTV at the beach, has anyone actually checked the volume of cyclists using the cycle lane? If that was returned to the way it was, it would release the pressure on Links Road which is gridlocked most weekends.

I don't even know where to start on the shambles you have created at South College Street/Riverside Drive (and how long it took).

I could go on about the condition of the roads throughout, not least around Union Mall and the complete lack of signage, let alone your reduculous LEZ plan.

Please stop and think before ruining our city even more than you already have.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 24 August 2023 10:58
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT)
(EXPERIMENTAL) ORDER 2023

Dear Aberdeen City Council,

I cannot believe that a council would commit such a death nail to the great city of Aberdeen by introducing this utter madness, The city council will be KILLING Aberdeen business with the reduced foot fall in the city due to the lack of access by roads, the council sees fit to introduce these measures without even looking at how folk from out with Aberdeen can access the City with NO PARK AND RIDE system in place, but again the city planners don't look at the rest of the shire as they are so narrow minded, and for city councillor's to agree to the shambolic mess is beyond comprehension.

This traffic managements should be ceased immediately until a park and ride system is implemented across the city, as not to cut off access to the city from the shire...

Best Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 24 August 2023 12:13
To: TrafficManagement
Subject: Staggeringly poor planning.....again.

Traffic Management - Management..... yeah right!

Reading the Evening Express, I now understand I am probably getting 1 (maybe 2) penalty notices in the mail.

Why, because the council can't/couldn't/never will be able to plan a piss up..... where are the large clear signs plastered everywhere in the Guild Street area stating NEW ROAD Layout ahead, NO CARS allowed.....

I have lived in Aberdeen all my life and drove down to pick up my parents in their 80s from the Train Station recently at night..... only on reading the Evening Express it now seems I broke the law.

Well done Aberdeen City Council..... another unplanned, poorly executed, knee jerk plan that will further kill off the city centre. It's bad enough with all the road works recently scattered all over the place, but now you seem hell bent on destroying the city centre.

On the plus side though you will screw a pile of penalty notices out of drivers at the same time. That will pay for your Xmas party.

AND don't get me started on the "Hanging Gardens of Union Terrace"dear god, your plan to turn Aberdeen into a ghost town in 20-30 years is bang on track.

But why would you care..... you'll be on your fat pensions by then.

Whatever..... utterly useless.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 24 August 2023 12:21
To: TrafficManagement
Subject: Bus Gates

I was unfortunate enough to fall foul of the first bus gates and paid the fine. As an elderly person on a pension this was a not insignificant amount of money. At the time I hadn't even heard of bus gates, living in Stonehaven, I'd seen no information. This was actually my first visit with all the restrictions I'd had with Covid-19.

I now have no idea how to get in and out of Aberdeen without receiving a fine and this has considerably reduced my freedom to visit and shop in the city where I was born.

I now avoid all shopping on Union Street, George Street and Holburn Street and only use Union Square which I can get to by car or train. Thankfully there's a bypass from Stonehaven meaning I can still visit family in Westhill. Also Montrose and Inverurie can still be reached easily for shopping. Aberdeen's loss is their gain.

Yours Faithfully

[REDACTED]

Email: [REDACTED]

Sent from my Galaxy

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 24 August 2023 12:51
To: TrafficManagement
Subject: Bus gates traffic

Hello , who ever thought that bus gates would ease the traffic. ...Are serious delusion and should be held accountable. Not only has this effect disabled drivers it's complete shambles to city centre. And only cause more traffic on to other routes and more travel times.into the city .not only that its also complete misery that signs are not big enough to read until its too late .bigger signs would also help people with short-sightedness that can't read small signs .it would be helpful to city if this was to be removed and business can resume .

Sent from my Galaxy

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 24 August 2023 13:21
To: TrafficManagement
Subject: Objection: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

Hi,

Please count this as an objection against the "THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023". Upon completion of the experiment, please remove the bus gates.

Rather than improving the area for all, the focus has been making the City centre an unwelcoming maze that even locals struggle to understand. For example, the positioning of the bus gate and road setup at Denburn/Guild Street is extremely poor and makes the road usage unpredictable.

Union Street has been turned into a bus priority area, there is no need for surrounding streets to also be further restricted to favour buses. Why not keep Union Street the focal point of buses?

The fact that is negatively affects so many groups, particularly those with additional needs, is sad to see. Hopefully future spending on Aberdeen's road goes towards a positive project that improves access, rather than reducing it.

Yours sincerely,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 24 August 2023 16:17
To: TrafficManagement
Subject: Bus gates

Dear Sir/Madam

Please can the bus gates be halted.

There has been no communication or information given to city or shire residents on where they can drive now.

I know the city well but can honestly I will not be driving into the city centre to the car parks with the high probability of a fine.

Kind Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 24 August 2023 19:45
To: TrafficManagement
Subject: New bus gates

The new bus gates are driving traffic away from the city centre. Our city centre is dying. We need to encourage people to shop not force them out.

Not only that but they are making travelling around the city a nightmare.

There needs to be much better public transport infrastructure in place before even considering doing this type of thing.

Public transport is currently unreliable, irregular and exceedingly expensive.

You have put the cart before the horse!!!

Please remove them immediately

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 27 August 2023 10:07
To: TrafficManagement
Subject: ETRO feedback

The bus gate on Bridge Street should be removed as quickly as possible. Similarly the bus gates on Guild Street should be removed. Please arrange public meetings to discuss the ETRO measures and explain why they are not further contributing to the city centre decline.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 27 August 2023 20:59
To: TrafficManagement
Subject: Objection to bus gates

I am notifying my objections to the new bus gates in the city. Between the high cost of parking, restricted access through the centre of town, low emission zoning and now the introduction of bus gates that as I driver and lifelong resident of Aberdeen I will no longer be heading into town for shopping, entertainment or otherwise. As it stands there is little enough to encourage people to visit the town centre without discouraging car drivers who now risk being fined.

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 28 August 2023 08:52
To: TrafficManagement
Subject: FW: City centre bus gates

Good morning

Please see email below.

Kind regards
[REDACTED]



[REDACTED]

-----Original Message-----

From: [REDACTED] <[REDACTED]>
Sent: Saturday, August 26, 2023 9:05 PM
To: [REDACTED] <[REDACTED]>
Subject: City centre bus gates

To whom it may concern,

I would love to know and understand the thought process and planning behind the discussion to close guild street and surrounding roads to all traffic. Are you trying to make the city centre as inaccessible as possible? And cause the closure of even more businesses with the town? If it's got the reason of the environment (rich for the ex-oil capital of Europe) then the people who can and still only will drive anyway, it's just causing a longer distance needing to be driven and a build up of my cars in the one area, pumping more exhaust fumes into the air. I seriously hope you reconsider the changes made and use the tax payer money on something that will actually help the city flourish and be what is used to be, instead of running it into the ground. There's more respect to be had in making a decision and realising it's a mistake and changing it, than to stand by a bad choice and keep things worse off.

A concerned citizen of Aberdeen.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 28 August 2023 09:33
To: TrafficManagement
Subject: Complaint bus gates in Aberdeen

Hi

I would like to complain about the recent bus gate system in the centre of Aberdeen. When driving it is challenging enough to concentrate on busy roads and the signs need to be more prominent for bus gates. I believe at a time when Aberdeen should be encouraging people to access the city to spend money and improve the economic prospects of the city that installing bus gates is discouraging people to enter the city.

Kind Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 28 August 2023 11:36
To: TrafficManagement
Subject: Turning Left from Union Terrace

Good morning,

I understand the need to reduce traffic in the city centre and the need for bus gates to improve reliability of public services. What I don't understand is the need for preventing turning right onto Schoolhill to access Harriet Street car park or Robert Gordon School. By restricting turning right (rather than adding an effective filter) you're forcing all traffic up onto the already condensed and congested Rosemount area, to then drive all the traffic through the very tight residential streets, where there is added risk of kids or pets running onto the once quiet streets. The bottom of Rosemount, beside Skene Square primary is very narrow and is often congested with cars taking turns to overtake all the parked cars. Accessing this roundabout will become even more congested and dangerous to about turn to come back down the street to access Denburn, Harriet Street and the schools. This can all be solved by allowing cars to turn right here. It doesn't have a huge impact on the very few buses that take this route to George Street.

I am also very confused by the need for the bus gate from Virginia Street straight onto Broad Street, there are no buses using this route. I understand the need to prevent cars from going straight onto Broad Street but a bus gate? Really? No buses use this route. Are you unaware of the bus routes in the city? It is hard enough accessing our bus station and train station and very difficult getting from our "Transport Hub" to anywhere in the city with lots of luggage. The taxi's aren't allowed to access the hub, they are now not allowed to drive around the area and we have to schlep our luggage up very steep hills to attempt to find one of the few taxi's on our streets. Getting on and off buses with 3 suitcases, a buggy and a toddler is more difficult than competing in the Olympics.

Furthermore, the signage is appalling and very confusing. It doesn't match the maps initially provided. When you leave Q-Park at Trinity Centre, you're forced up the tiny streets to Haddon Street and therefore Market Street which is restricted and a bus gate. You now have a lot of confused people unable to leave this congested tight and twisted maze. The one-way streets lead you back down to Broad Street which again is a bus gate. Its all a tad shambolic. Perhaps sort out the city infrastructure before removing more roads?

I hereby object to the right hand turn on Union Terrace Garden and the bus gate on Virginia Street, and the access around the Trinity Centre Car Park.

[REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 29 August 2023 12:40
To: TrafficManagement
Subject: Union Street Bus Gates

Dear Sir/Madam,

I would like to make a complaint about the recently installed bus gates on Union Street. I fear that the council is closing off Union Street to the public, particularly those who use cars to get to the city.

The roads that the traffic is being redirected to are not fit for that volume of traffic. The buses are not useful to everyone who needs to get into town, as routes and times are limited (unlike in larger cities, where this approach might work).

As for the 'clean air' argument, what about the air on the streets where the traffic is being redirected? There is also lots of air pollution just half a mile away at the Harbour, with all the boats that come in and the lorries that go south via Wellington Road. These areas are populated too. Does 'clean air' not matter so much in these areas? Once cars are all electric, will they be allowed back on to Union Street?

You are failing the elderly, disabled and young families and others who, for various reasons, need to use a car, with these bus gates. Whatever happened to inclusion?

I hope you will pay heed to this complaint and see sense.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 30 August 2023 08:01
To: TrafficManagement
Subject: complaint about the changes to Aberdeen city centre routes and bus gate

I would like to register my complaint about the changes that are being made to Aberdeen city centre roads with these new bus gates. As someone who has lived off of Union Street for the last 32 years and supported the city centre shops, bars and restaurants I'm now finding it impossible to stay and currently looking to move out of the city. I have elderly family who live in the Bridge of Don who I need to go see every weekend and take them shopping etc. For myself I also normally go to Asda at the beach for my main grocery shopping, then use the local shops in town for top ups.

When going to the bridge of don I used to travel from Bon Accord street, down union street and along king street, but the closure of Union street has stopped this. I then used to go down windmill brae and onto bridge street, Wapping street and up denburn and out via St macher but this local route now has bus gates. I now drive up union street, up Esslemont avenue and beside the westburn park to then come back down the 5 winds and onto st macher – or worse, go along union street, unon terrace, up rosemount and then Spa street as a rat run to get back onto the Denburn road. Come back from BOD is worse as I now need to go around the back of his majesties, up the side of Nargile, and around various 1 way streets to pop out at the junction opposite Bon accord street. Its like a magical mystery tour just trying to get back to my house.

I also used to go to Asda at the beach via the same route of windmill brae, bridge street, wapping street and guild street and straight across. The last time I tried to go (and bearing in mind college street was closed) I had to go down via DUTHIE PARK!!!! To go along the river side, up the already very congested Market street that cant cope with the traffic on it already and then along the harbour.

Considering these changes and bus routes is supposed to be for clear air for residents of the city centre I don't understand how getting me to drive an additional 1.5 miles around the city centre to get to my destination is helping the clean air. And its not possible to take buses everywhere as when you are shopping with multi bags of bottles and cans, this is just not possible. Or when I'm taking my elderly family out, they need the car as their mobility is limited.

I also don't understand why we spend £30million on changes to south college street to put in a filter lane WHICH TURNS LEFT!!!! Any person who has travelled this road (as I do every day) knows that there is NEVER A QUEUE TO TURN LEFT!!! What a waste of money. And then you go and make it a 20 mile per hour zone – probably the only 20 MPH dual carriageway in the UK – well done to the person who came up with that idea.

To top it all off next year you are going to charge me £200 a year to park outside my own house which is just day light robbery.

I normally have been a big supported of Aberdeen city council but recently its really clear that you want to drive (pardon the pun) people out of the city centre – which is already desperate for people to stay and spend their money. Please you must listen to the people who live here and who spend their money here – otherwise it will be too late and you will be responsible for a further downturn which may take years to recover.

I'm happy to discuss any of the above points in more detail as this is something that is really impacting me and my neighbours and it would be nice to actually be heard and our concerns understood

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 30 August 2023 10:16
To: TrafficManagement
Subject: Bus Gates

Dear Sir/Madam

I write to complain about the introduction of bus gates in Aberdeen City Centre.

With no consultation whatsoever these have been imposed on the public and drivers of Aberdeen and surrounding areas.

The City Centre and in particular our once proud Union Street, has now become a no go zone, or one which involves driving on laborious routes which are time consuming (not to mention the petrol involved) in order to make a previously short and straightforward journey.

I fully agree with the recent comment in the media that Aberdeen City Council have put a 'ligature round our City Centre'.

Since childhood I have shopped in the City Centre on a very regular basis. But in future, as a Cove resident, I'll be taking my custom to the retail park in Portlethen where Asda, B & M, Home Bargains, Matalan and Argos provide everything I could ask for.

I regularly visit Dundee which offers so much more and which throngs with people.

Aberdeen City Council have put 'the final nail in the coffin' of Aberdeen. I hope this disgraceful decision is overturned soon.

The soon to be introduction of the LEZ will kill it off altogether, for people and small businesses alike.

Yours,
[REDACTED] a once proud Aberdonian!

[Sent from Yahoo Mail on Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 07 September 2023 13:52
To: TrafficManagement
Subject: Bus Gate Objection

Dear Sir/Madam

I am writing to object mainly to the new bus gates on Guild Street and Bridge Street (but also include Market Street).

I appreciate this is being done to try and reduce pollution and encourage people to take buses but not everyone is able to take a bus (disabled people), not everyone is safe on the bus (eg those who remain at high risk from coronavirus despite having all the vaccinations especially now face masks are not mandatory on public transport), not everyone has a bus stop local to them or takes them where they want to go (eg Bridge of Don) and it is not always feasible to use a bus eg carrying large amounts of shopping and some people cannot afford the high cost of the tickets for first bus (it is one of the most expensive bus services in Scotland).

In response to reducing of pollution I cannot understand how making people in cars drive further to get to and from areas in Aberdeen to their home can help reduce pollution eg if I am to return from Union Square to Mount Street where I live, I would now have to drive 1.9 miles instead of 1 mile (that was Market Street, left onto Guild Street, Bridge Street, straight up and across Union Terrace).

Most, if not all, traffic coming from around that area, Riverside Drive, Torry are being funnelled onto one option of Regent Quay and up to the roundabout at the top of the Beach Boulevard meaning instead of drivers having 3 options across town they are down to one. This means much more traffic on one route, resulting in longer driving times, traffic sitting at a standstill, more congestion and thus more pollution.

If you have to have some bus gates surely it would be better to either leave Guild Street onto Bridge Street open (then drivers have the option of 2 ways across town, thus reducing congestion) or leave Market Street open both ways so again drivers have 2 options across town.

I also cannot understand why Aberdeen City council think it's a good idea that people can drive onto Schoolhill but cannot turn right from Union Terrace onto Schoolhill.

I therefore object to the bus gates for the reason that instead of reducing pollution in town you are increasing it, you are ignoring the needs of disabled people AND ignoring the fact that the bus routes/stops available in Aberdeen are not always best placed and are, notwithstanding that first bus is one of the most expensive bus providers in Scotland.

Yours faithfully

[REDACTED]

PS I trust your need to have objections in writing applies to sending of an email and not that only signed letters will be valid. If you do mean by letter then I think this is just another way of reducing the number of objections received by Aberdeen City Council.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 10 September 2023 15:01
To: TrafficManagement
Subject: Experimental traffic order 2023

How dare the council ruin the convenience of driving to and through our city centre for experimental reasons. There are surely better ways to forecast traffic flow than by this method.

The justification for the experiment is weak at best and I am astonished that the majority of councillors voted for this. Improvement of bus punctuality needs some quantitative statistics. E.g. What percentage of road users travel by bus taxi and bicycle in Aberdeen city centre per year? What is the average journey time? What is the time saving objective of the experimental traffic order? If this really is an experiment, then the council must present empirical evidence of the before and after picture to justify its need.

I await presentation of the evidence.

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 10 September 2023 18:12
To: TrafficManagement
Cc: robin Leith
Subject: Bus Gates

I will keep this short and sweet.

As an able bodied person who is not vulnerable and without small children or assisting a physically dependant adult, and mainly able to pay my way, I have access to Aberdeen city centre to shop browse etc, but rarely choose to do so as there is almost nothing left to visit; now the bus gates add a further level of frustration/confusion as union square/bon accord Centre is becoming almost impossible to access by private vehicle so my very rare visits will now cease. However, it occurs to me that those less fortunate than me who have no choice and who have small children , physically dependant adults , restricted finances, etc will be caught up in the traffic fiasco created by new system. Well done making a bad situation worse.

But I am curious , who do you think actually benefits from the introduction of the bus gates?

Yours sincerely

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 11 September 2023 19:27
To: TrafficManagement
Subject: ETRO objection

I object to the establishment of Bus Gates on Bridge Street and Guild Street. Even in the early stages these restrictions are causing significant congestion and commensurate additional pollution on surrounding streets. The traffic restrictions are hindering the revitalisation of the City Centre. The council roads department has a dismal history of so called improvement schemes and should not further this one without widespread consent of city residents.

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 04 October 2023 16:47
To: TrafficManagement
Subject: Fwd: Delivery Status Notification (Failure)
Attachments: icon.png

----- Forwarded message -----

[REDACTED]

Date: Wed, Oct 4, 2023, 3:44 PM
Subject: Delivery Status Notification (Failure)

[REDACTED]



Address not found

Your message wasn't delivered to **trafficmanagement@aberdeencity.gov** because the domain [aberdeencity.gov](https://www.aberdeencity.gov) couldn't be found. Check for typos or unnecessary spaces and try again.

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The response was:

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----- Forwarded message -----

From: [REDACTED]
To: [REDACTED]
Cc:
Bcc:

Date: Wed, 4 Oct 2023 15:44:06 +0100

Subject: LEZ/Bus gates in Aberdeen

Dear Sir/madam

I am writing to state my opposition to the LEZ and busgates in Aberdeen.

To circumvent the above requires several miles of extra travel, increasing pollution on the outskirts of the above. The answer is to make travel more efficient, more direct routes through the city centre.

Union Street is now a disgraceful, deserted wasteland with many empty premises and little variety of places to shop.

Parking is difficult and expensive. With so far fewer roadside spaces available/affordable, those of us in the hinterland go elsewhere, such as Inverurie, where there are all the big name shops and reasonable parking, both free and for a reasonable fee.

Council policy appears to have been to force traffic off of the so-called "rat-runs" onto the major spoke routes and cross-routes. This overloaded the said routes. Using the King Street area as an example, between St Machar and the city centre, it is clear that the closing off of most of the Streets, making one-way and limiting right-turns led to the terrible pollution in that area.

I think that a big rethink is in order/vital to the success of the city, rather than the embarrassment it has become.

Yours faithfully



[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 05 October 2023 12:32
To: TrafficManagement
Subject: Bus gates and LEZ

Dear Sir/madam

I am writing to state my opposition to the LEZ and busgates in Aberdeen.

To circumvent the above requires several miles of extra travel, increasing pollution on the outskirts of the above. The answer is to make travel more efficient, more direct routes through the city centre.

Union Street is now a disgraceful, deserted wasteland with many empty premises and little variety of places to shop.

Parking is difficult and expensive. With so far fewer roadside spaces available/affordable, those of us in the hinterland go elsewhere, such as Inverurie , where there are all the the big name shops and reasonable parking, both free and for a reasonable fee.

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I think that a big rethink is in order/vital to the success of the city, rather than the embarrassment it has become.

Yours faithfully

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 29 October 2023 15:01
To: TrafficManagement
Subject: Bus gates

To whom it may concern

When taking my car into city centre, I parked in The Trinity centre. When exiting the car park, I occasionally had difficulty crossing over Wapping Street to reach Guild Street where I had the choice, to turn right or left. Since bus gates were introduced, there is so much traffic blocking Wapping street and only one choice to get home, I've given up. I needed my car because I could not carry all that I had purchased, on the bus.

It doesn't make sense that one can only enter Bath Street from Crown Street or turn right at Union Street/Bridge Street. Also no right turn from Union Terrace to Rosemount Viaduct? More traffic is being pushed on to smaller Streets and it doesn't help the situation.

On the few occasions I have used the bus, it has not been any quicker, as they are being delayed, on route, due to more traffic being pushed further afield.

Although we are 3rd largest city in Scotland, we are a small city. The Harbour is basically in the Centre, so not much room for having the restrictions the council is planning. Businesses are suffering and I find, due to all these changes, my visits into town, either by bus or car, have greatly reduced from weekly to practically never.

Regards

Sent via BT Email App

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 06 November 2023 18:53
To: TrafficManagement
Subject: Bus Gates

Absolutely terrible, city centre is now a NO GO area not just for me but for everyone I know, we just don't bother going. Buses are just not an option for some, too expensive and unreliable. Who has time in a busy working day etc to get maybe 2 buses to get to your destination when car (that by the way we pay insurance, Road tax, and the initial cost of purchase) is so much more quicker and convenient, why would you leave it at your door and get on a dirty jerky bus. I'm totally convinced when I did have to use the bus a while back, it's where I caught Covid for the 1st.

Not that there is much to go into the city centre for anymore but these new bus gates are 100% killing it totally.

Why should the council make these decisions anyway, PUT IT TO THE ABERDEEN PEOPLE AS A PUBLIC VOTE, IT'S OUR CITY NOT JUST COUNCILLORS.....And while you're at it have a public vote for the ridiculous idea of pittodrie at the beach, another crazy notion. Aren't the ACC here to serve us

Also, what exactly is this Great Masterplan of the ACC? Is it to make Aberdeen to worst city in Scotland, if so, trust me, you're just about there

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 10 November 2023 16:51
To: TrafficManagement
Subject: Objection to the bus gate arrangement

Dear Sir/Madam,

I write to express my deep concern regarding the recent traffic management order in Aberdeen City Centre.

It seems the council's decision is causing significant self-inflicted harm to the city, discouraging visitors from nearby areas and diverting them to alternative shopping locations. If this initiative is driven by the misguided pursuit of additional traffic fines, it is achieving the opposite effect. The city centre is at risk of numerous business closures unless the council reconsiders its current approach.

Aberdeen is sadly transforming into a ghost town, with businesses experiencing a substantial decline following the scheme's implementation. The repercussions include a decline in business rates, profit taxes, and job opportunities, as retailers are forced to permanently shut down. This situation is not a mere exaggeration; it is a harsh reality that contradicts the city's purported goal of promoting and rejuvenating the longstanding issue of high street shop vacancies.

In an attempt to benefit a few bus lines and enhance traffic conditions, the council is inadvertently discouraging people from visiting Aberdeen. The city now appears desolate, and the consequences are alarming. Instead of attracting more visitors, the move seems to have created a scenario where buses occupy ample space with minimal ridership. A bustling street is a visible indicator of prosperity, and the current state of affairs paints a bleak picture.

It is disheartening to witness the council jeopardising the city's well-being for short-term gains. The current trajectory risks destroying the very essence that attracts people to Aberdeen, and the situation is dire.

I implore you to take swift action to rectify this situation and reconsider the impact of the traffic management order on the city's businesses and overall vibrancy.

Yours sincerely,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 November 2023 08:37
To: TrafficManagement
Subject: Objection to bus gates

Follow Up Flag: Follow up
Flag Status: Flagged

To whom this may concern,

I object to the new bus gates in the city centre. As a person who lives in the West End, it has become increasingly difficult to access the north of the city. Before covid, I could use Union street or Schoolhill now both those routes have been closed off. Why? The public doesn't want it. You're killing local businesses because people are put off coming into town- especially people from the shire. You're adding to pollution because people are taking more convoluted routes in an effort to avoid bus gates.

It seems that the council want to make driving as unpleasant as possible but many people who drive do not want to use buses. The cost of a bus ticket for an occasional user is extortionate. Buses are also unreliable.

The council is meant to serve its citizens yet all it seems to do is impose things that do not benefit the public or local businesses. Installing systems under an experimental traffic regulation order that you mean to make permanent is so sneaky. Many people just angrily accept it and don't even know about your poorly advertised consultation on the matter. When they do find out, many have so little faith in the council they don't see the point in doing the consultation anyway!

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 24 November 2023 14:17
To: TrafficManagement
Subject: Bus gates

I do not want bus gates in Aberdeen City Centre.
Bus gates are the final nail in the coffin for the city centre, as they are killing footfall and putting shoppers off visiting the city centre.

Regards,

[REDACTED]

[Sent from the all-new AOL app for iOS](#)

From:
Sent:
To:

[REDACTED] <[REDACTED]>
12 December 2023 20:52
TrafficManagement

Aberdeen dead not busy anymore with this line for the buss

From:
Sent:
To:

[REDACTED] <[REDACTED]>
12 December 2023 20:53
TrafficManagement

Aberdeen is nit busy anymore

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 17 December 2023 16:41
To: TrafficManagement
Subject: Aberdeen for the People, not for the Coach Company

Dear Sir/ Madam

After the Bus Gate was introduced, Aberdeen city centre became exceptionally quiet. There are no more traffic jams, and at the same time, there are far fewer people around walking and shopping, especially in the evening. I question what the motives and objectives of this move are. People would rather turn to other cities for their shopping and entertainment needs than visit the city after the Bus Gate kick-off. The council's action seems to be hurting the local businesses and thus the city's economy badly. If the purpose of having the Bus Gate is to make the street open up for all the coaches driving around in the city freely, I can't figure out why it would be imposed round the clock 24 hours, effectively blocking all private vehicles coming to the city even after all the buses are shut. That is absurd, to say the least. Please kindly uplift the restriction for the sake of the city's economy and the working people who may lose their jobs after the New Year in the midst of all of the other financial turmoil happening now, especially after Brexit, the Covid lockdown, and also the prevailing high interest rate that is affecting lots of households and businesses.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 December 2023 15:39
To: TrafficManagement
Subject: The future of Aberdeen's city centre

Hi

Kindly review the enclosed link to a video clip showcasing the current conditions in San Francisco. Aberdeen seems to be aligning with the depicted scenario in the video, where every restaurant is closed due to traffic restrictions in the area. It's disheartening to witness the city in such a state, and certainly not something we wish to emulate here.

Link to Video:
<https://www.youtube.com/watch?v=nrBqCwaFKjk>

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 04 January 2024 23:47
To: TrafficManagement
Subject: BUS GATES

Sirs,

I state at the outset that I live n Aberdeenshire. I am retired and a car owner and driver.

I have for some two years trained twice a week in Aberdeen in order to compete in National Competition.

In order to train I carry with me an amount of equipment that is both heavy and bulky to transport. I have timed training slots hence my determination to travel into town.

Your Bus Gate system left/leaves me baffled beyond reasoning.

As they were being introduced I trawled your website for information as to what a bus gate was, I foolishly expected to see a physical barrier of some description. I 'Googled' the term, I searched the Highway Code, nowhere was an explanation of a 'Bus Gate' nor what they are nor their possible impact on me to be found.

Signage and directions were put up around the City which were unclear and generally unhelpful.

The "City web-page" showed a map with overlapping coloured rectangles which resembled a venn diagram but gave little or no information to the ignorant on the new Bus Gates system.

I telephoned the Council offices and I emailed twice none of which earned me a response.

When I was inevitably 'caught' and threatened with a fine for driving according to the road signage I became serious about getting in touch and getting advice re the route to my destination.

It took nine phone calls and two emails.

It made me miss two weeks of training, the first time that I have done so since lockdown. As an aside not only does that hinder my progress but also prevents me from shopping in town which I tend to do to relax after a session.

I asked friends (11 different households) for advice on how I could travel to the Ship Row Car park and sadly for the City every single household shrugged and said 'We do not go into town any more as we have no idea how to avoid the Bus Gates'.

Two families said that they now made day trips to Dundee and two said that they were developing their trips north to see family so as to include shopping in Inverness, the remainder are developing the online shopping accounts.

Finally one Friday morning a member of your team returned my calls. I explained my dilemma and asked for advice on how to traverse the City on a fine free route, after a number of failed attempts they said that I would have to find a route as they were unable to!

Later that same day another colleague phoned me to say that they had heard my calls and would try to help. They also were unable to find a route BUT she promised to find a solution and get back to me the following week.

Her action resulted in a colleague phoning, being able to identify a route and also being able and willing to forward a map of the convoluted system to me that is relatively clear. (I have shared it with those 11 households). I am eternally grateful to him.

My views are these

Thank goodness for the one member of staff that seems to understand the system, train the remainder of your 'public facing colleagues' who are supposed to help the public so that they are familiar with the system and able to help the public.

These restrictions are a huge deterrent to people who live in the 'shire from traveling in to Aberdeen our bus timetables are quite restricted and park and ride is an insufficiently reliable time keeper to be able to rely on in order to keep timed appointments in Aberdeen

Explain clearly somewhere that a bus gate is a bus lane, and show the start of a bus gate area by painting a line designating the start as happens with bus lanes, put up no entry signs where private cars may not enter, display warning signs that state that a bus gate starts in a specific distance, 'Ahead' means nothing as these vague notices appear randomly all over the place including on routes out of the City for some inexplicable reason.

Make and widely display a CLEAR map showing the new lay out..

Considering the obviously adverse affect that they are having on a City that is already struggling, **DO AWAY WITH THEM AND WELCOME VISITORS INTO THE CITY.**

Sadly I have only managed to find one positive view and that was qualified by the person that gave it who said "Of course I live in the City centre and am to walk wherever I need and can drive directly out of the City away from them!

They are threatening, forbidding and confusing. They inhibit and are a huge deterrent to traveling to the City I would say that they have had a more negative influence on the perception of the City than anything else in the last twenty years.

Sadly perhaps profitable but at what cost?



[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 10 January 2024 00:09
To: [REDACTED] TrafficManagement; [REDACTED]
Subject: Re: Aberdeen Bus Gate / Union Terrace No Right Turn Experiment Objection

Dear Councillors,

I am writing to express my deepest disappointment around your inability to respond and acknowledge my below email regarding the Aberdeen Bus Gate / Union Terrace No Right Turn Experiment that Aberdeen City Council is undertaking.

It is clear from the articles in the P&J to the comments on Facebook, the public don't want the bus gates. The public want Aberdeen city centre to be vibrant and open to the public by car.

Aberdeen City Councils actions are having a negative effect on the city centre, just yesterday what was a vibrant butchers shop Haigs on Schoolhill closed down because they couldn't make any money to survive. Perhaps if you lot stopped working from home and got back into Marischal Collage (which I the taxpayer is paying for it to be lying empty), you and your staff would support those local businesses and allow them to thrive.

Let me remind you that it is my money that pays your salaries, you can at least have the decency to respond.

Kind regards,

[REDACTED]

[REDACTED]

[REDACTED]

> On 12 Oct 2023, at 14:46, [REDACTED] <[REDACTED]> wrote:

>

> Dear Aberdeen City Council,

> Cc The 4 councillors of George Street / Harbour Ward

>

> I am writing to express my deepest objections to the bus gates / bus routes you have installed on Union Street, Market Street (including no right turn onto market street from Virginia Street), Guild Street, Broad Street, Bridge Street and also the absolute pointless no right turn at the end of Union Terrace. In addition I also have objections to all other bus gates in the city such as on the A96 at either side of Anderson Drive etc.

>

> As a resident of the city centre, car travel is a vital part of my life to allow me to get to and from work and business meetings.

>

> Your bus gates are driving people out of the city centre in favour of easier to get to shops in the likes of Westhill and Inverurie and must be abolished.

>

> Your bus gates on gild street make it impossible to reach the train station and you are forced to travel for many more miles than needed, and generate more emissions that are necessary.

>

> The no right turn at the end of Union Terrace was clearly an idea of someone who has never driven in Aberdeen. How are you supposed to drop someone at the theatre? How can you pick up your children from Robert Gordon's? The fact the traffic lights are designed in a way that means it makes no difference, this has clearly been installed purely has a money generating machine. You already charge absurd amounts of council tax on residents (I for example in a 1 bedroom flat have to pay an annual council tax charge equivalent of 6 months of mortgage payments, yet there is still pot holes right outside my property). Interestingly if you turn left at the end of Union Terrace, left into Skene Terrace, Right into Summer Street, Right into Skene Street, Right into Rosemount Viaduct this is legal yet a simple right turn is not.

>

> First Bus and the other so called operators of buses aren't reliable. The busses turn up late or not at all, there is no night busses, the service levels are infrequent and since the stupid SNP government decided that allowing children free bus travel was a brilliant idea they are full of antisocial intimidating teenagers who think they own the place. Why should these "bus operators" be rewarded with roads just for them along with huge amounts of tax payer subsidies?

>

> With the anticipated return of the Christmas markets what is this years "guess the legal way" to get to the carpark of Marischal Square on Flownill Lane?

>

> I urge you to scrap all of these nonsense and ludicrous traffic restrictions as soon as possible before you ruin what is left in the city centre.

>

> I look forward to hearing from you,

>

> Kind Regards,

>

[REDACTED]

>

> [REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 10 January 2024 20:05
To: TrafficManagement
Subject: Bus gate feedback

Hello, I have not found clear information about where I am allowed to drive in the city centre. I avoid the centre of town but this just means I am less likely to visit the shops and facilities there. I suspect this is the case for many and is damaging the businesses. It is harder to access bus and rail services. I think it needs to be better thought out and clearer signage provided. More information about alternative ways to access the city centre are needed if this new traffic order is to achieve its aim without putting people off visiting.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 10 January 2024 20:14
To: TrafficManagement
Subject: Aberdeen Bus Gates

Hello,

I saw in your facebook you were looking for feedback on the bus gates.

My opinion is that the bus gates are a nuisance, they are keeping people out of the city centre, they are putting people off coming into the city centre, they are causing traffic jams in other areas.

Aberdeen is not a huge city and needs these roads open to all traffic to keep traffic flowing.

Union street is a ghost town, you need to be encouraging people into the city centre and not putting people off coming into the city centre. Union street also needs to reopen to cars.

Bus gates to me are a complete waste of time and money. Surely your time and money would be better spent fixing the roads.

Kind regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 10 January 2024 21:39
To: TrafficManagement
Subject: Experimental Traffic Order/ Bus Gates in Aberdeen City Centre

Although I now live in Ellon I now avoid coming into Aberdeen for shopping of any kind thanks to the crazy changes to traffic schemes and the tax grabbing bus gates. I do come in for business but I will not meet anyone in the city centre and now suggest we meet in Westhill or in the outskirts so no occasional shopping when I am in Aberdeen.

I did no Christmas shopping in the city this past year for the same reasons but did go to Inverurie, Peterhead spending over £500.

I am an Aberdonian but the city planners/council have shut down Union St and city centre for commerce and I speak for many, many, more who have expressed the same views to me. Union St is empty of people and traffic, looks like a ghost town most times of the day with a poor standard of shops BECAUSE no one wants to go there anymore thanks to the idiots who planned these traffic changes.

[REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 10 January 2024 22:03
To: TrafficManagement
Subject: Experimental bus gates

I hope my comments are taken into consideration but going by recent events I doubt my comments will make any difference but I still wish to make my opinion known.

City councillors have completely destroyed the heart of Aberdeen. We are not like any other city and have only one main road that should be open to all traffic. These bus gates are a joke and should be removed immediately. I cannot understand the thinking of these Councillors!. My city has turned into a wasteland with absolutely no reason to visit because of these people.

Completely and utterly disagree with bus gates

[REDACTED]

Sent from [Outlook for Android](#)

[REDACTED]

From: [REDACTED]
Sent: 10 January 2024 22:11
To: TrafficManagement
Subject: Bus gates objection

I want to make a formal objection.

Bus gates have killed the city.

Outrageous diversions increasing fuel and confusion and frustration.

Bus gates and union street needs to be opened up

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 10 January 2024 22:18
To: TrafficManagement
Subject: Bus Gate Feedback

I would just like to give my feedback on the bus gate trial. I am very passionate about Aberdeen city centre both with my hat of running a firm of commercial property advisors based in the city centre and also being founder of a hospitality business with venues across Aberdeen.

Having taken my time to form my views on the bus gate trial, I am not in favour of it. Whilst I appreciate the desire to improve bus reliability, the reality is that Aberdeen is a very car reliant city and sadly I don't know of anyone who has said that this experiment has led to them leaving their car at home and jumping on a bus in to town. Instead they have either just continued to drive in to town, or alternatively have just decided to do their shopping or go to lunch somewhere that is easier to get to / park.

I was very vocal in support of the previously proposed part pedestrianisation of Union Street which I am still in favour of. My issue with the bus gate is that whilst traffic is reduced on the roads, there is not going to be the opportunity to create attractive pedestrian friendly zones with public realm, pop ups etc as there is still buses going up and down streets - so the city centre just looks the same but is even more eerily quiet than before.

It is similar to what has happened with Schoolhill. Whilst I like the idea of it being pedestrianised, because of the temporary nature of the current arrangement, the streetscape has not improved at all and does not add in anyway to the aesthetic or vibrancy of the city centre. I would actually prefer it to be opened up again to cars as opposed to having a couple of temporary planters at either end.


I am all in favour of well planned out pedestrian friendly areas that improve the look of the city centre and increase vibrancy, but not in favour of just leaving the streets as they are but making them quieter by removing cars and restricting to buses only.

The ground floor occupiers of the properties in the city centre have had massive challenges due to internet shopping, Covid and increased home working. We are already seeing the bus gate initiative further negatively impacting on city centre trade, and at the same time boosting trade to the likes of Westhill, Inverurie, Dundee and out of town retail parks.

Happy to give me feedback in person if required.

Thanks

[REDACTED]



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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 10 January 2024 22:32
To: TrafficManagement
Subject: Bus gates

Hello

I wish to show my disagreement with the bus gates in Aberdeen

It's clear that the bus companies are the only ones who have gained anything from this "experiment" this has been made clear by the free travel they were able to give at the weekends in January. We can only assume it's fuel costs they have saved on as most of the buses don't run to capacity levels.

It's simple just get rid of the bus gates.

Regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 10 January 2024 22:49
To: TrafficManagement
Subject: Bus lane

December last year had dental appointment in town we do not drive into the City of Aberdeen because of driving situation been created in the city centre we had been out of Aberdeen for a few months on holiday and not realised Bridge Street was a bus lane but once you are on the wrong bit of road you are fined . One mistake wrong lane and Motorists get fine nothing done for years about queues of cars going into Union Square stopping the flow of traffic especially the main Aberdeen Bus terminal you can meet traffic coming along the harbour .

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 11 January 2024 07:20
To: TrafficManagement
Subject: Bus gates

Hello

I think the idea itself is good for the following reasons:

- what other major city can you drive down It's main High streets, there is no reason to be able to.
- it is a step closer to better pedestrian access

However there needs to be much clearer signage and road markings as it took me a while to understand it.

Thank you

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 11 January 2024 07:21
To: TrafficManagement
Subject: Bus Gates in Aberdeen City

Good Morning,

I am writing to you in regards to the bus gates in Aberdeen city.

They are completely unnecessary and have not only caused a huge inconvenience to motorists but are killing the footfall as people do not want to drive in the city for fear of driving down the wrong street and being fined. Not to mention making driving about less accessible for disabled and elderly who rely on cars to get around. It also impacts on visitors to the city and gives the wrong impression of Aberdeen.

I really hope they will be removed in the very near future.

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 11 January 2024 07:41
To: TrafficManagement
Subject: Bus Gates

These bus gates are having a huge detrimental effect on the local businesses. People from outside the city are just not visiting the city centre due to the “hidden traps” almost everywhere you go. It’s not just the issue when you come across a bus gate by mistake it’s getting out of the area without being Trapped by another one. Really between this bus gates and the new low emissions zones you really couldn’t do a better job of destroying the city centre if you tried.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 11 January 2024 08:27
To: TrafficManagement
Subject: Bus Gates

These bus gates are having a huge detrimental effect on the local businesses. People from outside the city are just not visiting the city centre due to the “hidden traps” almost everywhere you go. It’s not just the issue when you come across a bus gate by mistake it’s getting out of the area without being Trapped by another one. Really between this bus gates and the new low emissions zones you really couldn’t do a better job of destroying the city centre if you tried.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 11 January 2024 08:31
To: TrafficManagement
Subject: Bus Gates

Good Morning,

I would like to express my thoughts on the experimental traffic order/ Bus gates.

Since they have been in place, footfall has decreased around the city centre.... Haigs, was the latest yesterday to close its doors, and there are many many more about to – if people cant get into town, businesses will close. Its quite simple. So much for the re-generation of Union street, more like the death of Union street.

Customers are reluctant to travel into town now in the fear they get a fine for travelling somewhere they shouldn't – its just pushing everyone to buy online – if they do come into town, its taking them twice as long to get to where they are going, using more fuel creating more emissions – which is why the LEZ are coming into effect.....again pretty pointless due to the Harbour being so close to the centre as once one of these boats start up the emissions they create are far more than any car in a year would!!!

Can you confirm that more people are travelling by bus? Are buses now travelling on time?

I would really hope that you reconsider and cancel the bus gates and allow customers to travel back into the centre again before its too late for Union street and the local businesses.

Best regards

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 11 January 2024 12:59
To: TrafficManagement
Subject: Traffic Management Experimental Order

I should make it clear that I fully support efforts to reduce traffic volumes across Aberdeen, and this extends to the experimental approach currently adopted by the Council.

My problem lies with the inept way in which experimental interventions are being implemented, particularly the traffic signs put in place :

1) Signs do not always give drivers prior warning, early enough to allow drivers to position themselves appropriately before reaching the restricted area.

2) Signs are often contradictory e.g. Notices of restriction are often positioned alongside notices directing drivers to various destinations, only through the restricted area. Alternative, restriction free routes are not provided.

3) In the case of road works or other temporary conditions, road signs which take account of experimental restrictions, are not always provided.

These faults cause unnecessary upset and financial costs to drivers and as a supporter of traffic reduction measures, they create two major problems:

a) Opposition and hostility towards the aims of the experiments are provoked unnecessarily.

b) Information and statistics about the outcomes of the experiments become inaccurate and unreliable.

Thank you for this opportunity to contribute to the evaluation of the experiments

[REDACTED]

Sent from my Galaxy

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 11 January 2024 13:18
To: TrafficManagement
Subject: Feedback on Bus Gates and Experimental Traffic Order

Having had the miss fortune of travelling around our City recently I feel compelled to note the following comments in relation to feedback sought for the 'Experimental' Traffic Order / Bus Gates.

As with all experiments, the reality of the outcome is often lost in the desires of the experimenter to see a certain outcome. Whether you like it, agree with it, or not your experiment has been a failure.

You the City Council, should be trying to drive the economic growth of our city. Afterall that economic growth will be needed to secure the financial security of all of our citizens for decades to come.

Having a handful of quicker bus times, benefitting only the privately owned bus companies, should not outweigh the economic damage that is being done in our city centre by your actions. We as a city should be doing all we can to encourage all shoppers and visitors into our city centre, by whatever means they chose to arrive. Your focus is entirely on ensuring that those who chose to arrive by private vehicle to have as difficult a time as possible to try, by mere inconvenience, to force people onto busses.

The simple fact is that the vast majority of the citizens of our City, who you the officers should be serving, feel our city centre is failing. This has been the case for some time sadly. However your experiment has only succeeded in making this worse. Only this week another local business (Haigs) has failed due to lack of footfall. By ensuring that motorists prefer to travel to out of town centre retail parks, or to peripheral towns you are removing the most important of all things to our retailers, footfall.

The traffic flows of all citizens should be considered, irrespective of how they wish to travel.

I think removal of cars from Union Street between Market Street and Union Terrace is a good thing, if the Council follows this up and helps improve the retail experience in that area, thereby attracting new businesses. As it stands, it is simply a lower traffic walk past empty shops, vape shops, bookies and fast food venues.

The 'no right turn' from Union Terrace towards Schoolhill makes no sense and only serves to put more traffic past Skene Street primary school. This is only to the detriment of the safety of young children School and is reason not to go to the Bon Accord Centre as you are inhibiting its access and therefore footfall.

I am all for the LEZ to improve air quality in our city centre and would make the regulations even more stringent that are being proposed. But I am most certainly not in favour of most of the bus gates which are strangling the flows of traffic through our once great city.

I would urge the City Council's economic development department to look at this urgently because the City Council's anti-car agenda is killing our town centre and once the lights go out, it will be very difficult to get them back on.

Kind regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 11 January 2024 15:12
To: TrafficManagement
Subject: Awful policies

I am writing this in response to your consultation.
On the rare occasion I now venture into town from westhill due to your destructive policies on road transport, I had decided to take my other half to a comedy night on Saturday and ended up with the suspension on my car damaged (broken Spring) thanks to the disgraceful state of the roads, if you were to spend the money on keeping the road surfaces in a serviceable condition rather than wasting it on bus gates and pointless ULEZ vanity projects the whole of Aberdeen and surrounding areas would be better off.
I don't know how can you can charge business rates when you seem determined to shut down what remaining businesses are left in the once vibrant city centre, the whole of your policies are flawed to a criminally negligent level and appear to be based on policies from down south that do not in any way reflect the topography of the local area.

[REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 11 January 2024 16:20
To: TrafficManagement

Well what can I say !!!

City councillors have ruined the city centre with all these bus gates, pedestrian areas for cafes that we don't have the weather to sit outside.

Open the city up to all traffic (you have bus lanes) Union Street is the main thoroughfare through this city for getting from A to B, we are not a big city like Glasgow or Edinburgh, so Why have we to take detours to get from one end to the other.

Have any of you lot ever driven through the town and actually seen the shambles that you have made of Union St, Schoolhill, Guild St etc etc you are on the right track to Aberdeen becoming a ghost town.

Be known for improving the city, not ruining it !!!

[Redacted]

From: [Redacted] <[Redacted]>
Sent: 11 January 2024 16:40
To: TrafficManagement
Subject: Bus Gates

The new bus gates are an unmitigated disaster for Aberdeen City centre. They are a major disincentive to those wishing to come to the city centre and will result in further loss of business to the few shops that remain.

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 11 January 2024 20:38
To: TrafficManagement
Subject: Bus gates

Good evening.

I believe this is the email to contact to provide comments on the bus gates.

In my opinion they are killing the city centre & making more & more people either shop online or visit other towns & cities. The small businesses in Aberdeen are already struggling due to the impact of covid & people continuing to work from home so the council needs to encourage people back into the city, not drive them away.

Aberdeen should be a welcoming place for those from Aberdeenshire too, not just those that live on bus routes in the city itself. The provision of buses for the shire is patchy at best so people have no option but to use their cars & need to feel confident they're not going to get fined trying to navigate around the city. I live to the south of Aberdeen & the bus gates & no right turn at the theatre means I only go as far as Union Square now. I can't imagine how confusing the layout is for those that don't visit the city regularly.

Please reconsider these for the sake of the future of Aberdeen

Regards

A very concerned citizen of Aberdeenshire

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 11 January 2024 23:27
To: TrafficManagement
Subject: Aberdeen traffic management.

Dear Sir/ Madam

I am writing to express my deep concern and disagreement with the implementation of the Aberdeen City Bus Gates and Traffic Management Program. While the initiative may have had noble intentions, its impact on the city has been far from positive.

Firstly, the bus gates have created unnecessary bottlenecks and congestion, exacerbating the existing traffic issues rather than alleviating them. The supposed improvement in public transportation efficiency is overshadowed by the negative repercussions for overall traffic flow.

Furthermore, the rigid nature of the program fails to account for the diverse needs of the city's residents and businesses. Local businesses are suffering as a result of decreased accessibility, and the overall vibrancy of Aberdeen is being stifled. The lack of flexibility in the traffic management program is detrimental to the city's economic and social well-being.

Moreover, the implementation of the program seems to have been hasty, with inadequate consideration given to alternative solutions and community feedback. A more collaborative and inclusive approach would have allowed for a comprehensive understanding of the city's unique challenges and a more effective traffic management strategy.

In conclusion, I urge you to reconsider the current Bus Gates and Traffic Management Program in Aberdeen. It is crucial to strike a balance between public transportation improvements and the overall health of the city. A reassessment and open dialogue with the community will be instrumental in devising a more effective and sustainable solution.

Sincerely,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 10:51
To: TrafficManagement
Subject: Bus gate feedback

Good morning,

I wish to provide feedback in relation to the newly formed bus gates.

I appreciate that many will remain unhappy with the overall lack of access to the city centre, for the most part I wholly agree that in the current landscape, such restrictions only make things worse for the city.

The constrictive feedback I wish to provide relates solely to the bus gate traveling from Bridge Street into Wapping Street.

The main access points for this gate, is namely

1. Travelling to Denburn - away from centre
2. Travelling to Trinity car park - benefitting shoppers
3. Travelling to South college Street - away from the city centre

If coming from South college Street, or denburn, there is no such restrictions - meaning there is limited benefit to having a gate causing restrictions, leaving traffic to filter to side streets causing more congestion.

I understand not permitting traffic to return to bridge Street following looping around - but restricting traffic moving away from the centre or shopping centre literally is a restriction for restrictions sake.

Kind regards

[REDACTED]

Sent from [Outlook for Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 13:04
To: TrafficManagement
Subject: Experimental Traffic Order/ Bus Gates

Good afternoon,

I saw on social media that you were looking for feedback on how the Bus Gates have affected the public and gave this email address for comments.
Please let me know if there is another means/ formal survey for feedback.

I feel the Bus Gates have contributed to traffic congestion in Aberdeen and have discouraged the public from coming into/ shopping in the city centre because of the convoluted routes that have to be navigated.
Realistically, cars (whether Fuel or EV) will continue to be the preferred mode of transport in Aberdeen because of our climate and varying practicalities. I think that we should open up more free flowing access to cars in the centre, whilst at the same time encouraging the equal use of public transport, cycles and walking as options when it suits. I would walk everywhere I could, but need the car to transport shopping/ work stuff etc. as I physically would be unable to carry it, even on a bus.
I shop every weekend in our city centre and, because I have found it difficult to navigate the Bus Gates, it has discouraged me from going to specific areas/ shops.

I have heard so many people complain of the Bus Gates and the confusion or frustration coming into the city centre, that many have resorted to shopping in satellite towns – Westhill, Inverurie etc. These are people who live in Aberdeen. Let's not make the suggested multi modal corridors to these towns a faster route for people to avoid our city centre!
Our city centre needs support right now and I think the Bus Gate have been detrimental to our economy. We should be encouraging as many people as possible to come and shop/ eat/ visit our city centre. Removing the Bus Gates would make it far easier to come into town and hopefully encourage people back to our high street. I also think there is a possibility that we could revive more life (and discourage anti-social behaviour) into the lower section of Union Street if it were reopened to cars.

I live in Aberdeen and am supportive of creating a cleaner, greener environment for our city, but not at the cost of bankrupting it. All we can see is that the congestion has shifted to the periphery of the centre and I don't see that the Bus Gates have been a benefit for the majority of the public.
There has to be a balance between creating a cleaner environment and sustaining our city centre and businesses.

I hope that helps but please do let me know if there is a more formal route to express my views.

Best Regards

[REDACTED]

[REDACTED]

[REDACTED]

T.
F.
E.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 13:36
To: TrafficManagement
Subject: ETRO2 Objection

Dear Sirs,

I wish to register my dissatisfaction at the disregard for a cohesive approach that supports the non-office based (ie. retail) business in Aberdeen. It seems like the focus is completely on getting the people into Aberdeen City Centre with no regard to how retail customers are supposed to easily get around when they get there. To makes things worse, premature road closure has plagued Upperkirkgate/Schoolhill since before lockdown with no consideration being given to the loss in turnover that such closure causes - this includes the demolition of St Nicholas House, the building of Marischal Square, the Christmas Village and now ETRO2. Glib responses I have had over the years from councillors etc include “ah but you will benefit once it is all finished” and the like, but the reality is that if you lose a sale due to any reason (in this case poor access) you NEVER get that back. There was and is NEVER any recognition of what these closures do to retail, merely an attitude that we are made of money and can afford it – we cant! Nobody takes a cut in salary without feeling it and in the current financial climate that is even more acute, so how does government, local or national think that cutting our footfall is ‘affordable’ to us?

Further disincentive to customers are:

- The costs of car[arks when they get there – these costs should also be squeezed.
- The routes into town and signposting in general are nearly always signposted at a low level giving too short a time to read their contents (eg. Which lane to be in etc). More thought should be given to make these signs larger and at higher levels, giving drivers and passengers time to read them.
- Insufficient promotion about how to get around Aberdeen once they get there.
- Cycle lanes at the moment are, or are quickly becoming unsafe due to disrepair on the main trunk roads into the city forcing cyclists to cycle outwith the lanes and causing vehicular traffic (bus, or car) to be held up, swerve into oncoming traffic etc.

I think a positive step would be to (re-)instate a hop on-hop off shuttle service that joins up ALL of the retail quarters making it easy for customers to get where they need to go, especially given that the aim of the traffic management plans is to stop cross city car movement?

I am happy to discuss this further if required.

Yours faithfully,

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 14:33
To: TrafficManagement
Subject: Bus Gates

Dear City Council

The new bus gate system is without doubt having a detrimental effect on footfall in the city centre. The lack of clear communication has put a large number of people off coming into town. The bus system is not nearly extended enough, reliable or cheap enough that people will use it instead. By comparison buses in Edinburgh are much more often, a wider network and economic. As a result people are not coming to the city centre.

The bus gate on guild street is a separate issue which makes travelling from the west end to sports facilities and recreation at the beach much more difficult and traffic on roads such as carden place and market street much more congested. My journey times and mileage have increased which is neither environmentally or economically positive.

Kind regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 14:42
To: TrafficManagement
Subject: Bus gates

I'm writing to give my feedback on the current bus gates in Aberdeen. Having worked in the city centre from the age of 18 I travelled by bus daily and would use my car at the weekend. I unfortunately was made redundant from John Lewis as footfall and sales decreased. These new bus gates are now putting people off coming near Aberdeen. I now shop in retail parks on the outskirts as the bus is no quicker and so confusing for all ages. Your killing our city centre and all the small retailers are suffering. I hope this feedback makes some difference to the future of Aberdeen.

Kind regards
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 14:53
To: TrafficManagement
Subject: Traffic order complaints

Hi,

Saw a post on Facebook asking to voice concerns over the experimental traffic order/bus gates.

As someone who lives in the city centre and regularly uses buses and drives a car around the city I'd like to voice my concerns.

There is no doubt that closing Union Street to traffic has affected the businesses and driven people out of the city centre. Getting anywhere around the area is shambolic.

Pushing traffic round different parts of the city causing gridlocks and causes us to use more fuel. I have to drive round the city to get to the other side of town. If I take a bus you have to walk further to get to your destination. Fine for me but perhaps not for those who struggle with walking.

As someone who likes to support local and who spends money in the city centre nearly every weekend I fear the lack of footfall is going to make it a ghost town. We could make the city easily accessible and pedestrianize areas without having to push businesses and customers out.

[REDACTED]

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Internal - General Use

From:
Sent:
To:

[REDACTED] <[REDACTED]>
12 January 2024 14:59
TrafficManagement

Bus gates in Aberdeen City centre are an absolute nightmare. Previously easy access to shopping centres or just travel through the centre to a specific place have become longer and more difficult, sometimes having to go way out of your way to get there. I know people who have stopped going in to the city at all because they can't cope with the changes. The Harbour area and Riverside drive have become a traffic shambles because of the enforcement for all traffic having to go that way now instead of some going up Guild Street. I myself only go into the centre of town when I absolutely have to. This is killing retail and leisure and is in my mind just a cash cow for the council with fines. In affect the council are destroying the city.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 15:16
To: TrafficManagement
Subject: Bus gates Aberdeen

You are strangulating the city. You want the public opinion and you will get it. It's a joke, an absolute disgrace and will be the death of Aberdeen. I have many friends who already travel to Dundee, Edinburgh and Glasgow for shopping, 2 hours away is no distance at all, it will be the ruination of Aberdeen.

Union street has become junkie and down and out paradise, full of undesirables and it feels unsafe even during the day.

Put your money where your mouth is and start regenerating our city or it will become a laughing stock. The once rich oil capital is doomed.

Don't you understand - nobody uses the buses, they are not viable, are over priced and unreliable therefore everyone just uses their cars anyway.

Need to move with the times and this for me is going backwards.

Think deep councillors

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 15:16
To: TrafficManagement
Subject: Bus gates/New city Road layouts

People are already actively avoiding the city centre due to high parking charges and the recently introduced bus gates. Continuing with bus gates , changes to road layouts and introduction of fines in the LEZ will be the final nail in the coffin of an already dying city centre. At a time when Aberdeen City Council should be actively trying to encourage people into the center with incentives like free/cheap parking it seems they are actively trying to discourage people to visit the city centre by making navigating the city nearly impossible. Its easier and cheaper for many to travel to Dundee for shopping/day out. In addition to all the proposed cuts that was published yesterday, a once thriving and vibrant city is fast becoming a ghost town. I would hope the Council would consider at least revoking thr bus gates and new road layouts to help prevent more people avoiding the city centre.
Best regards, [REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 15:32
To: TrafficManagement
Subject: Feedback on experimental bus gates

Dear Sir/Madam

I am a driver and live in Bridge of Don. My views on the bus gates are that it has killed off the flow of the city and has damaged it. I would ask that the bus gates are stopped and the roads to revert to a free layout.

Personally I would think twice of driving anywhere near the area, which is of a common thought of friends etc. If it is off putting to a local resident, then how must a visitor be to the city?

It is killing the footfall of the shops and restaurants in the city centre. Surely this is evident?

Yours faithfully

[REDACTED]

Get [Outlook for Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 16:01
To: TrafficManagement
Subject: Bus gates

Hello,

I would like to give feedback re the bus gates. I am actively avoiding the city centre and specifically the union square area since the introduction of the bus gates. The route I have taken for at least a decade to park in union square is no longer possible due to the bus gates. This is impacting on my decisions about shopping and also if dropping off/ picking up for bus/ train travel.

Regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 15:24
To: TrafficManagement
Subject: Complaint about bussgate

I wish to complain about the bussgates. They are forcing traffic onto residential streets that are not fit to cope with it.

They are also causing me several, long, unnecessary detours. These detours add time to my day and greatly increase my fuel consumption. This is harming the planet rather than helping save it.

These temporary gates need removed now.

The bus companies are private entities and I should not have to pay for more fuel just to make them more profits.

[REDACTED]

Sent from my Galaxy

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 16:15
To: TrafficManagement
Subject: Experimental Bus Lanes...

To whom it may concern

I have just read an article that indicated there had been little negative feedback to the experimental bus lanes. I hope experimental is the correct word and that very soon they will be no longer.

They are badly signposted and mark and extremely easy to enter without even knowing you are in them. It almost feels like they were planted to create a pot of money.

Living in the Shire and due to the hours and nature of my work. I have no option but to drive into the City and these lanes add an extra 10 minutes and mileage to my journey.

For leisure I try to avoid the City as much as I can, well done for destroying it.

Thanks

[REDACTED]

Sent from [Outlook for iOS](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 16:42
To: TrafficManagement
Subject: Bus Gates

Hi,

Just a quick email to voice my opinion on the new bus gates in the city. Personally I feel you have killed the town centre. Everybody I talk to now says they avoid coming into town because it is so confusing where you can & can't go. You are supposed to be making the city centre better not worse. I feel you care more about meeting environmental targets rather than the city itself and its businesses.

Regards,

[REDACTED]

Sent from my Galaxy

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 17:15
To: TrafficManagement
Subject: Fw: Aberdeen City - bus gates

To Whom It May Concern

Please restore Aberdeen City roads back to normal and remove the bus gates, I have absolutely no desire to go back into town again, it's a nightmare even trying to figure out what roads we can or cannot use.

My elderly father is so confused, he accidentally drove through a bus gate, he is not on social media and was not aware of all the changes and which roads were affected. I now do all my shopping online or drive to Westhill and Bridge of Don shops, and feel so sorry for the local City businesses as I would rather spend my money locally, but point blank refuse to drive into town now. I used the bus last weekend, as they were offering free transport, but due to the freezing weather and having Raynaud's syndrome I am reluctant to stand in the cold, and they charge ridiculous fee's for short journeys compared to major cities around the UK. By now I am pretty sure all the major shops & centres are complaining to you, so before we lose any more decent shops and Aberdeen becomes a ghost town, please admit defeat and restore the roads!

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 17:20
To: TrafficManagement
Subject: Bus gate experiment

I understand that you have not received a lot of response from the above, possibly because the citizens of Aberdeen are unaware of the consultation. Please read social media and you will see that thousands of people avoid the city centre now because of these measures - you must have your heads in the sand if you aren't aware of the outrage More business closing due to lack of footfall - just this week Haigs closed their doors for good. If you want to reinvigorate the city centre, stopping it being accessible to drivers is not the way forward, we will not be taking to bicycles or buses - we will simply travel to Inverurie or Westhill! Please rethink these decisions.

Kind regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 17:25
To: TrafficManagement
Subject: Bus gates

To whom it may concern,

I object to the bus gates. They make it more difficult to shop in Aberdeen centre.

I don't bother shopping in the centre anymore.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 17:27
To: TrafficManagement
Subject: Aberdeen city and TECA bus gates

To whom it may concern.

I'm writing to stress my complete disappointment in Aberdeen City Council decision to introduce bus gates.

I feel Aberdeen is not a big enough city to warrant this. I'm also a resident of Kingswells and have no choice but to drive as there is no bus service at weekends or evenings.

I would rather avoid Aberdeen city centre now due to these bus gates as in all honesty I've no idea where they actually are and the signage for them is very poor. I've already incurred 2 x fees in Market Street as didn't even notice the sign and also 1 x fee for Teca area.

It's pure greed from the council when we pay a large amount in council tax as it is.

The councillors/decision makers are going to make Union Street a ghost town with only beggars and undesirable loiters remaining which is unfortunate for many businesses.

Yours sincerely

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 17:37
To: TrafficManagement
Subject: Bus Gates Consultation Feedback

Hi

Please review the access to the city centre!! The traffic measures are making it impossible to access the city centre & putting everyone off travelling in!!

It's madness doing this until the city gets back to normal.

[REDACTED]

From: [REDACTED]
Sent: 12 January 2024 17:53
To: TrafficManagement
Subject: Bus Gates

I refer to the implementation of bus gates in Aberdeen City and wish raise my concerns as to the impact on the retail and hospitality industry in the city centre.
Having been a resident of both the city and the shire for over 40 years I am absolutely devastated by the lack of vibrance and shopping opportunities caused by the lack of footfall in the area.
The restrictions caused by the bus gates has enforced people to think twice about travelling to the city centre due to the complications of getting from A to B.
Having recently visited Dundee we found the whole infrastructure much easier to manoeuvre and the city centre has a great buzz with lots of shops and eateries welcoming people in.
I am very sad to say that a once a day out in the Toon was a welcome and exciting opportunity is now a sad and very depressing chore.
I really feel for the local shop owners and we are seeing businesses closing every day due to lack of customers.
Aberdeen city council seriously need to reconsider their decision and allow the town to try and return to some sort of normality what ever that would be.
We are slowly becoming a city that no one wants to visit sadly.
Regards
[REDACTED]

[Sent from the all-new AOL app for iOS](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 18:08
To: TrafficManagement
Subject: Complaint about bus gates

Dear Traffic management team,

As an employee of ACC I do try to see the rationale of decisions and be supportive where I can. However, the implementation of the bus gates has been, in my opinion, disastrous. It causes stress, inconvenience and to be honest can only increase pollution from those cars that do need to take these journeys. We live in the south of the city so the arrangement at guild st and the harbour area is particularly difficult to negotiate.

I even try to avoid driving the work van in case I accidentally encounter a gate.

There appears to be little rationale for the no right turn from Union terrace and again just adds distance to the journey to park at, say the Bon accord centre. Most drivers appear to just ignore it?

These decisions fly in the face of any effort to rejuvenate the city centre with so many businesses struggling at the moment.

I drive an electric car, so doing a little to support sustainable transport but the bus gates appear utterly unsupportable. Please, please, remove them.

Thank you

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 18:09
To: TrafficManagement
Subject: Bus gates

As an elderly lady I find the bus gates a disgrace. It leaves me no option but to never come into town How on earth are you going to revive the city centre with this meaningless strategy [REDACTED] Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 18:29
To: TrafficManagement
Subject: Bus Gates Consultation

Good Evening,

I can see that your consultation for the bus gates is due to end on the 23rd of January.

I would like to say that I believe that the bus gates are having a detrimental effect to local businesses and the city centre as a whole.

Before the bus gates, I would go in town at least once a week and often take my elderly granda who has mobility issues however since the bus gates have been in place, we are unable to travel to do this as he is unable to walk this far.

The price of getting a bus into the city centre is also too high which is also putting people off.

As seen with Haigs closing down, a business that's been in the city for over 20 years and other businesses such as Red Robin Records, Annie Mos to name a few struggling with the lack of footfall, I fear things are going to get worse.

Aberdeen has SO much potential as a city but it is DYING as people can't get into the city centre without fearing of getting bus lane fines.

The lack of footfall has also increased the amount of anti social behaviour in the city centre with people openly drinking on union street, in front of the st nicholas centre and castlegate. Again, this is putting people off as you are getting abuse shouted at you for no reason. There is not enough community officers going round like there was before, I understand this isn't the traffic departments issue but it is a knock of effect of the bus gates.

I really hope something can be done to improve Aberdeen, it's a beautiful city with so many great local businesses but I fear people will begin pulling their investments out of the city and to elsewhere if things don't change rapidly.

Please let me know if you need any further information.

Kind Regards,

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 18:33
To: TrafficManagement
Subject: Aberdeen City Road closures/bus gates

To whom it may concern,

I am writing to express my concern with regards to the new road layout in Aberdeen City centre, along with the appalling lack of shopping facilities, and ridiculously expensive public transport.

Having spent time in other cities across the UK, and abroad, I feel the city centre is becoming a no-go zone, with very little to entice me to visit.

The road layout is confusing at best, and public transport options are way too expensive and unreliable.

I urge the council to pay heed to the thousands of complaints (on social media) and consider the importance of listening to the public which they serve.

Kind regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 18:41
To: TrafficManagement
Subject: Bus Gates, City Centre

Good afternoon,

In response to your consultation regarding the city centre bus gates, as a business in the area, who delivers throughout Aberdeen, I must make the impact of these bus gates on my business clear.

The cost of time and emissions added to get from A to B within the city centre and surrounding areas has more than doubled. This, in turn, has increased the level of pollution within the city centre. Moving the pollution from one street to another is not reducing the pollution levels. The increase in travel time and having to wait in traffic queues for lengthy periods has had the opposite effect. The footfall in the city centre has dropped dramatically. While the blame for this is not wholly on the bus gates, the confusion the bus gates have caused is stopping people from coming in to town. As a wholesale supplier, this has had a knock on effect to my business, as shops do not need the same volume of stock.

Many businesses in the city centre are being lost due to high rates, lack of footfall and online shopping. ACC should be concentrating on increasing the footfall to help businesses survive, not making it more difficult. The Union Street regeneration project should not be halted, to encourage well known stores to return to Aberdeen, rather than cheap / vape shops in this once beautiful street. This is what the citizens of Aberdeen want, and it is time for ACC to actually listen.

Regards

[REDACTED]

Sent from my Galaxy

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 19:34
To: TrafficManagement
Subject: Bus Gate objections

To whom it may concern

It would've be good to be able to find the place to object. It's the first I've heard about being able to comment on the bus gates and what they've done to our city centre.

Everyone I know has basically stopped coming into town now. Apart from the difficulties in getting from A to B now, you just end up getting caught in what used to be mainly free flowing traffic, but what is now small roads blocked with traffic all trying to negotiate the same nightmare. Result? More pollution in smaller roads and residential areas. Also as the boats in the harbour are still contributing to our air quality, I'm pretty sure I read somewhere recently that the pollution in Union St was still above what it was supposed to be. Not sure if the railway station also contributes too 🙄

I'm also pretty sure we have lost more shops due to this and will continue to do so unless footfall increases. That won't happen with the situation as it is. People don't just come into town for a pedestrianised area and 'coffee culture' . We used to come in and meet friends, go round the shops, have a coffee/ lunch, go round more shops etc. In other words, spend time and money and contribute to the economy.

Having said all that, what's the point of saying all this?? The council refuses to actually listen, accept what people are saying, and admit they've actually maybe got it wrong! The fact that I can't share this (I also went on the Shop Aberdeen page for the original post and couldn't find it) and haven't actually seen it anywhere else (maybe just unlucky in what appears on my timeline) and the fact that it's only on social media which excludes a huge percentage of our population, seems to pay lip service to actually wanting opinions. They can turn round and say only a handful of people gave their opinion. Am I a 'moaner'? You bet I am and proud to be standing up for what I believe. This city has been systematically killed off by rules and regulations designed to do one thing but which have achieved the complete opposite and if the powers that be refuse to listen to reason them more fool them.

Kind regards

[REDACTED]

This email is intended for the named recipient only. If you have received it by mistake, please (i) contact the sender by email reply; (ii) delete the email from your system; . and (iii) do not copy the email or disclose its contents to anyone.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 19:24
To: TrafficManagement
Subject: Traffic management plan

Well that's a disaster, you have finally killed the city centre. No one now visits union street . Successful in closing down all the stores and driving small businesses out ... the only area of union street still with some life in it ? Yes you guessed the holburn to rose street area where cars are still allowed And no bus gatesTells you a story .

Councillors and planners out of touch with the people and what the needs are of those that elected them.

Your legacy will be to turn our proud city in to a paradise of empty retail , gambling and charity shops...oh and strip clubs.

Try walking union street and count them ...A big round of applause to Aberdeen city council (and after 20 years working there) known for its corruption, no control of budgets , lying directors and wastage of public money ... and cover ups ... example - managers buying private flats in known regeneration areas to benefit from council grants biggest scandal ever covered up .
Looking forward to my first bus gate or LEZ fine . Thank you

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 20:11
To: TrafficManagement
Subject: Bus gates

Please take this email as our objection to the bus gates.

It is totally ridiculous and creates more pollution by tripling everyone's journey. As for traffic calming measures that's an absolute joke-traffic congestion caused by the gates are a nightmare.

Aberdeen does not have the transport links or alternatives routes to put this measure in place successfully.

As a council you should have the city of Aberdeen at your heart and you are killing it. The town centre is a disgrace and the bus gates are the final nail in the coffin of Aberdeen.

Everyone now avoids the town like the plague and the few shops that are left won't survive much longer. The likes of Inverurie has a more buoyant shopping thoroughfare than Aberdeen.

You should be encouraging people into town not the other way round.

It's an absolute disgrace and I question those who even considered this as an option.

Aberdeen is becoming a ghost town and the only people you seem to cater to is the junkies .

From once a booming prosperous city to a dilapidated, depressing, junkie infested tip.

You should be ashamed of how bad our once beautiful city has become.

Regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 20:25
To: TrafficManagement
Subject: City Centre Experimental Traffic Order

I want to register my objection to the continuation of the above order.

The introduction of the multiple measures has caused so much confusion with the public that it is dissuading people from travelling into Aberdeen city centre and is damaging local businesses. The decline in the city centre and changes accelerated by COVID mean that congestion is no longer a problem. Introducing traffic reduction measures is, in my opinion, mostly unnecessary.

I support the restrictions on Guild Street. Reducing traffic here should improve egress for buses and make it easier for pedestrians to travel between Union Square and the Green.

I agree with the restrictions on Union Street between Bridge Street and Market Street (even though I don't think that they are part of this order.)

Market Street (and associated Union Street), and Bridge Street bus gates should be removed. Restriction on turning right from Union Terrace onto Rosemount Viaduct should be removed.

We should change the policy for bus gate fines to encourage compliance and avoid the deterrent impact on potential visitors. Local people will get used of the routes and restrictions. Visitors are much more likely to make a mistake - maybe more than once on the same day! We should consider issuing warnings for these people and only impose fines for mistakes made after that.

Inadequate communication ahead of the bus gates was, in my view, a key factor in the negativity they seemed to stimulate.

Putting a single map with multiple car parks on the ACC website after the gates were in place is not enough. We need multiple-channel, repetitive, insistent communication to demonstrate that all car parks are accessible and the cars are part of the city centre transport mix - even as we try to encourage a modal shift. This needs to include videos, animations, illustrations and be available on all the most popular platforms.

I respect the consultation process and understand that my opinions carry no more, or less, weight than only one else's. Thank you for taking the time to listen.

[REDACTED]

Sent from my iPad

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 20:13
To: TrafficManagement
Subject: Bus lane feedback

The small bus lane on the lower section of Bridge street for turning left to head down to guild street service no real purpose for buses and restricted drivers trying to navigate around the complicated system that has introduced. I think you refer to this area as “ southbound carriageway of bridge street, between its junctions with Bath street and walking street.

I would also like to point out the extreme traffic build up at the beach boulevard retail park caused by the one way system introduced along the beach front which is never used by cyclists as they cycle along the beach front. Example of the chaos it causes, on Bon fire night it took 2 hours to exit the car park from the retail park causing anger for drivers and potential road rage due to lack of alternative routes. If this cannot be removed there should be allowance to use the beach front to head north bound on nights with events.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 20:51
To: TrafficManagement
Subject: Bus gate feedback

As someone who lives south of the city now and, realistically, only commutes in for work purposes, I would say the current position is simply driving more and more people away, not encouraging them in - you appear to have some ridiculously placed bus gates, plus what seems like ongoing and unnecessary road restrictions popping up all over the place. Combine that with excessively high car parking charges, not to mention unreliable and expensive public transport (from personal and regular experience) which does not promote leaving your car at home either. The final nail in the coffin is the shocking overall state of the city centre itself and also its main roads (eg Union Street, Bridge Street, George Street etc), mixed with the high volume of empty buildings and shop units (some in a very poor and dilapidated condition) which have also resulted in dwindling and limited shopping/retail options - personally, for me and my family, there is no longer any incentive to visit Aberdeen during weekends and leisure time...a very sad state of affairs when the Aberdeen area has been part of my "home" for over 50 years - not the city it once was 😞

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 21:22
To: TrafficManagement
Subject: Traffic management

Dear sir/madam,

I am writing to express my opinions on the traffic measures put in place within Aberdeen.

Residing in Inverurie this seems, in my opinion, to have caused the most disruption.

Although the train is an option, unfortunately this isn't always possible. I am sure I am not alone in visiting union square whilst coming in for appointments elsewhere in the city/going to other shops -beach/costco. Therefore a car is often required.

I appreciate that there was certainly a bottle neck in front of union square, however residents coming from this direction now must come from the beach direction/round the side of union square or via the bypass. These options are often very congested now with the extra traffic and the cobbled road leading from the side of union square which many are now using is not fit for the volume of traffic now on it.

Furthermore, restricted areas are not well signposted and I feel utterly confused when driving around Aberdeen now. I feel I'm a confident driver, however I feel on edge now. I know older communities are now avoiding coming in completely.

In my opinion these changes are doing nothing to improve Aberdeen city and attracting money to businesses. It is the death of the city centre.

I think a lot could be learned from looking out with.

Kind regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 23:22
To: TrafficManagement
Subject: Experimental Traffic Order/Bus Gates

I would recommend that ACC re think this experimental traffic order/bus gates that has been implemented as it just does not work.

I can't believe what has happened to her once vibrant city. I'm not sure who thinks these things up, but do you realise the impact it's caused on all small and large businesses ?

The cycle lanes that has been put in place are empty except for deliveroo electric bikes.

All the big issue bikes, lie on the pavements unused which have become healthy & safety issue and are unsightly.

You have just driven everybody away from the city centre, that use to spend their money in the city local shops out to Aberdeenshire.

I don't know if it's because majority of your staff work from home that they don't see what's happening in the city. Please be assured it's dire.

Public transport is shocking it's expensive and unreliable, also the weather in our part of the country does not allow us to walk/ cycle everywhere it's delusional to think so.

Maybe it's time you listen to the public for once.

Please also note not everyone is into social media and don't know about this consultation. The public deserves to be informed in other ways so they can be part of the debate.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 03:31
To: TrafficManagement
Subject: Bus Gates

Being a multiple business owner in the city, it is outrageous to install a system like this without approval off the users of the city, its unfair for tourists elderly and everyone that operates in the city.

Enough is becoming enough, LEZ zone next to the harbour where there is major shipping, still using diesel buses on Union street, its all becoming a joke.

Pedestrianise union street remove the bus lanes and LEZ.

Thank you for making our city worse for
Businesses attracting customers which pay rates, which pay your salaries.

Do the maths, its an insane policy of self destruction, wonder when staff start to be made redundant as finance doesnt add up and no support from scotgov £1.5bln in the red.

Save yourselves and the city, look
At the bigger picture.

Regards

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 05:09
To: TrafficManagement
Subject: Experimental traffic order - consultation

For the consultaion:

Bus gates and restrictions are literally driving people away from the city centre. Eventually the centre will be a ghost town with no viable business or custom. If this is the goal then the traffic order is successful and is doing as intended. If it is not, then the traffic order should cease before it causes irreparable damage to the city's economy.

Many thanks

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 06:16
To: TrafficManagement
Subject: Obj to bus gates

Good morning

Its sad i hear that not a lot of people have written in to object about the bus gates abd, i didnt know you could till I came across it on a members page on facebook

People will probably liken it to the Union terrace gardens where people had their say but ACC did what they wanted to do anyway

I work in the city centre and, quite simply, if I didnt work there I wouldnt go there! Massive decline in FF. I also work in Inverurie where customers simply say they dont know how to get about town. With soaring costs they do not want to get caught out with a bus gate fine or further to travel due to taking longer travel routes over road closures etc

My objection comes simply because the gates were put in place over a city that is not equiped structurally! USQ shopping centre whilst it is the centre with most shops quite frankly put an end to the high street & should not have been built! Instead a robust high street with upgrades to/from bus to train station would have then allowed us to pedestrian union street

I am all for having a greener city & it certainly will be with noone coming into town. Cyclists dont pay rd tax yet they are allowed to get away with murder on our roads & this also needs addressed where more people are cycling to work

I could ho on but i do object to the bus gates. There is just no foresight in planning!

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 07:41
To: TrafficManagement
Subject: Bus gates

I was surprised to see that the bus gates that have been forced upon Aberdeen, which so many of us have complained about, are in fact an experiment.

As such, I would like to say that they have in no way improved the flow of traffic or provided any improvement whatsoever in to Aberdeen city centre.

I like many others simply never go in to the city any more unless it's completely necessary. The idea of trying to navigate once familiar roads fills me with anxiety as it is just not worth attempting it for fear of getting lost and finding myself with a fine. Using a bus is not something I would ever consider due to the sheer cost involved and lack of reliability and inconvenience.

You only have to read posts on social media on an almost daily basis about traffic jams and pinch points caused by the these bus gates and road restrictions.

While not city centre how much money was spent on the diamond bridge? Once complete I could have driven from my house to Kittybrewster retail park in a matter of minutes, yet ACC installed a bus gate which now means a massive detour, which surely negates the purpose of reducing emissions when you add several miles to a journey and not to mention getting stuck in a traffic jam upon existing Kittybrewster - residents of the area even complained due to the difficulty in getting children to school, but ACC refuse to listen. So I have also stopped shopping here.

So my opinion is that the drastic reduction of footfall in the city centre, resulting in so many shops being forced to close down, is in fact due to the bus gate fiasco. I will never shop in town again and will travel to out of town retail parks where parking is free and my business is welcome.

The introduce of LEZ is actually going to kill the city once and for all, enforcing that and having bus gates is too much for the city to take. If LEZ is going ahead, think of all of the take away drivers who will lose jobs as they cannot afford compliant vehicles - this results in food outlets losing even more business and closing. Older cars get replaced in time so emissions will also naturally reduce over time. If going ahead with LEZ this year then do the right thing and remove the bus gates.

ACC need to remember the are they to serve the people and stop running the show as a dictatorship. You have to listen to what the people want and stop forcing an unwanted agenda on us.

Remove the bus gates and people will return to the city centre. When people return to the city centre, retail outlets will return. It really isn't rocket science, so what is it that ACC don't understand? Why don't ACC listen to the people? Is this another scandal awaiting to happen as there have been posts about how installing bus gates can in fact be seen as illegal?

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 07:54
To: TrafficManagement
Subject: Bus gates

Good morning,

I am contacting you today to express my thoughts on the bus gates in the city.

I live in Peterhead but before 2020 I would have visited the city twice a week on average, to shop, visit restaurants, meet friends and attend events.

As a nervous driver, the road closures of 2020 gave me such anxiety that I simply stopped driving to the city. The recent addition of bus gates has only exacerbated this. I now very rarely visit Aberdeen city centre; maybe once a month, if that.

I can't be the only person to make this decision, which must mean a huge financial loss to businesses in the city, resulting in the closure of places like Haigs. We cannot go on like this.

And don't get me started on the busses! A return bus from Peterhead to Aberdeen now costs a whopping £18.70! Reduced to £17.20 with a dayrider ticket if returning the same day. That is simply not affordable!

If you want to encourage people to use public transport instead of driving, then the cost should really be addressed. Not to mention that a 40-45 minute journey takes a whole 1 hour and 20 minutes on the bus!

Without rail links, this corner of the north east is practically cut off from the city.

I hope to hear a response from you, and that you will take the time to address these issues.

Kind regards,
[REDACTED]

Sent from [Outlook for Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 08:22
To: TrafficManagement
Subject: Bus gates

To whom it may concern

I live in Aberdeenshire and used to regularly come in to Aberdeen to shop and meet friends for lunch. I particularly shopped in Annie Mo's and Marks and Spencer. Since the implementation of the bus gates I have not come in to Aberdeen and have no intention of doing so. I have absolutely no idea how I would negotiate this ridiculous traffic system to get to a car park and would certainly not know how I would stop outside Annie Mo's to load any larger purchases in to my car. I live in a rural area with no public transport so I would have to drive my car to get to a bus stop or train station anyway and even if I did that (and paid to park my car somewhere as well as bus or train fare) I would not be able to carry any large purchases from Annie Mo's or Marks and Spencer to the bus or train station. I do all of my shopping and socialising in Inverurie now. Aberdeen City's loss is Aberdeenshire's gain. I also shop online which I spent years trying to avoid. Even after we suffered the major blow of losing John Lewis.

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 09:08
To: TrafficManagement
Subject: Experimental Traffic Order/ Bus Gates in Aberdeen City Centre

Dear Sir / Madam,

In support of the online campaign, I am writing to state my desire that Aberdeen Council rethinks the bus gate / traffic order policy. I live in Aberdeenshire and used to come into the city frequently to shop. However I now actively avoid it for fear of being caught by the badly signed bus gates (I have been fined once and due to signage did not realise I was doing anything wrong before I was there - a story that seems to be very common).

It is killing the shops in our city centre at a time where they desperately require support, not further challenges and I would implore you to reconsider this traffic plan

Many thanks

Yours sincerely

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 09:25
To: TrafficManagement
Subject: Traffic Management - Aberdeen resident feedback

Dear Sir/Madam,

I am writing to express my opinion on the new traffic management system in Aberdeen.

I do not possess a car myself, but I would like to speak on behalf of both, the people who drive and those who do not, as I think this experimental setup that you implemented serves neither of these groups.

First of all, I truly believe that in order to implement such harsh new regulations, the residents should be given an incentive, or at least a reasonable alternative to their previous methods of transportation. One may say that there is an alternative as there is public transportation in Aberdeen, but could you please imagine someone who has to take their kids to school in the restricted area having to go by bus instead of a car? Especially these days, when the temperatures outside are so low, do you really think making people go out and wait on a bus stop for buses (that are frequently late) is a good idea?

Secondly, I saw that even though you call this an “Experimental” setup, you have been very keen and fast installing cameras in the restricted areas and issuing tickets to the drivers that (sometimes accidentally) entered it – well done! Too bad you are not that quick fixing the roads or building new ones which are so badly needed in this town.

I am sorry to say that having been resident of Aberdeen for the last 5 years I have only seen a decline in the quality of life in this once-great city. When I first came to Aberdeen back in 2012 it used to be a vibrant city, with a lot of businesses, young people and positive energy in it. Now it resembles a ghost town, with the only difference being that there are fewer crack-zombies and drunkards living in ghost towns.

Finally, I am aware that managing the city traffic is not an easy task and any solution proposed by the Council will always have its supporters as well as opponents, but the purpose of my letter is, apart from expressing my negative opinion on the Experimental setup, to remind you that the wealth and prosperity of cities come from incentivising people to do business in the given city, rather than penalising them for more and more things that they are not guilty of.

Yours faithfully,
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 09:27
To: TrafficManagement
Subject: Busgate and the rest

I have stopped going into town now because it has no soul, no shops worth shopping in and no easy way to get from A to B. We can put Covid, cost of living and online shopping habits down as reasons for the decline in city centre life, and for sure these have impacted many. However, when the council made the nonsensical decision to cut off the main vein running through the centre and diverting traffic, and the occupants of those vehicles, away from what shopping areas that are left, it doesn't take much to work out why the whole place, and any business hanging on by its nails, is dying. Our bus fares are higher than our capital city, carparking is ridiculously expensive, the shopping centres are now isolated with no natural "connection" between them and trying to get from one area of the city to the other is like going through a maze! If you inadvertently find yourself in the wrong road, you get stuck and sucked into the 'no go' area and can expect the fine. That stings and as a result, I no longer venture into town!!
Please reconsider these road restrictions

Regards

[REDACTED]

Sent from my Galaxy

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 10:16
To: TrafficManagement
Subject: Bus gates and traffic management in Aberdeen

I am writing to voice my objection to the introduction of bus gates and traffic alterations in Aberdeen City Centre. It is difficult and expensive enough to travel into Aberdeen Centre to shop and these measures are adding to people not even attempting to come into town any more. I thought the Council were supposed to be trying to encourage people to come to town not make it more difficult. At this rate , the city centre will never recover and become a ghost town if it isn't already.

Regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 10:41
To: TrafficManagement
Subject: Aberdeen bus gates

Dear Sir/Madam I am writing this email to register my complaint about the “experimental” bus gates in Aberdeen. I am a disabled driver and find the stress and distraction of trying to navigate through the city centre a nightmare!

I understand the idea is to reduce pollution in the city centre, and persuade the public to use buses and or taxis. Unfortunately the result of this disastrous plan seems to be putting the final nail in the coffin for the city centre!

One of my disabilities means I cannot walk any distance! getting on and off a bus would not only be extremely difficult for me, my anxiety would be uncontrollable, even the thought of it raises my anxiety.

What’s the point of giving me a blue badge when I can’t use it in town?

I would just like to add a good friend of mine who is also disabled and holds a blue badge was in tears as she had a bus gate fine this morning.

I don’t understand how the city council expects people to find money to pay for these unaffordable fines.

We are in a cost of living crisis no one has extra money to spend on fines, resulting in reduced footfall in the city.

Please reconsider the bus gates.

[REDACTED]

Sent from my iPad

[Redacted]

From: [Redacted] <[Redacted]>
Sent: 13 January 2024 12:40
To: TrafficManagement
Subject: Experimental Traffic Order/Bus Gates Aberdeen City Centre

These new bus gates which have been implemented within the city centre I believe have discouraged people to come into the city. The extra travel around these gates on more congested roads does not seem worth the time or effort and has certainly made a difference as to how I shop within the city. People coming to visit the city I am sure will fall foul of bus gate fines which will have a long term effect on the city. Businesses within the city centre are struggling as it is without the council actively reducing their customers by making it so much more difficult for them to access the city. I believe these measures have increased congestion and made matters worse rather than better and should be removed.

[Redacted]

[Redacted]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 15:05
To: TrafficManagement

Hello

I am writing to give my views on the bus gates following a post from Annie Mo's urging people to do so.

The centre of Aberdeen has been made a complete no go area for cars and therefore people feel they are being actively discouraged from visiting Aberdeen city centre. I was in Aberdeen earlier today and noticed the lack of cars but was also struck by the lack of people too. I saw many buses but they were virtually empty! The bus gates make travelling around Aberdeen by car near impossible and if this was the aim of the council then it has been achieved.

Aberdeen city council need to drastically rethink their "master plan" and do something to make a trip into town worthwhile otherwise Aberdeen will continue its not so slow decline.

Regards

[REDACTED]

Sent from [Outlook for iOS](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 15:40
To: TrafficManagement
Subject: Bus gates

Hi,

The bus gates have made car travel to collect family from the train station more difficult, by blocking off guild street. The signage is also very poor meaning visitors to the city would likely be caught out, and charged a fine.

It makes the city centre a less appealing place to visit, when added to the multiple store closures, and vacant premises. My opinion is that measures need to be introduced to reinvigorate the city centre, and reverse the sad decline over the past 4 years. Chopping and changing traffic regulations and introducing LEZ restrictions won't do this.

I think the bus gates should be removed.

Regards
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 16:56
To: TrafficManagement
Subject: Aberdeen City Centre Bus Gates

Dear Traffic Management Team,
Further to a recent introduction of bus gates in Aberdeen I'd like to provide my feedback via this email or via a more formal route if that would be preferred.

As a regular user of the city centre for both personal and business use I really have to question the benefit of having the new bus gates.

On a personal level I now largely avoid the city centre as it is very difficult to navigate the various routes without somehow finding yourself having to avoid the obvious route to a location. It is most definitely having an impact on the number of times I visit shops and restaurants located within the city centre.

On a business level, when entertaining clients I find myself selecting restaurants located away from the city centre due to the challenges now presented by navigating the bus gates. Which are poorly sign posted and marked, meaning that while navigating busy traffic it's incredibly easy to miss the limited signage.

I have also unfortunately had a client that was visiting from outwith the area be fined for entering the bus gates while trying to find parking, which when he found out about later he was less than impressed about, as you can imagine.

I have heard various stats about the improvements but remain very unclear that any consideration has been made to assess or understand the impact.
By any rational approach to the management of change, it would be naive to think that a change such as this would only bring benefits.

My daughter is a regular user of bus services in and around the city centre and I can without hesitation state that she has seen no tangible improvement to what is a truly shocking and unreliable bus service.

I don't even have the will power to state what a disgrace that stagecoach service is.

I appreciate that this email will likely be filed in the ignore or disregard category, however should the Aberdeen City Council be willing to enter a sensible discussion with the public I'm sure that my humble opinion would be consistent with the many other users of the public road system that the council is responsible for.

Best regards,
[REDACTED]

[Sent from Yahoo Mail for iPhone](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 18:46
To: TrafficManagement
Subject: Feedback on THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

Dear Sirs

I am very unimpressed with the bus gates which have been introduced. Not only do they make it very difficult to get from the Fittie end of the beach to the West End, which has stopped us going to the beach now despite having gone almost weekly before the gates were introduced, but they also strongly dissuade us from visiting the City Centre. At a time when the city centre needs all the help it can get in terms of encouraging footfall, the introduction of these measures is completely illogical.

I respectfully request that these Traffic Management Measures be removed entirely at the earliest opportunity.

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 20:32
To: TrafficManagement
Subject: Aberdeen Bus gates

To whom it may concern,
Please reverse the bus gates & experimental traffic order as they are ruining (our already dying) city centre.

People don't understand how they can navigate their journey though the city centre, it's so complicated, so it puts people off coming into town.

We have had many clients tell us they no longer come into the city centre and shop in retail parks outside the city as it's easier to access and park.

Local businesses need to make it easy for customers to be able to get to them by car, if we don't act now are city centre will lose even more local businesses.

So please can we put things back to how they were and make it simple for the people of Aberdeen to get from a to b without worrying about getting a penalty. Or your journey taking you 3 times as long as you have to go round in circles to try and get to where you want to be, a journey that used to take a few minutes when streets like Union street, Bridge street and Market street were open.

Please your local business community needs your help, we have all sufferered enough with Lockdown, recession & challenging Financial Times. We need to make it easy for people to shop with us, or we won't survive.

Thank you.

[REDACTED]

Sent from [Outlook for iOS](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 21:28
To: TrafficManagement
Subject: Bus route feedback

Hello,

The bus routes have caused me to take much longer routes around the city centre thus increasing the time my engine is running and polluting. It adds at least 10/15 minutes extra to my journey to and from work daily and not to mention the amount of extra driving needed to get from one side of union street to the other.

I fully understand and support bus routes in major cities but Aberdeen is just not that busy nor are there enough cars to justify this gates. City centre businesses aren't getting the passing trade they once would which is shocking.

Thanks

[REDACTED]

Sent from [Outlook for iOS](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 00:47
To: TrafficManagement
Subject: Bus gate consultation

My experience is as a disabled passenger. Often, the buses do not run where I need to go or close enough, as I use a rollator and can't walk far, so being able to use my Blue Badge is vital to maintain my independence (I have been disabled since my early 20s - I still want to go out and enjoy life/participate in family events). Whilst I applaud efforts to encourage greener transport for those who can, the choices of bus gate on Market Street and no right turn from Union Terrace confuse me, as there is no bus route that covers my journey when I used to go there, so it ends up a journey that only took maybe 10 minutes before now results in a 40min journey, which surely can't be 'greener'. The worst part is trying to access the blue badge bays, as having driven past them, seeing perhaps a car looking ready to leave, you can't get back to them easily, so you have to instead spend time looping round, taking maybe 10 or more minutes whereas before it was only minutes. No one else seems to obey 'no right turn' at the end of the parking near RG's/Art Gallery probably because of this. (It is already a longer route from home to get to them due to the gates). I have not found any additional disabled parking near the Tivoli as advertised (only more loading spots), but have found some of the disabled spots around there blocked off during the last six months. The extra spots at times at the layby by the Art Gallery are useful.

From what I have heard others saying, the gates have not reduced number of car journeys (presumably the aim), but have increased time spent driving. Therefore I am not convinced there are any environmental benefits of the system as it currently stands. I am hoping the current scheme of free travel at weekends encourages people to consider the bus/consider it more, but on a personal note, I do not want to end up excluded from town because of my mobility issues. I would not mind the extra journey times if I felt it was making a difference for others, but from anecdotal evidence, that is not the case.

Please do not publish my name if you use these comments. Thank you.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 08:15
To: TrafficManagement
Subject: Aberdeen City and it's bus gates

Just awful. I don't bother coming into Aberdeen now. I drive to Dundee or spend my hard earned money on long weekends in Edinburgh

Well done on driving people out the city.

Good luck shops!

[REDACTED]

Sent from [Outlook for Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 09:26
To: TrafficManagement
Subject: Bus lanes/gates Aberdeen

Centre of Aberdeen is an absolute shambles. Whoever is responsible for allowing this to go ahead has presided over the death of Aberdeen as a city people would want to visit or spend time in

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 05:42
To: TrafficManagement
Subject: Bus gates

Hello,

I wanted to pass on my view of the bus gates and the impact they have had personally since opening. I work in Dee Street and since the gates opened, my journey into town has become significantly longer as more traffic has been pushed out to the AWPR. The gates cause me so much anxiety now that, apart from driving in for work, I never go to shop in town any longer.

Our city centre has become an embarrassment and very much a ghost town! How businesses are meant to survive, I have no idea!

Regards

[REDACTED]

[Sent from Yahoo Mail for iPhone](#)

[REDACTED]

From: [REDACTED]
Sent: 14 January 2024 10:28
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

Good morning.

I am writing to you to provide objection to the above.

I am a resident within aberdeen city centre and since you have installed the current measures it has made travel around union street much more time consuming. To travel to and from king street to Holburn Street now takes longer. If you are looking to reduce emissions how is traveling a longer distance helping?

I now avoid driving into the city centre due to ongoing road closures, poorly positioned signs. Generally having to take long detours to do a simple trip.

You have successfully reduced traffic in the city centre, this has also reduced the footfall, further shop closures as people can't actually get to and from shops with ease.

Roads now with no traffic as bus gates cause further disruption and rerouting to get to the same destination.

I also have family and friends who advise that they no longer attend aberdeen due to the difficulties they have in accessing services in and around union street or trying to visit my home due to ridiculous parking charges around my local area.

The union street bus gates have reduced ability to travel through the city, impacting on people's ability to shop. The more difficult you make it to get somewhere the less likely people are to go there.

You want to encourage people to come into the city centre, not everyone has easy access to busses. If you need to catch more than 1 bus most people may still prefer to use own transport, especially as it is more cost effective due to prices of public transport in the city centre it's self.

I prefer to go to retail parks away from union street as this is actually somewhere I can get to, especially if I need to do larger shops, I can't do this in the city centre at the moment due to such issues as trying to actually get into the centre.

The planning and implementation has been incredibly poor, this maybe beneficial to those who walk, cycle or currently use public transport. However and car users have not been considered and no thought given to the routes drivers now need to take to get to the same destination.

I know many people in and out of the city who like myself have given up shopping in and around union street due to the measures that you have put in place. There is nothing now to come into the city centre for.

Disgruntled city resident who feels that you have destroyed union street and the surrounding area.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 10:44
To: TrafficManagement
Subject: Aberdeen City Centre Traffic Management Experiment

Good morning,

I am writing to express my objection to the traffic management/bus gate "experiment" that has been rolled out on the city centre. I can only describe this exercise as another nail in the coffin of the city centre. As a resident of the surrounding area for 30+ years I have never seen the city centre as quiet as it is now. The benefit of being in the generation that we live in now is that social media serves as a great platform for voicing opinions and for months all I have seen is how much of a mess the council have made of our once-vibrant city centre. These bus gates, and there for diversions, limit access and drop off points to key areas of town, driving members of the public away from the city centre and it's sources of revenue, mostly due to the confusion of where to go or how to get somewhere without incurring a fine. Who wants to run the risk of picking up a fine for taking a wrong turning when going to spend their hard earned money, which is already limited in these harder times?

Instead of having multiple ways to and from a single destination, all these limitations do is cause a build up of traffic in high usage periods resulting in a build up of cars, and therefore pollution, when it could be avoided by having an alternative route which is currently closed off by a bus gate. This doesn't align with the council's ULEZ plans to reduce pollution build up in the city centre, which can easily be resolved by the removal of bus gates to get people into, but also more swiftly out, of the centre without sitting in queues of traffic.

These restrictions put on the city centre DO NOT improve our city, they only make it worse. People may not fill out this response request but go on any social media post relating to the city centre and the mess that it is in and the comments will be there in their dozens. It is no longer viable to visit Aberdeen city centre and people are visibly stopping coming in, killing off our once great and bustling city one shop at a time, and hopefully you can see this.

[REDACTED]

Sent from [Outlook for iOS](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 10:56
To: TrafficManagement
Subject: Bus gates

I object to this ludicrous plan the evidence is clear empty shops trade going else were
This plan has only been bad for aberdeen journeys taking longer people staying away from aberdeen
and the most annoying thing knowing that our options don't matter and this plan will be implemented
no matter what the public think

Sent from Samsung Mobile on O2

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 11:01
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

Hi. In your response to the city centre access changes by introducing bus gates and one way routes. For many in the city this has put the city centre off limits and for many in the shire it has taken Aberdeen off the map. The changes have been so complexed that many do no longer feel confident going around the city or travelling into the city. The access changes should have been less and simplified not several complexed changes. I am aware of many who choose working from home over a commute into the city centre and many who would have visited daily in the city centre now making it a last resort. Business are being impacted. Business are suffering reduced footfall and still feeling a Covid attitude towards support from acc where the introducing limited access to the city centre has held the public back away Aberdeen city centre. I have drove the rerouted on various occasions however I end up using the other side streets etc to navigate my way around. I really hope for the future of Aberdeen this mash up of confusion of transport access can be addressed and my objection to the many unnecessary access changes can be added.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 11:37
To: TrafficManagement
Subject: Re: Aberdeen City Centre - Bus Gates

Dear sir/ madam,

Hopefully the City Council and the Councillors are keeping a close eye on the detrimental impact the Bus Gates are having on footfall and economic activity in the city centre.

Union Street is a near ghost road due to the lack of traffic and this pedestrians using the once famous silver mile.

The environs on and adjacent to the principal street in Aberdeen is having a hugely negative impact to business and playing a huge part in creating an anti-social welcome to anyone who enters the city centre day or night.

The naming of the Bus Gates alone creates a mental not least a physical barrier to people who live and visit the city. It's an absolute folly and the decision to introduce bus gates should be fully reversed.

The city, every city, needs to be inhabited by people - that includes motorists who enter, visit and spend money and boost the local economy and give people hope.

Please make the change to save the city as it's in dire need of saving!

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 12:24
To: TrafficManagement
Subject: Road layout/bus gates

I finally feel compelled to write to express my disappointment and distress over the appalling changes which continue to be made in our city.

The changes are crucifying the city centre, things have gone from bad to worse. So much so that I simply do not go into town anymore as it's easier to drive an hour to Dundee for a far more welcoming, user friendly shopping experience.

I feel guilty because I see more and more lovely businesses in our city going to the wall, but car drivers simply can not move around the city in a sensible way.

We all understand that some changes may be required, but the changes and bus gates are absolutely non sensical and are preventing the use of our city centre. Our public transport is horrendous, very expensive and unreliable, whilst this is the case people will continue to use their cars.

Please rethink, take advice from people outside the council who have success in city planning and roll back the mess which has been made.

Your sincerely

[REDACTED]

Sent from [Outlook for Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 12:49
To: TrafficManagement
Subject: Object to city bus gates and LEZ

As a city centre resident I wish to object to the current bus gates and LEZ being a permanent feature within the city centre.

I don't think the timeframe from the AWPR opening pre pandemic and city centre traffic levels was not a long time period to make any judgement on impact of city centre traffic levels to justify bus gates being implemented.

A fair time frame to measure the impact of travel with and without bus gates should be carried out by a 3rd party, outwith the bus companies and council. The time frame should be a year with, and a year without them to give a fair and true comparison of the impact of the gates for all. A fair and balanced justification and judgement on various factors like economy, environment etc can then be considered and made public for all to see for themselves before any council or government narrative can justify them.

All we hear in the press are about the bus journey times and the environment. However the buses are still unreliable and expensive! The bus companies are only looking after themselves. We had a far better bus services and more buses 40 years ago when the city centre was booming and fully open to all traffic which was far more polluting than now!

The environmental narrative doesn't really wash either when cars are getting greener all the time. The North east of Scotland only has diesel powered trains and a working harbour with diesel powered ships, the railway station and the port are both in the city centre!

Aberdeen is a city in a relatively rural area where much of it's traditional reliant footfall own a car, so they will always use that car as that has been paid for and works out cheaper than a bus fare. It is not convenient, or even possible for most in a rural area to use a bus. Park and ride would maybe work for a commuter to work but a service would need to run every 10 minutes for work purposes. Park and ride is not convenient for a shopper with bags of shopping at both ends. Currently our bus network is not fit for purpose and expensive for the typical working person who generally has to pay to use public transportation. The rail network in the north east is also pathetic.

We are seeing the likes of Aberdeen inspired and business leaders actively trying to get people into the city centre and a war against people entering the city centre unless it's by a bus.

[REDACTED]
Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 18:22
To: TrafficManagement
Subject: Concerns Regarding the Implementation of Bus Gates in Aberdeen

Dear Aberdeen City Council,

I am writing to express my disagreement with the recent introduction of bus gates in Aberdeen. The city centre is currently grappling with various challenges, including the impact of government bias for online shopping (e.g., Amazon), poor city planning, heightened parking restrictions, the implementation of Ultra Low Emission Zones (ULEZ), and escalating cost-of-living issues. The addition of bus gates seems to be compounding these challenges, further burdening the city.

Personally, I find myself reluctant to venture into the city centre due to the fear of potential fines associated with the bus gates. The lack of clarity regarding the locations and information provided about these gates adds to my apprehension. Navigating these new regulations has become a daunting task, and I lack the confidence to avoid unintentional violations.

I believe I am not alone in these sentiments. The cumulative effect of these measures is likely to lead to a significant decrease in footfall, contributing to the continued deterioration of the heart of our city.

I urge the council to reconsider the implementation of bus gates and to address the true reasons why the council are seeking to extort money through fines.

Regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 19:26
To: TrafficManagement
Subject: Bus gates

To whom it may concern

The bus gates make coming to Aberdeen from the shire very difficult. Poor signage doesn't help. People are avoiding our city centre!!!!

Regards

[REDACTED]

Sent from [Outlook for iOS](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 19:46
To: TrafficManagement
Subject: Experimental traffic system

Hello

My opinion is that the system has made it very difficult for people driving to get around the city centre. This has surely impacted on the footfall for businesses around the city centre including shops, restaurants and bars. There definitely needs to be reviewed moving forward

Many thanks

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 20:28
To: TrafficManagement
Subject: Traffic order

There is no incentive now to travel into Aberdeen city from aberdeenshire. The range of shops is so poor compared to likes of glasgow/edinburgh etc and Union Street is so unappealing - numerous shops empty, grubby and dull. Coming from a part of the shire that has no bus service, driving into Aberdeen used to be so easy but now it's a nightmare having to google your route to figure out which roads you are / are not allowed to drive along. Add to that the long detours you have to take to avoid bus gates it unnecessarily adds to emission's. I feel sorry for the few independent shops / restaurants still on Union Street as their footfall and passing trade must have decreased dramatically.

Regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 20:35
To: TrafficManagement
Subject: Traffic measures city centre

> There is no incentive now to travel into Aberdeen city from aberdeenshire. The range of shops is so poor compared to likes of glasgow/edinburgh etc and Union Street is so unappealing - numerous shops empty, grubby and dull. Coming from a part of the shire that has no bus service, driving into Aberdeen used to be so easy but now it's a nightmare having to google your route to figure out which roads you are / are not allowed to drive along. Add to that the long detours you have to take to avoid bus gates it unnecessarily adds to emission's.
> I feel sorry for the few independent shops / restaurants still on Union Street as their footfall and passing trade must have decreased dramatically.

Regards,

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 14 January 2024 22:08
To: TrafficManagement
Subject: Bus gate consultation feedback

Dear Sir/Madam

While I understand your reasons for installing Bus Gates throughout the city centre, I'm afraid I can't see any positive notes from its installation.

My main issue is the installation on Gullild Street. It makes two main routes through the centre pointless, one of which being the newly remade South College Street, the second being Denburn Road.

By closing Guild Street you've pushed drivers on to an already busy Market Street and Riverside drive, but also made it more difficult to access Union Square if coming from Berryden.

I think your alterations to union terrace and Schoolhill have made it extremely difficult to travel from one side of union Street to the other, pushing all traffic on to thin roads around Skene Street, George Street, and Loch Street.

I've got used to the closure of Union Street, as I said at the beginning of my email I understand your reasoning for these bus gates and I'm open to change but I don't believe your changes have helped the city both for businesses in the centre or navigating the city.

If we had a Ring Road like Dundee I could understand but we don't.

Please consider at the very least reopening guild Street to allow access around the city to be made a little easier.

Yours

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 15 January 2024 03:42
To: TrafficManagement
Subject: Shambles

Hi ,

I have never left feed back on anything before but feel so strongly about this I feel I must.
In a nutshell the city centre and the traffic management is a bloody shambles.
It is pushing people from the Shire to other towns & city's to shop something our dying city can ill afford, simply as they don't know which roads are open and what are closed.

Aberdeen was always built with the idea the main through road of Union street & George street will take the main traffic so what is the council obsession to close Union street?(You have tried at every opportunity) So now not only do we have no shops left you now have a huge road empty all the time while all surrounding streets are gridlocked most of the working day.
Don't give us his is for the good of the environment because while Union street may have reduced pollution all the small surrounding streets are worse and you have to drive further to get anywhere due to all the bus gates and closed or one way streets.

I have lived in the city most of my 56 years but last year moved to Aberdeenshire and have a much better life I dread the days I have to come into Aberdeen for work.
I used to be a proud Aberdonian who Would always say what a great place I came from now I am embarrassed and upset that this once great city is complete dump with empty shops everywhere.

I don't expect this e mail will make any difference as I don't know any people who back a single plan this council comes up with.
You could have a vote open Union street / King street etc but then if the people chose to open it you would do what you did with the Union terrace Gardens vote and say the people are too stupid to make up their own minds.

Regards

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 15 January 2024 08:53
To: TrafficManagement
Subject: OBJECTION - bus gates in Aberdeen

I wish to include my objection to your plans to keep the bus gates in Aberdeen City Centre.

The bus gate implementation is one of many issues that is killing the city centre and causing traffic chaos

I feel that Aberdeen City Council need to be thinking outside the box and looking at changes to encourage businesses and people back to the City. They should be building our City back up to be somewhere that Aberdonians can be proud of and that tourists and visitors want to come to and revisit.

The bus gates should be removed.

[REDACTED]

This email message is confidential and for use by the addressee only. If the message is received by anyone other than the addressee, please return the message to the sender by replying to it and then delete the message from your computer.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 15 January 2024 10:07
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT)
(EXPERIMENTAL) ORDER 2023

To whom it may concern.

What a ridiculous situation you have created.

It has done nothing to better the traffic around town only frustrate and gain funds for the council through fines.

Lack of access around Aberdeen town centre and Union Street, put people off going to town which is now all but defunct and derelict.

This failing initiative and the prospect of the LEV zone will have another detrimental impact on the town. To have a LEV in the same area as the harbour is a joke. Have the ships had to modify their engine to reduce emissions to meet the LEV standard. I would suggest not.

Focus your time on regeneration, but not like Union Terrace gardens which is still a no go area for many. Aberdeen town centre is just not a safe and welcoming environment.

Remove the bus gates and pedestrian areas on Union Street and surrounding areas and get people in place in the roads and planning departments that have the wherewithal to do something helpful instead of wasting our hard earned money.

Kind regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 15 January 2024 11:11
To: TrafficManagement
Subject: Bus Gate trials in Aberdeen City

Dear Sir / Madam

My comment on the above scheme would be that it is extremely detrimental to the city centre.

Lots of businesses in the city centre are angry at the decrease in footfall due to the scheme. In today's economic climatic every effort should be made to encourage as many people as possible to visit the city centre instead of putting up barriers.

The last thing Aberdeen city centre needs is for more businesses to close due to unnecessary barriers. I am sure the negative effect on businesses far out weighs the gains hoped for by Aberdeen City Council.

The effects of covid hit Aberdeen city centre hard as it did to many other cities. However Aberdeen has a lot to offer with its beautiful parks and impressive granite buildings and I feel with a lot of help businesses would be attracted to move to the city.

I am aware of the good work being carried out by the "Our Union Street" project and would like to see Aberdeen City Council more involved with the group taking advantage of the strong volunteer community this group has built.

In general a lot of Aberdeen / Shire residents are proud of the city however they feel the ACC are doing very little to help put Aberdeen back on the map as a destination city.

Personally, like many other people I know, I avoid the city centre if I am driving for fear of being penalised.

The bus gates make very little sense and should not be continued at the end of the trial period.

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 15 January 2024 20:57
To: TrafficManagement
Subject: Bus Gates Feedback

Hello,
I'm responding to your request for feedback on bus gates in Aberdeen.

Personally, I find them confusing and not well labelled. I've received 3 tickets in as many years for driving through bus gates. I don't drive in city centre very often (even less since all the road closures to cars). I rely on my Sat Nav which directs me when I'm driving in the city centre to help me navigate one way streets. Unfortunately, the sat nav doesn't recognise bus gates.

I understand the reasoning for implementing bus gates, but it's making commuting through or navigating the city centre very challenging. I will not be taking a bus as I travel from Inverbervie and bus travel is just not practical for me.

Regards,
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 15 January 2024 14:30
To: TrafficManagement
Subject: Aberdeen Bus Gates

Hi

I purposely refuse to travel into Aberdeen City Centre now that there are Bus Gates.

It's too confusing to navigate, public transport in Aberdeen is dreadful so I won't use it and feel the whole Bus Gate saga is totally unnecessary.

Killing an already struggling Aberdeen City Centre. Aberdeen City Council should be ashamed that they've put this in place when the city centre is already on its knees.

Why would anyone risk venturing into Aberdeen and getting a money making fine?
Between the lack of shops, half empty malls, bus lanes, bus gates & ULEZ is it any surprise we are avoiding the city centre!

Shame on the decision makers of Aberdeen - you're destroying our City.

Rgds.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 16 January 2024 09:36
To: TrafficManagement
Subject: Temporary bus gates in Aberdeen

Dear Sir/Madam,

My experiences driving in Aberdeen since the introduction of bus gates has been frustrating, confusing and limiting. Living in Inverurie, I now seriously reconsider driving into Aberdeen for shopping, as the bus gates make getting to the shopping centres that bit more difficult and time consuming. Pre Christmas was horrendous. While I much prefer supporting the businesses of Aberdeen, I have definitely utilised online shopping more, since - and because of - the introduction of the bus gates.

In speaking with others, it seems to be a common complaint and therefore makes me nervous that Aberdeen Council have not taken into consideration the effect this new - if temporary - ruling may have on the businesses of Aberdeen.

You're faithfully,

[REDACTED]

Sent from [Outlook for iOS](#)

[REDACTED]

From: russell aitchison <[REDACTED]>
Sent: 16 January 2024 10:12
To: TrafficManagement
Subject: Bus Gates Disaster

Good morning,

I firmly object to the new bus gates.

These gates are hampering businesses that are already struggling after the pandemic and continuing spiralling costs. Lots of people are just not coming into the city centre now. I'm not sure who comes up with these ideas but they obviously don't realise that there is a huge number of residents from Aberdeen and Aberdeenshire who will never get on a bus. The result of this is that an extremely large number of people are no longer coming into the city centre, they are going elsewhere and spending their money elsewhere and even worse, they are shopping online instead!

To get to work I have driven down Windmill Brae, Bath Street, Bridge Street, Wapping Street and Guild Street for the last 20 years. Now I can no longer go that way, which is just crazy. The most ludicrous of all is the bus gate is on Bridge Street, how on earth was that added to this ridiculous plan. I also drive through other areas of the city for work and I can now no longer go those routes either and have to take long time consuming detours in order to get to my destination. Is the idea to try and get me to take a bus? In that case I would need to take 2, 3 or 4 buses to get to my required destination. 2, 3 or 4 buses while I'm working is completely unrealistic, actually it's beyond madness to even consider it.

Please scrap these bus gates immediately.

Yours sincerely,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 16 January 2024 10:53
To: TrafficManagement
Subject: Bus Gates

Good Morning

I don't actually come into the city anymore from Cults as the bus gates makes moving around the city so difficult and traffic is horrendous.

Please remove these if possible.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 16 January 2024 11:21
To: TrafficManagement

To whom it may concern regarding the traffic management proposal for the city center. I object to this going ahead as the reasoning behind this is flawed and is not original but based upon other towns and cities who have instigated this procedure and have seen their scheme fail.

The elected members of this Council should be reminded that they serve the people of Aberdeen and not their party manifestos.

To cite one example we have the Union Terrace Gardens, a wishy washy hare brained idea from the elected members which was a total waste of money which is in short supply, another example will be the modernisation of Union Street with new lockblock paviers which is supposed to brighten up the area again a total waste of money. Do away with the bus gates, open up the streets to traffic again, drop parking charges and let the public back into the city.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 16 January 2024 15:06
To: TrafficManagement
Subject: Re: Aberdeen bus gates

Sent from my iPad

> On 13 Jan 2024, at 10:40, [REDACTED] <[REDACTED]> wrote:

>

> Dear Sir/Madam I am writing this email to register my complaint about the “experimental” bus gates in Aberdeen.
> I am a disabled driver and find the stress and distraction of trying to navigate through the city centre a nightmare!

>

> I understand the idea is to reduce pollution in the city centre, and persuade the public to use buses and or taxis.
> Unfortunately the result of this disastrous plan seems to be putting the final nail in the coffin for the city centre!

>

> One of my disabilities means I cannot walk any distance! getting on and off a bus would not only be extremely difficult for me, my anxiety would be uncontrollable, even the thought of it raises my anxiety.

>

> What’s the point of giving me a blue badge when I can’t use it in town?

> I would just like to add a good friend of mine who is also disabled and holds a blue badge was in tears as she had a bus gate fine this morning.

> I don’t understand how the city council expects people to find money to pay for these unaffordable fines.

> We are in a cost of living crisis no one has extra money to spend on fines, resulting in reduced footfall in the city.

> Please reconsider the bus gates.

[REDACTED]

>

>

> Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 16 January 2024 18:21
To: TrafficManagement
Subject: Bus Gates and Road Changes

I have read many times that there are more bus's on the road since the road changes...the bus's I depend on now only run 3 an hour instead of 4, the bus timetable on the bus shelter screen, ran by the council differs from the Bus Companies App so it is not easier by any means to travel. Also giving free bus travel to teenagers etc simply encourages them to come into town on mass and cause trouble.

I live in the city centre and it's mostly deserted except for the delivery bikes who don't seem to follow any road rules or etiquette. They come from all directions, cutting across the road and at the Castlegate traffic lights they ride straight off Union Street to the Castlegate without checking King Street. I've had several near misses from these irresponsible riders and I can't see it getting any better.

I feel for the shop owners who must be badly affected by the loss of customers as Union Street is more often than not deserted.

I no longer drive because of the road changes and speaking to others that need to drive you have made things very difficult for those you are supposed to represent.

I can't see you changing anything but I sincerely wish you would start to think of the public before you make decisions behind closed doors.

Regards

Sent from [Outlook for Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 16 January 2024 20:38
To: TrafficManagement
Cc: Marie Boulton; M.Tauqeer Malik
Subject: Bus gates!!

Hello, ref the bus gates around Market Street etc.

Which bright spark decided on these.

1) I now do not come into Aberdeen I go to Inverurie, Banchory etc instead where parking is also not a rip off.

2) Ditto my wife.

Therefore we do not use any of the previously used facilities in particular in Union Square, e.g. Cinema,

Shopping,

Restaurants, so all these business are losing custom from us, and I suspect from hundreds of others.

All this stupid decision is doing is speeding up the demise of commercial activity in the city. We have been here 35 years and the city centre was slowly, now more quickly going down hill unless you want a nail bar, bookies, phone shop etc.

The city centre is not going to be regenerated if these continue and people NEED somewhere to go!

As buses do not come through Milltimber we have to the car which does not help.

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 17 January 2024 08:07
To: TrafficManagement
Subject: Bus gates.

The bus gates are a nightmare. They cause more congestion around the areas as people try to travel around the designated bus areas. Trying to get to and from west end from Union square js a complete nightmare. I also can't understand the point of allowing cars to go past the tivoli but then there is nowhere to go except to turn left onto stirling street. This is very badly sign posted and very unclear - especially for people not from Aberdeen. I cannot see how that helps congestion in the city and seems more of a way to fine drivers in the city centre. Also trying to get to the beach from the west end means travelling around the whole city as we can't go down school hill, union street or guild street.
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 17 January 2024 09:23
To: TrafficManagement
Subject: Bus gate

Morning

With regards to the bus gates, I don't often go into Aberdeen as I'm not always fit to drive. However, I have been in a couple of times during the trial period and I found it very difficult to navigate for getting to where I wanted to go and get to a disabled parking space.

From my daughters point of view, it has made no difference to the buses and coming from the country it didn't stop the buses turning up late for heading into Aberdeen or indeed ensure that they left Union Square on time.

Regards

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED]
Sent: 17 January 2024 09:57
To: TrafficManagement
Subject: Aberdeen traffic survey bus lane.

[REDACTED] here's the email you need to write to [REDACTED] this link was sent to me as the Facebook survey does not work. As for the bus gates, very bad idea. I moved my daughter from bank street to castle terrace, normally a couple of minutes, but because of the bus gates it took more than 10 minutes per journey, hardly saving the environment. As for my shopping habits we used to visit Aberdeen quite often at least once a week going to different retail parks and union square, now we don't come at all. I avoid Aberdeen city at all costs. Regards [REDACTED]

[Sent from AOL on Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 17 January 2024 20:26
To: TrafficManagement
Subject: Bus gates

I would like to state my objection to making bus gates permanent. They are very prohibitive to people wishing to go to the town centre and I find myself travelling to Aberdeen far less for fear of accidentally straying into the bus gates and receiving a fine. This is obviously detrimental to the economy of Aberdeen city centre which already looks to be in decline. I find this really sad to see and believe that removal of the bus gates would go some way to encouraging shoppers and visitors back to the city centre.

I hope you will take my views into consideration as I know this is a commonly held opinion.

Kind regards

[REDACTED]

Sent from my iPhone

From:
Sent:
To:

[REDACTED] <[REDACTED]>
17 January 2024 20:32
TrafficManagement

The more bus gates and other obstructions you put the less likely people like me are going to travel in to Aberdeen to do shopping. town suffers businesses suffer surly enough is a enough no more please to be brutally honest I have not been in town since June 23.but if you want to make Jeff Bezos even richer to the cost of our city keep this up

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 17 January 2024 21:01
To: TrafficManagement
Subject: Bus lanes/gates - objection

I object strongly to the provisional arrangements that have been in place since August 2023.

This has caused congestion on roads that are not suited for resultant diverted traffic (particularly as a result of the no right turn at Union Terrace).

There is no benefit to the city centre businesses through these measures.

Bus gates on Bridge Street are unnecessary.

I believe these measures have discouraged the public coming into the centre of Aberdeen with resultant loss of footfall for businesses. Bus travel will only be encouraged if there is a reason to come into the centre - which I feel these measures have impacted negatively.

It has also caused considerable anxiety and stress for disabled and elderly drivers and passengers.

Open up the city please to cars.

Ulez is also detrimental for our city - and disproportionately impacting the less well off in our community.

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED]
Sent: 17 January 2024 21:47
To: TrafficManagement
Subject: Bridge St Southbound from Union St

Dear Sir/Madam

The Bus gate in this location provides no practical use. If anything it represents a trap, where drivers have no way of not going through the bus gate when they realise that it's a bus gate.

It also prevents use of the internal loop under Union Street. What is the purpose when traffic travelling North from the Arches have free access.
Suggest scraping this bus gate.

Kind Regards

[REDACTED]

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 17 January 2024 22:56
To: TrafficManagement
Subject: Bus gates

I really don't think these bus gates help the city centre, are not clearly defined and confuse people.
Is it a cash grab scheme or a way of improving the city centre which is obviously on its knees?

Best Regards

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED]
Sent: 17 January 2024 23:01
To: TrafficManagement
Subject: Bus Lanes

The officials who instigated this are ruining the city centre infrastructure and this flawed and overbearing policy must be reversed

This city needs a vibrant and busy city centre with large footfall in order for retailers to be able to trade profitably, the bus gate installation deters this.

It is now almost impossible for elderly, frail and disabled people to get to both the bus and train stations without having to make convoluted arrangements to get there, how can this be construed as being user friendly or progress?

Please reverse this nonsense and allow businesses to trade successfully and the public to move freely without falling foul of poorly fabricated and iniquitous traffic regulations.

You know it makes sense.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 17 January 2024 23:13
To: TrafficManagement
Subject: Aberdeen City - Experimental Bus Gates

Dear sir/madam,

I'm writing to share my views on the above trial period. I own a property in Ferryhill and tend to walk into town frequently although do drive to the further reaches of the city centre and to get North, it's an essential way to travel.

Firstly, I'm a firm believer in promoting public transport as a means to make the city centre accessible (and, for that matter the concept of the ULEZ) I was interested to see how the changes would improve this and was prepared to wait to see the results.

The results have had an overwhelmingly negative effect on the city centre. There has been a dramatic reduction in footfall in all of the shops, bars and restaurants I've been too. The town 'feels' quieter and less vibrant as a result. In addition, the alternative routes required in the absence of the city centre have become even more congested and just added to the frustration of drivers.

When I occasionally use the bus services, I find them incredibly expensive and there has been no attempt/initiatives to address this or provide alternatives. The vast majority of bus users, in my experience, are those who have it subsidised in some form or other.

I have mixed feelings about the viability/benefits of other initiatives such as pedestrianisation or one-way systems such as Glasgow but there has to be an alternative sought as the status quo just isn't working.

Kind regards,

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 00:01
To: TrafficManagement
Subject: New bus gates

Dear sir/madam

I understand the new bus gate might be making the council a lot of money but in reality it just makes people stay away from driving in the city and makes it difficult to make deliveries in the area concerned.

At this moment in time the city centre needs people to come in to town not stay out of it. Have you seen the state of union street? It's an absolute shambles all the empty shops etc so that itself doesn't encourage people to come in to town! Aberdeen has become an embarrassment of a city. So far behind all other major cities in the uk. It's about time the council actually invested in making the city centre thrive again. But it just seems the council just want to kill it! Kudos on that. You put bus gates where it's not really necessary. The city centre need to be accessible and ease of use no matter how you travel.

Kind regards

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 00:24
To: TrafficManagement
Subject: Objection to the experimental bus gates in Aberdeen City Centre.

Evening

I wish to lodge my objection to the above titled city centre bus gates.

With the majority of the population currently being severely impacted by the financial crisis affecting the country, I believe that by putting in further barriers to people accessing the city is not only going to be detrimental to the cities reputation but also the few stores who are actually still trading in Aberdeen.

Having lived and worked in Aberdeen for a number of years it is extremely sad to see the once vibrant main shopping street lying with derelict vacant shop spaces. So much money was spent on Union Terrace Gardens however people are not going to have the disposable income to be coming in to gardens with only a wine bar and be able to do nothing in the city. Numbers of people being able to afford luxuries etc such as the theatre have reduced and by having bus lanes and LEZ in the city centre soon no one will bother coming into city soon it will be more cost effective to travel to another city if a few people are going.

Not everyone is going to be able to utilise the city due to physical and mental health. By preventing people bringing private vehicles into the city anyone who struggles with mobility may not be able to access public transport. Since the covid19 pandemic there has been a large spike in the number of people who are impacted by their mental health and people may not feel comfortable being in an enclosed space with numerous strangers. Therefore this is only two groups of people who will stop using the city centre as public transport is not appropriate. Aberdeen City already has some of the most expensive parking in Scotland.

The lack of shopping experiences in the city also is a factor why people are not using the city centre so putting in more barriers to people wanting to visit the city centre is further reducing footfall.

Then moving on to employment people who work in the city centre and perhaps work outwith there being public transport running i.e. cleaners and low skilled workers are further being penalised as if they cannot use public, are not able to use their vehicles then people are being forced to give up employment. There is a push at present for people to be getting back into work however the cost of public transport is another factor for people to now have to take into consideration. For workers who are based in the city centre however have to do a hybrid between office and home visits they require their vehicles as the pressures on workload don't allow for the extra time needed to be waiting on public transport.

I understand that the city council may want to reduce transport in the city however I think before doing this the council have to put the time and energy into rejuvenation of the city. The buses cause high levels of pollution their sheer size is not appropriate for all the streets and the cost for a family of 4 to use public transport could be 3 or 4 times what it would be to park in a city centre location.

People coming in from Aberdeenshire could've their days extended by a few hours by having to use public transport - there are not a lot of train stations in Aberdeenshire so people have to rely on buses and by time they have travelled all around the area a car journey which can take 20 minutes can be an hour and a half on a bus and their are limited services depending on where they live which again comes back to people who do not work office hours. NHS workers, cleaners, factory workers.

Regards

██████████

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 05:59
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

Dear sir/madam

In reference to the above consultation, and whether the temporary measures should remain enforce, the below is my current opinion:

1. The rationale for providing cycling and enhanced cycling access is fundamentally flawed. No cycle lanes have been created and all that has been asked is that cyclists cycle along part of the main roads. but that they remove some of the cars. As a cyclist myself, I am quite frankly more concerned about buses than I am about cars. The city will not be a cycle friendly city until true cycle lanes have been installed.

2. no right turn at Union Terrace. I see no rationale for this there is never a traffic issue and what has happened is it requires vehicles to travel a greater distance and therefore emit greater emissions than allowing this in the first place. Was a camera installed to record the car numbers ? can the number of cars that use the right turn be made visible to the public. as stated above, I never experienced any congestion issues with this and don't believe removing this has a material impact to cyclists or buses.

3. General point. Whilst I applaud the wish to remove private cars from the roads around the city centre, the reality is that this only works when you have a robust public transport system. I myself live in Kingswells. There is no public transport at a weekend and therefore I have no option but to take my car in. With the other ongoing consultation on cutting within the council at the moment, there is a suggestion to remove the park-and-rides which would make the situation significantly worse. Fundamentally there seems to be lack of joined up thinking between the different parts of the council and this really needs to be resolved to provide the maximum benefit to the people of Aberdeen.

4. Further on the buses, there has been little or no improvement on the reliability of the bus service with these bus gates being installed. That is based on the buses around about 4:30 /5.00 from Broadstreet/Littlejohn Street going to Kingswells. I have in fact complained on three separate occasions about buses, just not turning up and was advised that this is due to driver shortage. This again goes back to my point that you need a reliable public transport system before you can implement restrictions to the city centre.

On this bus situation, it is very disappointing to see that there is no joined up, thinking on providing public transport system at a suitable time after the Robert Gordon's College finishes for the day. Putting a bus on five minutes after the school finishes prevents children actually getting on that bus and therefore having to hang around for 45 minutes before the next bus really is shocking. When I first moved to Kingswells in 2006, there was a bus every 15 minutes to and from town, and I used it regularly. Until bus services improve and are reliable and frequent It is not going to solve the problem of wishing to remove private cars from the roads.

5. it is my view that these restrictions fundamentally have a greater negative impact on the footfall within the city centre and therefore the overall economy of the city centre & businesses than and the benefits and need to be rethought until you have improved the public transport system.

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 08:08
To: TrafficManagement
Subject: Bus priority road layout

Dear Traffic Management,

I have followed links to the consultation to find there is no questionnaire, just this email address. I'm unclear if this is to reduce responses as people generally value and respond better to a questionnaire format. It also assists with collation and theming of results. Anyway, if I've missed this, please provide a clearer link to me.

I live in Aberdeen but have generally never driven around the centre. I do however drop off and collect people from College Street car park for the railway station. I also use this opportunity to do shopping but my one and only route is now a dreaded one.

I drive under the Denburn and turn left onto Wapping Street. It used to be the right hand lane, then with introduction of bus gate the road markings changed to left hand lane, but road sign still the same. Now the sign has changed and looks like back to the right hand lane, but road markings not changed. No one really understands how to approach this junction it seems, but I am more bewildered that expert sign designers have been unable to create a clear sign.

The anger from motorists and the stress is unbearable. I have now stopped this journey where possible which is inconvenient at best, and decreases my in store shopping.

This is my experience of one change only but I hope it goes some way to informing improvement. Even if your department and management believe this junction's lineage and signage to be clear, please be assured it is not. It needs a bigger clear sign so even all those breaching the speed limit can see.

Best regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 08:15
To: TrafficManagement
Subject: Bus gates

Good morning,

I'd like to express my frustration and feelings re the bus gates/ulez.

It's 100% put myself and my wider family off visiting the city centre. Public transport is unreliable and also too expensive.

The routes have been confusing for far too many.

The lack of footfall is killing our city.

[REDACTED]

Have all had to close the doors and they cited the pedestrianisation and bus gates as a major reason. 3 local businesses killed in two weeks.

It must change and we must do better

Regards,
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 09:25
To: TrafficManagement
Subject: Objection to bus gates

I would like to object to the bus gates in place in Aberdeen city centre. I received a fine from the union street bus gate after covid (i come from fraserburgh and hadn't been aware of restrictions, signs blocked by double decker busses) Since then i have been wary about driving in aberdeen city centre and these new bus gates have made it impossible to comfortably drive through to go shopping. I know for a fact im not the only person. Therefore i think for shops to survive in aberdeen these bus gates need to be removed.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 09:27
To: TrafficManagement
Subject: Bus gate objection

To whom it may concern

I would like to place on record my objection to the bus gate plan that is being trialled.

This is proving extremely detrimental to the retail and restaurant business. It is effectively splitting Aberdeen in two. People are going to Union Square or Bon Accord. The continued loss of businesses in Aberdeen City Centre should be telling the council that instead of closing/limiting access they should be opening up opportunities for increased footfall.

I'm quite sure that Aberdeen Council are in need of money, as every other council in Scotland is, and the increase of empty retail outlets can only be adding to the burden. The news that M&S are closing their largest store is a massive blow to Aberdeen and certainly won't entice people to venture into the City Centre.

What a shame that Aberdeen City Council cannot see the damage they are doing.

Yours sincerely

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 09:34
To: TrafficManagement
Subject: Bus Gates

I work in Aberdeen City Centre & live in Bridge of Don. I use my car to travel to work as the journey home by bus is too unreliable. I have a child to collect from school so if the bus does not turn up on time (which is often the case) I am late to collect him. The new bus gates make it a nightmare to get to work. I work in a retail store and have notice a big downfall in the amount of customers since the bus gates were started. I know many people who will no longer come into town because the bus gates make it so difficult. So many city centre shops, cafes & restaurants have closed over the last few months. Union Street used to be such a bustling place for years & now it's empty of shops etc & people.

I really hope you re consider the bus gates, they are only causing more problems for the city centre.

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 09:42
To: TrafficManagement
Subject: Bus gate objection -no safe train station drop offs outwith Union Square hours.

Good morning.

I'd like to put an objection into the bus gates around guild Street/union square.

The bus gates prohibit access to dropping passengers off at the train station outwith union square hours.

Coming from the North of the city, I often have to drop my 15 year old son off for a train very early in the morning. There is no public transport available to allow him to travel in himself so I have to drive him in.

Union square is closed so I can't drop him there to walk through to the station.

South College Street car park is still dark that time of the morning and certainly not somewhere I'd drop my child off at.

The only option is to drop him at the Guild Street Union Square/station entrance.

This then results in having to go through a bus gate.

I can't even drop him around the Market Street area as again there are bus gates.

I don't think any thought what so ever was put into the introduction of these bus gates. It's just another way of making money and stopping people travelling into the centre.

I really do hope the gates are reconsidered.

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 10:02
To: TrafficManagement
Subject: Bus gates

Good morning,

My feedback on the bus gates is that they are completely pointless, they serve no benefit to our city whatsoever and local business are suffering as a result of them.

I think you will struggle to find anyone who thinks they are a good idea.

Kind regards,

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 09:45
To: TrafficManagement
Subject: Experimental Bus gates

Good morning

I'm replying to your request for feedback on the above, and want to express my absolute disgust at your decision to introduce this.

Since returning to Aberdeen in 2020, I've been bitterly disappointed with the decision making of the city council as a whole.

This move has already impacted how we can travel to the city centre and we do not travel in now unless absolutely necessary. The current bus service in my area is infrequent. Parking is horrendous and very expensive and your decision is killing the footfall that businesses need to survive and yet, you inexplicably seem to ignore their appeals. I want to make my objection clear and to ask you reconsider your position.

Regards

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 10:05
To: TrafficManagement
Subject: Time to remove the bus gates

Hi,

I am getting in touch to vent my frustration at the bus gates in the city centre. As someone who travels daily from the north of the city through to the south these bus gates are very much a nuisance with no clear added value I can identify.

They force me to either sit in guaranteed traffic every morning along Virginia street as people have no option but to sit on this street once they are on it, or take a much longer, much more expensive journey in terms of fuel and car mileage along the AWPR which surely goes against one of your intended intentions for the bus gates in reducing overall emissions.

Another bar has closed in the city this week citing a reduction in footfall and attributed that to the bus gates as well. M&S announcing their store closure for next year combined with John Lewis and Debenhams closing their stores there has been a steady decline across the city centre and I feel the latest bus gates are contributing to and even accelerating this decline and they need to be removed as a priority.

Regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 10:08
To: TrafficManagement
Subject: Bus gates in Aberdeen city

Good morning,

I wanted to provide some feedback regarding the bus gates recently introduced into the city centre. I acknowledge that the bus gates are there to help reduce cars and pollution in the centre of the city however for myself in particular this cuts me off from specific areas and also requires me to take a longer route to other areas within the city centre causing more pollution and time in the car, the bus gates and continual changes have meant that I no longer visit the town centre and order items online therefore impacting on the closure of businesses, especially those businesses that are local to Aberdeen themselves. Instead of making the city centre inviting and bustling with business, the changes that have been made over the years have had a huge impact on local business, shoppers willing to go into the centre because it's not enjoyable and therefore filling the high street with empty shops and unemployment.

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 10:12
To: TrafficManagement
Subject: Formal Objection to City Centre Bus Gates Implementation

[REDACTED]

18/01/2023

Traffic Management & Road Safety
Operations & Protective Services
Aberdeen City Council
Business Hub 11, Second Floor West
Marischal College, Broad Street
Aberdeen, AB10 1AB

To the committee, councillors and all others it may concern,

I am writing to formally express my objection to the proposed continuation of bus gates in the city centre. While acknowledging the city's commitment to advancing public transportation, I contend that the current plan carries significant risks, particularly in terms of its adverse impact on local businesses and the city's overall vibrancy.

Firstly, the implementation of bus gates raised substantial concerns about its potential to curtail city centre footfall - a fear which has been realised by volume of business closures. Such restrictions on vehicular access stand to dissuade prospective customers from utilising local businesses, leading to a decline in sales and economic activity. This ripple effect could (and some would argue has already begun to) pose a considerable threat to the commercial viability of our city.

Secondly, the logistical ramifications of the proposed bus gates on businesses, especially those reliant on a seamless transportation network, cannot be understated. Restricting access to crucial routes can impede the timely delivery of goods and services, disrupting the delicate balance of supply chains and potentially incurring additional operational costs. This warrants careful consideration to prevent unintended repercussions on the city's economic landscape.

In addition to these concerns, there is a pressing need for the Aberdeen City Council to consider the potential city centre 'lock out' of certain demographics. The prohibition of vehicular access - combined with a public transport network that is frankly not fit for purpose - has disproportionately affected elderly, disabled and remote patrons. This aspect demands careful examination and mitigation measures to ensure true inclusion and equity within the city the community. I urge the council to explore alternative solutions that harmonise the imperative of enhancing public transportation with the preservation of a thriving business environment. Meaningful engagement with local business owners and inclusion charities need to be considered to facilitate the development of a more nuanced and comprehensive strategy that safeguards the interests of all stakeholders.

Furthermore, while recognizing and endorsing the importance of environmental measures, it is crucial for the council to integrate these initiatives seamlessly. Considering the commendable efforts such as 'Aberdeen Adapts' and the commitment to achieving Net Zero, there is an opportunity for the council to develop a transportation strategy that aligns with these broader sustainability goals. By fostering an approach that harmonises environmental considerations with economic vitality, the city can exemplify a holistic commitment to a resilient and sustainable future.

In conclusion, I implore the Aberdeen City Council to reconsider the implementation of bus gates in the city centre, bearing in mind the multifaceted concerns regarding footfall, business operations, public transport and overall economic vitality. Your thoughtful deliberation on these matters is crucial, and I trust that the council will seek a judicious and inclusive resolution.

Thank you for your time and consideration.

Yours sincerely,

A resident, stakeholder and taxpayer.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 10:39
To: TrafficManagement
Subject: Bus gates etc Aberdeen City Centre

The bus gates have done nothing to improve Aberdeen in any way. Traffic has been pushed into street that are unsuitable for the amount of traffic that it now forced to use them, e.g. John Street, Rose Street, etc. Travel time is taking longer therefore more fuel is used only creating even more pollution across the city.

The city centre is hardly accessible especially for the elderly and disabled. Due to lack of footfall retail in the city is declining. Yes we have Union Square but with inadequate amount of parking spaces which are expensive. The city bus services are not nearly good enough and with parking sometimes being the cheaper option no wonder people use their own transport.

Aberdeen is the largest shopping and business centre serving a large rural area it should be for the benefit of all, it could be encouraging footfall, it should be encouraging tourists by making it user friendly.

The bus and train station area is a disgrace, no dropping off or pick up points again making it more difficult for everyone to access public transport, however many ourselves included are happy to get on a bus and travel south for shopping rather than spending money in a moth eaten Union Street and pay the extortionate fee for parking in the city. Yes it just might cost more to travel but it is certainly worth it to shop in a better urban environment with more choice and not feel that you are being ripped off by a parking company or your own council.

Please consider these issues for the good of Aberdeen.

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 10:46
To: TrafficManagement
Subject: City Centre Experimental - objection

Dear Sir / Madam,

I wish to make my views known regarding the city centre experimental. I am someone who lives a 20 minute walk from Union Street, so this is my anecdotal feedback.

In the last few days I have heard of several businesses - M&S St Nicholas Branch, Olive Alexanders restaurant, Haigs on Schoolhill - all closing and all citing the same reasons, lack of footfall in the city centre. It seems to me that your 'experimental' is ripping the heart out of Aberdeen and is doing untold damage. Why aren't you listening to businesses? Today alone I've seen both Annie Mo's and Charles Michies, long-standing Union Street business owners, asking people to send in their comments. At what point do you start listening, perhaps when the whole of Union Street is empty?!

I have no objection to Union Street between Union Terrace and Market Street being car-free, but as for all the bus gates, these are confusing for people and driving them away from the city centre. What will it take for the council to backtrack on this decision? Before we know it Union Street will be home to nothing but vape shops, phone repair shops (I'm sorry, but how do can these outlets possibly afford the rent if they're not a cover up for something else?) and eateries. The only people that the fast food eateries are benefiting are JustEat and Deliveroo delivery people!! The same people who don't observe rules that the rest of us have to follow, driving around on mopeds that they call push-bikes, parking on pavements, generally being an absolute nuisance. You're driving 'normal' people away from the city centre, on top of takeaway delivery people, all I see are young neds in North Face jackets, again being absolute nuisances. And don't get me started on the drug addicts who hang around town, particularly outside M&S, no wonder they are doing a flit!!!!

Aberdeen must again be accessible to drivers, I totally appreciate that this is partly for environmental reasons, but you're only pushing the drivers to outlying areas - they don't stop driving just because they can't come into town easily!!! Our public transport is not affordable, or reliable enough, for people to be reliant on it alone. There's also no availability of public transport in an evening, so people are stuck, not wishing to come into town to be faced with bureaucracy.

Please, please, please stop killing our city centre!!!!!!!!!!!!!!

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 18 January 2024 10:53
To: TrafficManagement
Subject: Bus gate consultation

To whom it may concern feedback for bus gate consultation

I wished to pass on feedback for your ongoing bus gate consultation. I think the bus gates and way they have been promoted to drivers has been problematic.

There may be good rationale for introducing bus gates, although there is little information detailed in the consultation about why they should be used and what the actual reasons for them and foreseen benefit could be. I think having information about those points and sharing them with the public may have helped people better understand why they have been introduced.

I don't think there is clear enough signage for the bus gates near the harbour and train station to tell drivers they are approaching bus gates as most of the signs/road markings are at a point where it is too late and drivers will be stuck in that lane with no choice but to drive through. Ideally there should be road signage on the approach advising which lane drivers should be in to avoid bus gates. I see little point in only having this when it's too late.

Finally I think having signs on the outskirts of the city centre saying bus gates in operation but with no information about where is unhelpful and also makes people wary to drive in the centre in case they drive into them. Information about road changes is helpful but surely only when it has some detail about where these are. I've heard many people saying they're avoiding the centre as they are worried about driving into them, so I wonder if better information about where they are on the road signs would be more useful than blanket information that puts people off.

I've heard many people talking about avoiding the city centre since these bus gates have been in operation so there's a real worry about the impact on independent businesses in the centre, is there impact studies going on in consultation with businesses around this?

It does also seem that the route of bus gates around the train station/harbour/market st does make it quite difficult to drive around that area and in particular on nights when there's football at pittodrie it seems to have led to worsening traffic jams in other areas around the centre. The routes that are now bus gates would have been the way many people drove to pittodrie. Has there been consideration of the impact of traffic congestion on other parts of the centre when there are high levels of traffic going to pittodrie? If not it would seem like that should be part of planning process, if it was it would be helpful to include in the consultation so we can understand it.

Many thanks

[REDACTED]

Sent from [Outlook for Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 11:03
To: TrafficManagement
Subject: Bus gates, the LEZ, and the future of the city centre.

The news that Marks and Spencer is closing its store in the city centre and focusing entirely on enlarged premises in Union Square emphasises issues in the current and proposed plans for traffic management in the city centre and their impact on the viability of city centre retail premises.

Access from the north of the city to Union Square is severely inhibited by the inclusion of Victoria Street in the LEZ.

Access to Union Street from Union Square is inhibited by the absence of any elevators/escalators other than those in the Trinity centre car park - which are not intended for more general use.

The proposed bus gates in the city centre are a further disincentive to visiting the city.

The balance of interests needs to be reconsidered.

[REDACTED]

Robert Gordon University, a Scottish charity registered under charity number SC 013781.

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Thank you.

[REDACTED]

From: [REDACTED]
Sent: 18 January 2024 11:08
To: TrafficManagement
Subject: Feedback re Bus gates and travel in and around city centre

Hi,

Feedback regarding my situation now the bus gates have been implemented.

When the bus gates were first installed it was very confusing and their appearance almost overnight did not help. In my situation I found once you saw a sign that you were about to enter a bus gate there was no other route to take and you were forced to continue. I encounter this in a few areas of town before the fines went live. During the grace period before fines went live I stopped driving into town. Instead I now drive to Union Sq park my car there or just avoid town altogether. It's very unfortunate as I know that during Xmas I would have previously shopped in town for much of my Christmas presents, this was avoided, my sons used to go to a barbers in George street however given the carry on to get to that side of town now from the south we have stopped using the small business and have gone elsewhere amongst other things. It's unfortunate as I would normally support small business but we just struggle to access now.

Buses, when they do turn up, are usually full of teenagers who are rude and disrespectful. There is an avoidance of the use of buses within our household due to the intimidating nature created by so many teenagers.

Union Street is now a ghost town, when you do walk along it shops have disappeared. There are buses everywhere with smelly fumes and it's just a horrible place to be. Not to mention the congregation of all our local 'drug dependant' people outside st Nicholas which makes for a very uncomfortable walk.

All in all, the new bus gates in my experience have been a disaster, it's made me and others I know avoid town which has obviously hurt a lot of businesses who aren't situated within union square and gives no hope for the future of our town centre with more and more businesses struggling due to lack of footfall. I think a serious rethink of the bus gates and the future of our town is needed by ACC.

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 11:13
To: TrafficManagement
Subject: Objection to THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

To whom it may concern,

Please take this email as my formal objection to the traffic management measures on certain roads in Aberdeen imposed by the 2023 Order referred to in the email subject line above.

It is having, and will continue to have, a catastrophic effect on the city centre and should not be made permanent.

Kind regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 11:24
To: TrafficManagement
Subject: Bus gate

Bus gates stink.

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 11:30
To: TrafficManagement
Subject: Bus gates (experimental plan)

Please reconsider!! The heart is being torn out of Aberdeen

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 11:31
To: TrafficManagement
Subject: Bus gates / traffic management in city centre

The bus gates on Market Street, and Bridge Street, plus the no right turn from Union Terrace to Schoolhill is an absolute disaster for retail / entertainment in the city centre.

Please scrap them asap.

Regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 11:40
To: TrafficManagement
Subject: Bus gates

Dear Sir/madam

I am not enjoying the new bus gate system, very detrimental to the city centre.

Disabled/elderly people cant get to other shops if they are not able.

Union street is just a nightmare at the moment, with shops closing down or moving to Union Square.

Our main shop M&S is closing soon.

No-one will want to go into town anymore.

Just my opinion.

Thank you

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 11:42
To: TrafficManagement
Subject: Against the bus gates

Hi,

I am writing to express my views over the Aberdeen Bus Gates. I am strongly against them, there is no need for them and all they have done is drive people away from the city centre. I now have to take a much longer route to get lots of places and all the alternative routes are much busier, especially Holburn Street.

Thank you

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 11:57
To: TrafficManagement
Subject: Experimental Traffic Order/ Bus Gates in Aberdeen City Centre Closes 23 Jan 2024

Hi,

I am so disappointed the Council are killing the City Centre rather than helping to improve the city.

- The temporary experimental traffic order is killing the city, this needs to be removed. The Council need to HELP not DESTROY the Aberdeen City Centre Businesses.
- The council need to listen to the people of Aberdeen.
- The council need to listen to the local businesses who are still trying to make this city a wonder place to visit/shop/eat out etc.
- You've managed to run John Lewis from the city centre now the St Nicholas M&S is closing in 2025.
- Time to rethink before you completely run our wonderful City.
- HELP REVIVE OUR CITY, HELP LOCAL BUSINESSES AND LISTEN TO THE NEW COMMUNITY LED ORGANISATION "OUR UNION STREET"

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 12:19
To: TrafficManagement
Subject: Objection

I object to the traffic measures which are ruining our once lovely Union Street.
It is very difficult to access the area. No thought for elderly or disabled.

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 12:21
To: TrafficManagement
Subject: Busgates

I hereby object to the introduction of busgates by Aberdeen City Council and would vote for them to be scrapped

Sent from my Galaxy

[REDACTED]

From:

Sent:

To:

Subject:

[REDACTED] <[REDACTED]>
18 January 2024 12:28

TrafficManagement

As a regular visitor to Aberdeen City Centre I hereby object to the introduction of Busgates by Aberdeen City Council.

Sent from my Galaxy

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 12:30
To: TrafficManagement
Subject: Bus Gate

Since the whole union street closing/bus gate shenanigans has been implemented the city center has been in nothing but decline. You cannot freely drive anywhere in the center without worry if "can I drive down here, will I get a fine?" In your head. Nothing is easily accessible anymore.

The city center has been completely ruined by this.

Please for the sake of sanity get rid of all this bullshit and make Aberdeen center a place people want to visit.

Regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 12:32
To: TrafficManagement
Subject: Traffic Management Experimental Order 2023

I wish to OBJECT to the Aberdeen City Council Traffic Management Experimental order 2023 on the grounds that it is detrimental to business in the city centre and will result in further businesses shutting down and leaving the city centre. The bus gates are dissuading people from coming into the city for fear of being fined and rendering access difficult.

As someone who has lived in the city or shire for over 50 years I am saddened to say that I now avoid coming into town to shop or go to restaurants. The city centre is being destroyed by this policy which needs to be reversed.

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED]
Sent: 18 January 2024 12:43
To: TrafficManagement
Subject: Aberdeen traffic and bus gates

I understand your primary objective is to reduce car traffic by 50% in Aberdeen City Centre. I'm sure you are well on the way to achieving your primary target.

Are you not concerned about the carnage it is causing to our city centre. Firstly John Lewis now M&S closed as we have a massive reduction in people wanted to come into the city.

To visit Aberdeen's 2 best attractions, UTG then the beach, it is almost not possible due to parking constraints and bus gates stopping all access between the two.

To believe you stop cars entering and everyone will flock into town on buses to drink coffee in a pedestrianised Union street is living in cloud cuckoo land. Most of the young people I speak to avoid it and drive to Duthue Park etc due to free parking, coffee and child friendly stuff available.

Apologies for my rant but strongly desire for the city centre to be a success .

Remember the middle of the sahara desert has zero emissions and we may successfully replicate that here in Aberdeen city centre quite soon .

Regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 12:48
To: TrafficManagement
Subject: Bus gates

Dear Sir/Madam,

I am writing to object the continuation of the bus gates in Aberdeen city centre. They are driving people out of the centre and people are spending their money elsewhere. They are making journeys a lot longer and convoluted and causing more emissions into the air. It hasn't made me want to take the bus into town anymore than before they were installed and is therefore not doing what they are meant to do.

I hope they get abolished ASAP!!!

Kind regards

[REDACTED]

[Sent from Yahoo Mail on Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 12:50
To: TrafficManagement
Subject: Bus gates

Hi I'm wondering why making peoples journeys with the bus gates in place longer is a benefit to anything I just can't get my head round why this is a step forward when all it's doing is keeping people out of the city centre because it's hard to know which roads you can use, you can go down bridge street but you can't go up just baffles me Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 13:25
To: TrafficManagement
Subject: Objection to THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023'

To whom it may concern,

Please take this email as my formal objection to the traffic management measures on certain roads in Aberdeen imposed by the 2023 Order referred to in the email subject line above. It is having, and will continue to have, a catastrophic effect on the city centre and should not be made permanent.

Regards

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 13:35
To: TrafficManagement
Subject: Subject: Objection to THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN)
(TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023'

To whom it may concern,

Please take this email as my formal objection to the traffic management measures on certain roads in Aberdeen imposed by the 2023 Order referred to in the email subject line above.

It is having, and will continue to have, a catastrophic effect on the city centre and should not be made permanent.

Regards,

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 13:46
To: TrafficManagement
Subject: Bus Gates

Re the above, can someone explain the thinking behind the following please:

1. No right turn from Union Terrace to Rosemount Viaduct- this offers nothing by way of traffic flow and indeed forces traffic onto surrounding smaller roads for this who wish to travel towards Schoolhill or Blackfriars Street (side of art gallery)
2. Bus gate from South College St onto Bridge St. Again, this offers nothing by way of traffic flow or expediency.
3. Now that Guild St has no congestion due to the bus gates, why are buses that currently use Union St between Market St and Bridge St not directed to use that route?
4. Why can't vehicles use the section between Castlegate and Market St (other than you've put bus gates in).
5. No right turn when exiting the area in front of Robert Gordon's school. You are simply forcing people down a narrow road to drive round the back of the school if they want to go onto Rosemount Viaduct.

The consequences of these decisions are very detrimental to the public and the economy who are suffering as a result.

I look forward to hearing from you along with the reasoning and methodology used to substantiate the decisions to put these in place.

Regards

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 13:48
To: TrafficManagement
Subject: Objection to THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

To whom it may concern,

Please take this email as my formal objection to the traffic management measures on certain roads in Aberdeen imposed by the 2023 Order referred to in the email subject line above.

It is having, and will continue to have, a catastrophic effect on the city centre and should not be made permanent.

Kind regards,
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 13:52
To: TrafficManagement
Subject: Bus gates

To whom it may concern.

I'm writing to tell you of my concern over the new Aberdeen city bus gates. These gates are stopping me using the center of Aberdeen for my shopping and I avoid this area at all costs now, and head to Westhill or Inverurie. It's very obvious by the closing of local businesses that this move has been dire for the shop owners and restaurants.

I as a citizen of Aberdeen object to these bus gate being a permanent fixture in our city.

Regards [REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 13:52
To: TrafficManagement
Subject: Aberdeen city roads + bus gates

Good afternoon

With so many local businesses being affected by the mess of the new city centre road layout, I feel I have to email to complain.

You say you want to reduce carbon emissions from cars hence the reason you've pretty much cut off the city centre to cars. It's ridiculous! With the new bus gates around guild Street area , no access to union street / king St, it has made my journey to work harder. I now spend twice as long with my car engine running which surely is the opposite of what you're trying to achieve! People aren't using your public traffic to get to the city centre... . They're simply not bothering ! So on one hand you may think this creates a cleaner air around the city centre, however what you've actually done is shut down the city centre. It's almost as if Aberdeen City Council doesn't care about local businesses and community.

I could write so much but would like to keep it short so my email actually gets read! You have made it so difficult for the people of Aberdeen to get around and you're not listening to them. People are complaining left right and centre on FB forums yet I guess thats not an official way of complaining so it's ignored.

Please rethink the closure of union Street and the closure of guild Street/ Bridge Street. People HAVE to commute to work, all you've done is move the problem, not fix it !

I would like to see a more public survey asking people the effects these road closures and bus gates have had - I don't mean multiple choice whereby you're forced into choosing the best answer, I mean an open survey that people can show you howucj you've increased traffic!

I hope the people of Aberdeen are listened to

Yours faithfully

[REDACTED]

Sent from Samsung Mobile on O2

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 13:59
To: TrafficManagement
Subject: Urgent Appeal to Reevaluate Traffic Management Measures in Aberdeen

To whom it may deeply concern, I am reaching out to passionately convey my objection to the current traffic management measures in Aberdeen as outlined by the 2023 Order. The impact on our cherished city centre is truly disheartening, and I fervently implore you to reconsider the decision to make these measures permanent. Aberdeen has always occupied a special place in my heart, yet recent changes are diverting people away from its lively core. I propose a more thoughtful transformation of specific areas, emphasizing the importance of encouraging the community to embrace and support local businesses. Formerly, I swelled with pride for Aberdeen, but the present trajectory, driven by council decisions, is gradually eroding that sentiment. I earnestly urge the councillors responsible for these choices to stroll down Union Street, witness the effects firsthand, and recognize the imperative to redirect people back into the heart of the city. Let us not permit Aberdeen to devolve into a mere city; instead, let it thrive as a dynamic and inviting hub. Your reconsideration of these traffic measures can undeniably play a pivotal role in preserving the very essence of our city. Kind regards, [REDACTED] Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 14:16
To: TrafficManagement
Subject: 'Bus Gates / Lanes' will be established:

Dear Sir / Madam

I wish to register my strong objection to the Bus Gates / Lanes which you have recently introduced to our City.

At a time when Aberdeen needs to do all possible to attract and encourage people to come to our City Centre, this plan if made permanent is most likely to deter many visitors. While accepting there are environmental issues that need to be addressed I would like to understand the following:

1. What consultation was completed in advance of the trial with citizens of the City and Shire? The council are there to represent the citizens of Aberdeen have you any evidence that supports a majority of citizens wanting the bus gates?
2. What consultation has been completed with city centre business owners like retailers, restaurants, entertainment venues and so on that makes a case for the introduction of the bus gates improving business?
3. What was in place to measure traffic levels in advance of the bus gate introduction for the roads which are now being promoted as alternative routes? It's all very well that traffic will undoubtedly fall where there are now bus gates, but how are you measuring the impact on the other roads?
3. Do you really believe the bus gates will attract more people into our City Centre? If so what is the evidence to support this?
4. Cars are becoming more environmentally friendly and with the subsequent introduction of zones which will restrict the more polluting cars why go further with the introduction of bus gates?
5. How did you determine that cars wishing to make a left hand turn from Union Terrace onto Rosemount Viaduct made any sense whatsoever?
6. Based on the population of the City and Shire what percentage of people are solely reliant on buses as opposed to those having access to private cars?
7. Are the bus companies providing any funding towards this trial given they could be the main financial beneficiaries?
8. What is / was in place to measure bus passenger levels and adherence to the published bus timetables pre and during this trial. I live in the city centre and already use bus, private car and walking to access the city centre. Whilst it is early days I have seen no improvement in my bus being on time since the gates were introduced.

Despite what is claimed the bus gates are in fact very anti car and give an impression that you do not wish people to come into Aberdeen unless it's by public transport, bike or on foot. Having closed Union Street you have now taken away the potential parallel alternatives of Guild Street and Schoolhill making city centre navigation challenging even for locals. Goodness knows how visitors are expected to manage. How many more shop and business closures in the city centre will it take before you realise you need to be doing all possible to encourage people into our city by allowing easy and cost effective access by the means that best suits their needs?

The idea that if you make car access difficult people will be forced to use an alternative option is correct, trouble with that is the alternative will often be to go elsewhere. Union Street has become like the old postcard picture showing a deserted street with the caption 'Flag day in Aberdeen'. While flag days have long since gone our prime city street has never been quieter with so many empty units.

You are letting the environmental card completely influence your decision making. While improving/ protecting our environment is important it must always be done with an equal view on the urgent need to revitalise our City Centre. Bus lanes, ever restricted and expensive car parking and now bus gates, has any of this resulted in more people being encouraged to come into our City Centre?

I appreciate your time in reading my message and hope you carefully consider the points I have raised before deciding if this trial should become permanent.

Regards

A large black rectangular redaction box covering the signature area.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 14:33
To: TrafficManagement
Subject: Bus gates in Aberdeen City

Dear traffic Management and Road Safety Dept.,

I am writing to object to the road changes made by ACC to Aberdeen city centre. Specifically, the nonsensical bus gates which appear to have been established as a deterrent to anyone hoping to visit, shop and enjoy the city centre.

The local-access-only-roads, the bus lanes, the bus gates, the pedestrian only roads, one-way only roads... the list is endless. Due to these changes installed by ACC, a once-thriving city centre is now a ghost town, populated only by hooded Deliveroo drivers on electric bikes.

The mass confusion surrounding the bus gates installation has resulted in members of the public shopping elsewhere, in local shire communities, leaving local Aberdeen city businesses struggling beyond belief. Many road-users are terrified to drive into the city due to the threat of fines from the ridiculous new rules, many of which are very unclear. It's unnecessarily stressful. And those who do visit via car are being forced to use the smaller and less-used back roads, thus emitting more emissions and fuel than necessary whilst trying to navigate what should be a straightforward journey from A to B.

I ask you to rethink the decision, and to reopen Union Street and the streets surrounding Guild street to all road users. If you want to try and save Aberdeen City Centre, start here.

Regards,
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 14:48
To: TrafficManagement
Subject: Feedback on Bus Gates

Hi

My feedback on the bus gates is that not only are they unnecessary, they add about 30 minutes to what used to be a simple 10 minute journey.

If Aberdeen had a decent bus services then initiatives like these would probably be welcomed but we don't. Surely money would have been better spent improving public transport then this would have been welcomed

It doesn't add to the prospective of achieving net Xero as people either have to increase journeys to navigate or as in my case I find it easier to drive to Stonehaven and catch a train to Dundee.

I urge Aberdeen city council to scrap this and concentrate on real improvements to the city rather than ones that are contributing to its demise.

Improving public transport, accessibility - make it a place that people want to visit rather than somewhere that people will only visit if they absolutely have to.

Thank you

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 14:57
To: TrafficManagement
Subject: Bus Gates Feedback

Hi,

I don't believe the bus gates bring anything positive to Aberdeen City Centre. I have lived in Aberdeen since I was 4 years old however have genuinely found myself avoiding the city centre due to these bus gates. I live out in Banchory now so the bus service is quite infrequent meaning when I do come in to town I tend to drive but every time I do so I follow the exact same route as I know its "safe"! When the bus gates were first "installed" I found myself in one, by mistake, and since then have been very unsure about routes through the centre so tend to avoid it at all costs.

I had tickets for a show at the Lemon Tree over Christmas and wanted to park in the Marischal College car park as it was a weekend and I had parked there a few years previous and thought it was a great and underutilised facility, however neither my mum or I could think of a way to get there without risking driving through a bus gate!! It shouldn't take that much thought or worry, or travel into the City Centre.

I think Aberdeen should remove these as soon as possible.

Kind Regards
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 15:08
To: TrafficManagement
Subject: Bus Gates/Bus Lanes feedback

Good Afternoon,

I saw on social media a post saying to have your say on the experimental traffic order/bus gates in Aberdeen City Centre & to email in here with your thoughts/views.

Now I should start by saying I'm not normally one to comment & put forth my views as I'm fairly laid back and quite "easy ozy" about things but felt I should say something on this topic. And it's not a positive view, given that I have received 2 bus lane fines come through the post in the last couple of days.

I heard about the new bus gates idea through word of mouth from speaking with friends & work colleagues, right away thought it sounded like a horrendous idea, and already decided I'm just going to avoid city centre at all costs unless necessary.

I've needed to travel to the city centre a couple of times around Christmas time & as mentioned already have 2 bus lane fines for my troubles, coming up College Street on to Bridge Street to then turn on to Bath Street then another fine for essentially coming the opposite direction of where I've just described. Why these are now bus lanes just baffles me, you basically need to reroute your journey and come a very round about way with is just ridiculous in my view.

Shops are constantly shutting down on Union Street & people wonder why, where its obvious people(like me included) are just avoiding the city centre & Union Street because of this silly bus gates & bus lanes and will just take their business elsewhere leaving the city centre like a ghost town.

So my thoughts/views on these bus gates/bus lanes are that they are an absolutely terrible idea & it baffles the mind as to who on earth thinks they are a good idea. The idea needs scraped ASAP.

Thanks

[REDACTED]

Sent from my Galaxy

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 15:33
To: TrafficManagement
Subject: Bus Gates/ ULEZ Feedback

Good afternoon,

I am writing to provide feedback on the bus gates which have been implemented in the city centre, as well as the impending ULEZ.

Bus Gates

I live to the north of Aberdeen and the **access to the city centre, particularly around the bus and train stations for anyone coming in from the north** is now severely restricted.

My workplace is in St Magnus House, Guild Street, the access to the car park is adjacent to the exit of the bus station on to Guild Street. Since the bus gates and the 'no-straight-on' at Virginia Street have been implemented, all options to access my place of work when driving in from the north now add an extra ~15 minutes onto each journey (i.e. up to half an hour extra each day), as well as the additional distance/time delay to travel there is the resulting fuel expenditure on roads in and around the centre of Aberdeen, the queues in these areas are far greater than they used to be.

As well as accessing my particular place of work, anyone who lives to the north of Aberdeen and has to access the bus or train station for pick up or drop off now has the same additional time delay and fuel expenditure in Aberdeen. **There are no suitable, accessible, drop off locations close by for people accessing the city from the north.** The only free drop off location is at College Street car park (Union Sq car park does not offer a free 10-15min grace period for drop off) which now means taking a considerable detour through the centre of Aberdeen rather than being able to easily access from the usual Beach Boulevard/ Virginia Street thoroughfare, which surely defeats the purpose of both the ULEZ and the bus gates in preventing people from easily accessing public transport.

ULEZ

In particular, the inclusion of Denburn Road and Virginia Street in the ULEZ zone, has made almost every route through Aberdeen from the north of the city impossible in a non-compliant car, with no sensible access to any of the main city centre car parks without considerable detour.

My current vehicle does not meet the criteria for ULEZ, and will need to be changed at great expense. I have researched the grants available to the public for funding for new vehicles, and there are currently none available, despite this being the time that most will be considering changing their vehicles as the deadline approaches. Previously, these were available for up to £2000 as long as you scrap the non-compliant car - this in no way covers the costs associated with changing a vehicle to one which is ULEZ compliant. My current car is valued at £3500 therefore its' resale value is more than its scrap value, with a car of the same type for the year which it becomes ULEZ compliant costing at least £14,000, **therefore I will need to spend at least £10,000 - and very likely considerably more - to continue to access my workplace.**

It is shocking to me that the **grants for replacing vehicles are unavailable, insufficient, and would have also involved being forced to scrap the existing car**, which leaves many people who live and work in the ULEZ zones with no financial support. Prior to June, **I must therefore replace a perfectly**

serviceable and reliable vehicle at considerable cost, with no financial assistance, during a cost of living crisis, as a single income household, in order to access my place of work.

It is worth noting that public transport is not an option for me as I live in a rural village and the nearest bus stop (with no adjacent parking) to Aberdeen is two miles away, with roads which have blind corners, no pavement and no street lighting, and are therefore unsafe to walk on.

In addition to my own personal circumstances regarding accessing my workplace, it is clear that anyone who does not have to, will no longer visit the city centre due to either being unable to access car parks in a non-compliant vehicle, the additional time associated with journey detours, or fear of a fine if they were to accidentally pass through a bus gate. **It is my opinion that the remaining small/ local businesses in the centre of Aberdeen will surely fail in time because of this.** As someone who lived in Rosemount for 10 years until a couple of years ago, I witnessed the closure of many independent businesses around the Rosemount area and the centre of Aberdeen, as well as the closure of larger chain stores - the remaining businesses have done well to survive this long but if people cannot access their shops, it will surely hasten their demise.

Regards,

██████████

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 16:18
To: TrafficManagement
Subject: Bus gates/traffic management in Aberdeen city centre

To whom it may concern

I am writing to express my exasperation at the changes (albeit experimental?) to the traffic management within Aberdeen city centre.

There is a saying which I assume you will be well aware of. "If it ain't broke....don't fix it".

I believe the saying is perfectly apt for the idiocy that has taken place.

I no longer go into the city for fear of fines, confusion, uncalled for diversions, and general difficulty with navigating our city.

Not only do we have the lunacy of cctv stills and the threat of fines for DARING to try and move about the city (great way to make money.....but it won't last) but I am of the belief these proposals are harming access to local businesses. Indeed, many businesses along with their owners, are imploring the public to write to ACC.

I myself, very rarely wish to visit Aberdeen city centre because of the difficulties experienced.

Instead, I prefer to visit places such as Stonehaven, Banchory, Portlethen, Inverurie and the likes. Movement is easy, stressless, and we don't have the threat of fines hanging over our heads for visiting....and....yes! spending our hard earned money.

I urge you to think again. I also remember the WASTE of money on supposed improvements down at the beach area and the city centre during the covid pandemic. That was a total waste of money and effort, wasn't it? Something to think about.

Can we have some common sense when it comes to attracting people to the city. PLEASE?

Yours sincerely and thoroughly hacked off

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 16:29
To: TrafficManagement
Subject: bus gate feedback

Please rethink this idea - terrible for the city centre, its an absolute minefield trying to get anywhere.

The detours people now have to take are ridiculous. Anyone i've discussed this with and myself are now all put off going anywhere near town. Even if we wanted to go to union square it's now a complete carry on to get there.

The union terrace detour people have to take now next to gilcomstoun school is way more dangerous and unregulated, fail to see how anyone thought this was a reasonable idea.

Good luck to the small business' left on union street as they'll need it - the state of the town centre is shocking. Local companies on facebook etc. are begging for help from locals to come in town because of the disruption the bus gates have caused to there businesses. Another restaurant closed in golden square and when they conducted a survey, their customers blamed the sky high parking and bus gates deterring them. How many more small businesses need to close for change?

Please reconsider!

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 16:47
To: TrafficManagement
Subject: Bus Gates

Dear Sir / madam,

I can only presume that the experimental bus gates were installed to increase footfall in Aberdeen city centre. As businesses in the area both large and small close their doors for the final time, surely you can see that this is yet another monumental error which is helping to destroy our once great city.

Please remove the bus gates before it's too late.

Cheers,

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 11:32
To: TrafficManagement
Subject: Bus Gates

In my opinion they have help make the city center a ghost town its obvious that ACC do not want cars in the town, no cars means less people, less people means less spending in shops the bus gate experiment needs scrapped now

[REDACTED]

Sent from my Galaxy

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 17:13
To: TrafficManagement
Subject: Objection to the new bus gates

Hi

Where do I begin?

Honestly, the City Council have, in recent years, destroyed what was once a great city. I hope you are proud of yourselves.

The latest nonsense that you have come up with, these bus gates, is quite possibly the worst decision that has been made yet. Well done.

I believe the aim of these bus gates was to encourage people to use public transport. However, did anyone at the council actually do any research into the reasons why people use public transport?

Let me explain why. It's not because it's the best way to get around. It's because there is no other option for people. If people do not drive, and must get from A to B, this is the option. However, most people in the city do drive. You've just create a barrier between potential customers to the shops still in the city centre and the shops themselves.

It is very difficult to actually reach a destination if going by car now. Again, well done.

What will happen because of this? People WILL NOT use public transport to reach their destination. They will simply change their destination.

Resulting in many businesses, of all sizes, closing down, and creating job losses. Look at the latest bombshell - M&S.

There is no one else to point the finger at here - the city council has ruined the city centre.

First step - remove these ridiculous bus gates.

Luckily though, I do not wish to only complain. I would also like to help.

I am keen to visit the city council and showcase a potential plan to revitalise the city centre and help businesses thrive.

In my opinion, you would be foolish to not be open to business owners, such as myself, helping. You haven't done a great job so far, so let us help.

Please contact me on [REDACTED] to talk further.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 17:17
To: TrafficManagement
Subject: Bus Gates- Objection

Good evening,

I am writing to object the bus gates in Aberdeen city centre. My reasons for this are that they currently put me and many others I know off going to the city centre. I actively avoid it due to the fear of accidentally driving through a bus gate and receiving a fine.

The businesses within the city centre must be suffering as a result of the implementation of these bus gates and it is worrying that some of these business will have to close down as a direct result.

Please reconsider the implementation of these as it may be detrimental to the future of Aberdeen city centre and the businesses that are currently a part of it.

Thanks,
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 17:49
To: TrafficManagement
Subject: Feedback

To whom it may concern,

The bus gates have made my journey to work a disaster - having to use more fuel to get to my final destination and bypass many of the local coffee stops I'd go by before work therefore impacting in their local business.

This needs changed asap.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 17:50
To: TrafficManagement
Subject: Objection to THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

To whom it may concern,

Please take this email as my formal objection to the traffic management measures on certain roads in Aberdeen imposed by the 2023 Order referred to in the email subject line above.

It is having, and will continue to have, a catastrophic effect on the city centre and should not be made permanent.

Kind regards,

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 18:17
To: TrafficManagement
Subject: Bus gates

Please remove the bus gates in Aberdeen. The city centre is already struggling and these gates are another deterrent to people coming into town

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 18:41
To: TrafficManagement
Subject: Bus gates

To whom this person the email may reach,

I would like to give my personal feedback with regard's to the bus gates/traffic order.

I feel it's caused a lot more problems than really fixing the problem, I think that it's caused more traffic in other areas, just to get into the city centre. It's massively reduced the footfall within the centre of town.

I have stopped coming into town, it's more hassle than what it's worth now - there is also nothing left there due to the reduced traffic and footfall no one is aware of what's there. The traffic are free marketing for our city and people speaking about what's here, especially when other football teams are coming in their bus loads, seeing what we have to offer restaurants, shops, local businesses, bakers, shows we have showing at HMT.

The more businesses you have filled in the better for the council they pay rent/tax and help keep the councils budget for the never ending demands of the city.

Just think - a thriving city. All the local people out, tourists coming in. Aberdeen could be an amazing city.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 18:51
To: TrafficManagement
Subject: Feedback re bus gates

Sent from my iPhone

I am e mailing with regard to the shocking mess our city is and with feedback regarding the bus gates Living in the west end I used to regularly visit town but rarely now due to the extra miles added to my journey . Surely you must see the decline in footfall due to these changes and the effect this has on businesses and the city centre as a whole

Surely with the loss of John Lewis and now M&S closing St Nicholas you can see what's happening regarding the number of people visiting , ACC should be putting measures in place to encourage people back .As for local businesses investing further such as Finnies and SugarBird you should be doing all you can to encourage other businesses to do the same as well as supporting Bob Keiller fully with his driven project to bring our city centre back

I have lived in this city all my life and for the first time we are seriously considering leaving as ACC are continuing with desperately poor decisions that is quickly destroying what is left of a city centre
Please wake up and see what you're doing and don't look back and wish you had listened [REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 19:05
To: TrafficManagement
Subject: Fwd: ACC- (traffic management)(experimental)ORDER 2024

I write to give my thoughts on the above experimental order.

Since the various bus gates have been introduced it has kept me out of the city centre for varying reasons.

1. The Bus gates make it extremely difficult to get close to the city centre.
2. Even trying to get to Union Square is much more difficult for me coming from the west end of the city.
3. On 3 occasions in December I had to get dropped off at The Douglas Hotel in Market Street and it took several attempts to find a route that didn't breach any of the bus gates
4. I attend the Citadel on a Friday Morning to help at their soup lunch and find that I have only limited options to get there .

Every time I open the paper there is another business in Aberdeen closing down - many of them in the city centre. Aberdeen will be a ghost town before we know it if we can't revitalise the city centre and these bus gates and traffic restrictions only make the situation worse.

I strongly advise you the council to do the right thing and revoke a large proportion of what has been put in place.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 19:09
To: TrafficManagement
Subject: Objection city centre bus gates

I object on the bus gates as it has been detrimental to the businesses in the city centre.

Trying to understand how to get to the city centre is very difficult and it puts myself and many others off of going into the city.

The footfall is decreasing because the bus gates are a barrier from getting simply from A to B. People are anxious about going the wrong way so avoiding the city. Since the demise of the oil industry and covid, the Aberdeen business, it's been hard enough for them to make a living. Such a shame the council is making it more difficult for everyone with these bus gates. The thing is that Aberdeen retail economy relies on people from the shire, and public transport just isnt good enough for all the outlying places for a lot of people from the shire to use. So instead of stressing about driving in the city folk are just buying online instead.

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 19:20
To: TrafficManagement
Subject: Bus Gates

Dear Sir/Madam,

These bus gates are making it an absolute nightmare to drive in the city centre and will drive more people away from spending money in Aberdeen.

Please reconsider for the sake of our city.

Thank you,

[REDACTED]

Sent from my iPhone

[REDACTED]

From:

Sent:

To:

[REDACTED] <[REDACTED]>
18 January 2024 19:44

TrafficManagement

I object to all city centre traffic restrictions. All that is occurring now is business struggling due to:
Cost of living from utility charges, insurance, minimum wage increases, other employment related charges, cost of goods, cost of delivery (let alone getting deliveries!) rents, and so on.
To now add the final nail by restricting how your customers actually get to your door, is just appalling.

Why would anyone even consider starting up a new venture in a city, high costs and making life difficult for paying customers travelling.

I have personal experience through my employment to what the knock on effect is with restrictions. We have difficulty trying to, not only retain our commercial tenants, but even attracting new tenants. Traffic restitutions in the city centre is just driving business away from the centre.

Personally, it's far more pleasant to keep away from the city centre. It has had its heart ripped out ever since the pedestrianisation of Union street.

If road closures are made available to only public transportation, then I hope that the private business i.e. bus companies are paying towards the city for the use of these 'private road use'.

Sent from my iPad

[REDACTED]

From: [REDACTED]
Sent: 18 January 2024 20:13
To: TrafficManagement
Subject: Bus Gates and letter of complaint

Dear Sir/ Madam,

I am writing in utter despair at the city centre of Aberdeen being further decimated by the bus gates. I have on quite a few occasions recently decided not to go into the city centre to shops as it is just too much hassle and go to places like Portlethen or shop online instead. This is because of how hard it is to navigate these gates and avoid getting a fine.

I have always shopped in town and have been a constant supporter of local shops in town believing if we dont use them we'll lose them but council decisions such as these bus gates have made it just too difficult. At Christmas while trying to drop my husband and daughter and buy presents myself I found myself travelling ridiculous and long routes around the centre to get to different shops. For example Union Terrace to Kenny's Music Shop on the Green was totally ridiculous!

Today seeing the news that Marks and Spencers is now moving its flagship store comes as little surprise following other places this week announcing their closure like Haig's. It is only a matter of time before we lose our few remaining quality shops like Annie Mo's.

Bob Keiller and Our Union Street group, are trying their very best to revitalise the centre but council decisions like these are destroying the centre and the good work being done. With quality shops like these lost it is another nail in the coffin for our city centre.

While these shops are now gone please reverse the bus gate decision before others do the same.

Yours sincerely,

[REDACTED]

Sent via BT Email App

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 20:17
To: TrafficManagement
Subject: Feedback

Good evening,

Just some feedback.

I live in the Adelphi, running parallel to Market Street.

The traffic congestion on Union Street has eased, but it has killed Union Street and rather than helping revive it after covid.

I would rather union street have more traffic and have a healthy number of surviving shops and businesses than the sad state it is now.

I also worry what other streets will be affected in the future and accessing my property. I park my car in college street, I have had issues with getting trades people to work in my flat due to access in the adelphi and traffic wardens giving fines and had an order of 3 kitchen appliances cancelled due to non-delivery.

These concerns are always on my mind.

Kind regards

[REDACTED]

Sent via BT Email App

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 20:28
To: TrafficManagement
Subject: Views

Good evening,
Hoping this is the correct way to give feedback on city centre bus gates.

After multiple bus gate tickets trying to get to Union Square, mainly from Bridge Street, Restrictions are not clearly marked from Union Terrace, Windmill Brae and Union Street, have decided it's too difficult to get to easily without having to go round either the harbour or Riverside, which is congested with traffic and road works, have fave up.

After reading the news today around M&S expanding On Union Square, this really needs looking in to. It's just to difficult and stressful ti shop there, such a shame.

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 21:03
To: TrafficManagement
Subject: OBJECTION TO THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023 BEING MADE PERMANENT

To whom it may concern,

I object to the aforementioned being made permanent on the grounds that's it severely hampers safe and efficient movement of traffic around Aberdeen, it causes motorists to take longer routes (hence burning more fuel and not environmentally supportive) and negatively impacts local businesses as customers are unable to either easily access them (or understand how to). The complexity and confusion this has caused also impacts on road users safety and anxiety when in the city and results in people avoiding the city altogether. This has a serious commercial impact.

Regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 22:10
To: TrafficManagement
Subject: Traffic management order 2023

Hello,

The temporary traffic order put in place has made it incredibly difficult to navigate through Aberdeen city centre. A knock on effect I have noticed with this, is a large number of people deciding it's 'not worth going into town' as they aren't sure how to get to the various destinations in town. This, coupled with a run down decrepit city centre and more to let/for sale signs than business units open, means there is no incentive for people to visit the city centre as it seems a lot of hassle for little reward.

Another point which I've discussed with shop owners is that footfall seems to be dropping off quite drastically. Statistics on businesses closed since the traffic management order was introduced would be interesting to review. I was shocked when I read the low occupancy rates of School Hill which is a street that has been decimated for many years with various schemes to hinder/stop traffic flow.

Aberdeen when compared to other cities has a very small population and not a particularly great transport infrastructure, therefore being able to navigate the city centre is very important. Instead of closing roads off and making them only accessible by certain types of transport I'd encourage a return to free flowing roads.

The ULEZ ensures that only 'clean' cars can enter the city centre, so why inconvenience the motorist further? Is it not the case that adding all these obstacles is in fact causing more pollution by increasing journey times?

Regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 22:21
To: TrafficManagement
Subject: Bus gates

For the feedback closing Jan 23rd.

The bus gates are killing Aberdeen city centre, the city is really struggling and it just deters people coming in even more - I know it deters me. It's made it extremely difficult to pick up/drop off my friend who lives on the green and means she either walks on her own or takes her own car - adding to the emissions. It causes queues of traffic in other areas as there's only a few in and out, especially towards the Torry area. The city centre needs help and this just isn't that. Help the people of Aberdeen, I don't feel proud of where I'm from right now.

Thanks

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 23:02
To: TrafficManagement
Subject: City centre is no longer accessible

Good Evening

Just a brief note to echo the thoughts of many Aberdonians, no doubt about it.

Can we please have a rethink immediately on the current road system in the city centre?

The various bus gates are having such a **detrimental** impact. They encircle the city centre and are so unnecessarily complex that people are simply not coming to the city by car due to fear of being caught out.

The bus network is not an adequate substitute, add the taxi shortage too, and it is clear why people are staying away. The knock on effect this is having on retail and hospitality is becoming increasingly and alarmingly evident.

Regards,

[REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 06:27
To: TrafficManagement
Subject: Bus gate comment

I live at [REDACTED] and the new bus gates have made my life and existence far more difficult since they were brought in.

In particular, I use the denburn underpass to drop my daughter off at Skene square school, and I used to drive to windmill brae, down onto bridge street and then denburn road to drop my daughter at school. This would take no time at all. Now I still use denburn road but because of the ridiculous bus gate on bridge street I have to come along A93 which is forever busy with buses for Rail replacement and lanes coned off, but is also a longer journey.

Secondly, as a user of the beach, I used to do this same route for Skene square but instead I would drive to A93 and then carmelite street, then guild street then straight to Virginia street, and the whole journey would be really quick. Now I have to drive to the bottom of crown street, Millburn street, then north esplanade west back to market street and round. This is a huge inconvenience, longer distance and journey, more traffic.

The bus gates have inconvenienced my life significantly and choked me at my area of residence. The city is dying and these new bus gates have been a catalyst to deterring visitors to the city as well as impacting those that have bought houses in the city centre and are now trapped.

Shame on you.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 07:06
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

Sir/madam,

The view on this is simple - a complete and utter disaster. None of the changes made have benefited the city in any way. You are killing this city. Union Street is a ghost town compared to what it once was and that's not to mention the awful shops that fill half of the empty plots.

Not one person I have talked to agrees with the changes. Nobody comes to Aberdeen anymore and this layout just makes it even more difficult. You should be wanting to entice the people who live in this city to come into the town centre, as well as tourists. It is so difficult to get around town now, the bus gates and one ways make it impossible. Why would anyone think this is a good idea? Why are you purposely wanting Aberdeen to be awful? No one has a good thing to say about here. Isn't this your job to make the most of Aberdeen? The amount of businesses that are closing is shocking and sad, why would you want this for your city? Can you not see the comments that are being made? It is so embarrassing to live here and also so embarrassing that is your job and you have done this. The downfall of Aberdeen comes from you.

I hope you listen to the comments that come in and remove the bus gates and open Union Street to the public again. It's the first step in making this city accessible and enjoyable to live in.

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 07:30
To: TrafficManagement
Subject: Feedback

Regarding your request for feedback for Traffic management in Aberdeen:

- 1) get rid of the bus gates
- 2) public transport is very expensive and a monopoly ran by first bus. It is also unreliable and the busses usually filthy
- 3) increase the traffic flow by reducing the number of traffic lights and/or looking at the timings for them. It's very "stop/start" on most routes in the city
- 4) parking costs are ridiculous, We don't have the climate to entice people away from cars to do their weekly shop and take it home on an unreliable and expensive bus service....

Regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 07:35
To: TrafficManagement
Subject: Bus lanes - scrap them

This it's is not working more and more people are not going into the city centre and bus lanes are not helping this situation the town needs to be more easily accessible instead you are making it more difficult. They need to be scrapes

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 07:46
To: TrafficManagement
Subject: Feed back Bus gates

Dear Sirs,

I write to express my dismay at the arbitrary introduction and implementation of a series of bus gates within Aberdeen city centre.

The impact on small city centre businesses already under huge pressure and cost has been quite simply devastating. Footfall is down since inception of this traffic control measure not surprisingly given many people in the Shire or further afield now avoid coming to the city centre.

The city council has made shopping in Aberdeen as unattractive as possible to visitors for many years with hugely inflated and unaffordable parking fees, lack of parking spaces and has now decided to place more obstacles in the way of car users with bus gates.

I appreciate the need at Guild street to assist access to and from the bus station however all the others are completely excessive.

Now Marks and Spencer is closing their city centre store.... Is it any wonder!

Regards

[REDACTED]

Concerned city centre user!

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 08:03
To: TrafficManagement
Subject: Experimental Bus Lanes

I want to note my objection to the experimental bus lanes in place around Market Street and Bridge Street.

On a professional level they are making it difficult for me to carry out property inspections and viewings and on a personal level I find it stressful knowing where I can and can't drive without fear of incurring fines and makes me less likely to go anywhere near the area.

I think they are driving business from town at a time when businesses need help following the economic downturn and Covid.

Please not my objection.

Regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 08:38
To: TrafficManagement
Subject: Bus gates

I incurred a bus gate fine recently. This system is way too complicated.

The bus gates are putting people off visiting the town centre. Is this what you are looking for?

My daughter has just opened up a new cafe in the town centre, I fear for her business.

Please remove the bus gates. It may be easier for the busses but what difference does that make.
None in my opinion.

Regards
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 09:42
To: TrafficManagement
Subject: Bus Gates

Good morning

As someone who owns a property just off the Green, I am writing to express my concern regarding the Bus Gates and Traffic Management scheme.

It has become more difficult and expensive to drive into town to get anywhere near City Centre and now M&S has announced its closure, it is time to open up the City Centre again.

There are too many restrictions in place now and it is having a very detrimental effect in my opinion.

Kind regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 09:59
To: TrafficManagement
Subject: Feedback on bus gates/ Traffic Order - Aberdeen City Centre

Good Morning

I am getting in touch to provide feedback in relation to the above subject matter.

In general, I think this addition to Aberdeen has been a disaster. It has had a huge knock on effect to businesses within the city centre and drivers no longer know where/how to get from A - B without being stuck in congested traffic (due to bus gates) or being stuck in a bus gate due to it being badly signposted which causes mass confusion.

Personally, I would now avoid going into the city centre due to these additional issues that drivers constantly face within Aberdeen.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 10:25
To: TrafficManagement
Subject: Bus Gates Consultation

I am writing to object to the current bus gates remaining. The city centre is on its knees, and as an estate agent who travels to all areas of the city it has caused me no end of hassle to get places. The aim is to cut down on fumes in the city but I spend twice as long driving through town to get to places, or stuck in traffic, so am using much more fuel and as a result probably causing more pollution. Not being able to turn right onto Rosemount Viaduct from Union Terrace is appalling, and yet I witness people do this every day. I can only begin to imagine the benefits the fines are having for the council. I still can't work out how to get from Bridge Street to Market Street without going through a bus gate and risking a fine. It is little wonder people are resorting to online shopping rather than visiting local stores. Restaurants are suffering, something has to be done to help the city centre and stop this city becoming a laughing stock and an embarrassment. The fact that the beach is gridlocked every weekend because for some reason the barriers are still up at the Burger King roundabout is a nonsense! Next you'll be reinstating the cycle lanes which cost millions to put in and remove during the pandemic.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 10:35
To: TrafficManagement
Subject: Aberdeen Bus Gate

Good Morning,

I do not support the idea of Bus Gate, this made commuters driving difficult due to poor outer road layout and connectivity. It would have been more sensible one way driving approach so that the commuters could have visited and accessed the facilities in the area easily.

The city is suffering economically and such measures has deterred commuters coming to city for leisure and social activities.

Safety is also a major concern for lone commuters in night, what is thought about night driving.

Thanks

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED]
Sent: 19 January 2024 10:46
To: TrafficManagement
Subject: Aberdeen Bus Gates

Good morning

With the introduction of the bus gates in Aberdeen, the footfall going through the city centre has dropped dramatically, rendering Aberdeen not fit for purpose. Aberdeen used to be a vibrant city with crowds of people flocking to the many high end, high streets shops. In recent years, Frasers, John Lewis, Debenhams and now M&S has decided to move away from Aberdeen because the measures introduced by the City Council has reduced the foot fall in the area to virtually nothing. I do not take my car to Aberdeen now, I'd rather go further afield to Glasgow Braehead and shop there. The parking is free and there are plenty of good retail outlets.

If these measures are permanent, it won't matter how much Bob Keillor and his friends dress it up, Aberdeen city centre will be the same as Peterhead and Fraserburgh with their boarded up shops and a hairdresser every 50 yards.

I always thought the council in Aberdeen were very good but in recent years, they are not fit for purpose. Aberdeen will be a ghost town in a couple of years with many areas as no go zones.

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 10:49
To: TrafficManagement
Subject: Please cancel Bus Gates

Hi,

Please can you stop bus gate program, this is damaging businesses and make the city centre like a ghost area!

How many store must be closed to take action??

M&S Bon Accord is going to be closed soon as people afraid of closing this area in fear of getting tickets.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 10:50
To: TrafficManagement
Subject: Comment re bus gates

I live in Moray and regularly drive into Aberdeen, but not often all the way into the centre. I have been caught and fined for one bus gate mistake already, as it was unfamiliar to me and unexpected.

The problem for me was that signage is not the only information in that situation. I'm sure I saw a private hire car go through ahead of me, which I now understand is allowed and I am not, and regular cars were parked along the road both immediately before and past the gate. At the time these sort of canceled out the signage. Also, it said "bus gate", but where was the actual gate? By the time I clocked what was going on, with impatient cars right on my rear bumper, it was too late.

If you're making a "gate", why not make it a real gate, with an arm? Can you paint the road blue for some distance beyond the gate? How about some sort of special signage so it is unmistakable where I can go and where I cannot?

For people who live nearby and deal with this all the time, I suppose they will learn the ropes. For anyone coming in from a distance, it feels like a nasty trap you always have to be on the lookout for when going into Aberdeen. It will absolutely reduce my frequency of traveling into the centre.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 10:55
To: TrafficManagement
Subject: Objections to Bus Gates and Road closures in Aberdeen City Centre

I would like to place an objection to the bus gates that were recently introduced to Aberdeen City Centre. In my opinion it deters people coming into the city centre with a car as they are unsure which roads you can use and are worried they will get a fine. There is no doubt potential customers will just stay at home and make purchases online instead. I know the council will say just use the bus but Aberdeen is very much a rural city and many people from the outskirts of Aberdeen or from the Shire do you live near a bus route. The most convenient way to shop in the city centre is to take your car and the Council have made it so difficult and confusing to drive into town. Why is the car enemy number one! I do wonder if this traffic management policy is all to do with money and funding provided by the Scottish Government. Why have they the right to implement these polices on our city when the vast majority of residents don't want these. I have not spoken to a single person who agrees with the bus gates, closure of Union Street and Schoolhill/Upperkirkgate to traffic.

The businesses in Aberdeen are all struggling and these measures are not helping. Please listen to residents and the owners of shops, bars and restaurants before its too late. If councillors don't listen I am sure they will all be replaced in the next local elections. I certainly would not vote for a councillor who thinks these bus gates and road closures to traffic is a good idea.

I hope that Aberdeen City Council will listen for a change - with the recent announcement of Marks and Spencer closing its St Nicolas branch I fear this is just the slippery slope for many more retail closures in the area.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 11:00
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

To whom it may concern,

I am writing to express my objection to the bus gates in the city centre.

Grounds for objection: I am a small business owner in the city centre and we have seen a drop in footfall across which is considerable. We have had multiple regular customers who live north of the city (which seems to be the main group affected) who, rather than try to get into the city, are simply shopping elsewhere.

This has been told to me on multiple occasions. Whilst I understand there may be a benefit to bus users, there is no appetite for car users to ditch their car and get the bus. Again - this is clear from both conversations I have had with others and the literal THOUSANDS of comments on the internet about it.

This, coupled with the upcoming LEZ introduction are strangling a city centre that is already on its knees. Multiple businesses in the city centre have folded since the introduction of this and a good bulk have directly blamed the impact on these measures.

You have to reconsider this. The ill feeling this has caused is clear across our once proud city.

I support changes to reduce emissions, but not at the expense of our local economy, which is vital to safeguard the cities' future success as we diverge away from fossil fuels.

[REDACTED]

Thank you for taking the time to read this

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 11:18
To: TrafficManagement
Subject: Aberdeen City Bus Gates

The bus gates are killing the city centre. The place is a ghost town.

I am now too scared to drive anywhere near the city centre in the fear of being caught going through one of the bus gates.

The city is in rapid decline and the bus gates are only making the process of the decline faster.

Please can the council see sense and get rid of these bus gates to help ease the pressure on our city centre shops and restaurants.

Kind Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 11:31
To: TrafficManagement
Subject: Aberdeen City Economy Collapse

Who is responsible for suffocating Aberdeen's economic activities to the edge of collapse?

Since the introduction of the Bus Gate modal filter, most of the evening trade has vanished. There is no more busy traffic even before Christmas or on Boxing Day. It seems that some politicians are happy to play with fire at the cost of the livelihood of the general public. Many people believed in the lies of the politicians that led to Brexit, and now they regret it. Is it too late for an awakening after we have all suffered? I used to think that adverse weather conditions were hampering the UK economy, but now it seems clearer to me that politicians are the culprits of all the troubles.

Take for an example, Canada and their economy is blossoming even though their winter conditions are much more severe than in the UK. Property prices are high, people are doing well, and there are lots of affluent people around. On the other hand, the UK government seems eager to attack property investors, resulting in a huge drop in real estate market prices and all of us becoming poorer, including the government paying out ample benefits to people who don't work. Specifically speaking in Aberdeen, we witnessed the recent construction of loads of student accommodations close to the universities, large hotel clusters near the airport cutting visitors coming into the city centre from spending any money, and all the new restrictions and requirements in suppressing and snaring the buy-to-let investors, including the elimination of the mortgage interest deduction for private investors' tax computation. These factors have resulted in the withering of the buy-to-let investments, especially in the height of current mortgage interest rate.

Last weekend, I was told that lots of nightclubs in the city centre were closed, including Attic and Underground, just to demonstrate how bad the situation is since the incorporation of the Bus Gate programme.

Please stop the lies and the poor, unworkable and self-destructive schemes and try to follow the Irish government's footsteps. Ireland was one of the four PIGS countries that faced a severe debt crisis in 2010, but it managed to turn its economy around and make all businesses prosper and thrive with precise, accurate and effective tactics and policies that benefit the Country.

History repeats itself, and I hope the local councils will rectify the problem soon, or else expect more high street shops to be boxed up into coffins

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 11:39
To: TrafficManagement
Subject: Re Bus Gates in Aberdeen

The current set up with Bus Gate in Aberdeen has put a strangle hold on the city centre. It keeps people away from Union Street.

I also cause Road users to travel much further to get from the west side of town to the east side. This means more pollution from Vehicles.

There is a big push to get Union Street back to being a hive of activity and like it or not if people feel they can't drive in to town they won't come no matter what is on offer in Union Street.

Yes we would all like a world where all car are electric and public transport was everyone's first choice of travel but we need to face reality this is just not the case.

Please remove the Bus Gates immediately.

Regards

[REDACTED]

Sent from [Outlook for Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 11:42
To: TrafficManagement
Subject: Objection to bus gates

Dear ACC,

I would like to make notice of my objection to the bus gates around the city centre.

I work in the city centre and my job requires the use of a car/van. I live to the south of the city so journeys to and from the office at Marischal Square (car park on Flourmill Lane) require major detours. I also have to travel around the city centre and there's no alternative to using a car/van for heavy equipment that I carry and it's incredibly difficult to navigate around the city quickly now that some of the most easily accessible routes and roads are blocked off.

Previously my route to work would be:

Riverside Drive - South College Street - Bridge Street - Union Terrace and then turn right (which I also object to) to Schoolhill. Approx 7mins.

Now the route I have to take because of the bus gates:

Riverside Drive - South College Street - Denburn - John Street - Loch Street - Berry Street - Gallowgate - Office. It takes approximately 14mins. Double the time and involves going routes which aren't designed for heavy traffic compared to the roads that are now bus gates.

I also feel that on my days off I'm reluctant to come into the city centre because of how awkward the journeys now are. For me the only other option to come into Aberdeen is bus and the bus takes twice as long as my car - it's also a very unreliable and expensive service from stagecoach. So I will never not take a car.

Whilst I do accept there is a justification for improving public transport I don't think this is the solution.

Please ACC rethink this because it makes driving in the city confusing, take longer and less attractive.

Sincerely,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 11:43
To: TrafficManagement
Subject: TRAFFIC RESTRICTIONS - Aberdeen city centre

Dear Sir,

I write to air my objection to the new traffic restrictions in our city centre.

Namely the introduction of so many bus gates; Guild Street, Bridge Street, Market Street and Union Street. As well as the new 'no turning right' from north bound Union Terrace.

I could accept perhaps one or two restrictions being put into place, but for so many restrictions to encircle the whole city centre; the centre that AGCC and hard working action groups are currently trying to fix - is a complete joke. Our city centre has become a 'no go' area and far worse than even Glasgow and Edinburgh.

The city council has wholly succeeded in making our city centre much sicker than it was, post covid. Rather than attempting to encourage shoppers and retail outlets to come to our city centre, to pave the way towards rescuing an ailing city centre - these new restrictions have created the opposite effect.

Our city has more or less been shut down.

Many drivers are afraid to venture near the city, should they end up with a bus gate fine.

Older citizens can no longer be dropped off/picked up near to the shops.

Older citizens rarely take the bus into town. The buses are unreliable and they cannot carry heavy shopping home.

Aberdeen City Council have shot themselves in the foot and do not seem at all interested in reviving our ailing city. They should be ashamed.

This is the final nail in the coffin for what once was, a buzzing and vibrant city centre that citizens were proud of. Aberdeen city centre is a complete embarrassment - no shoppers, no tourists - and many junkies who have taken over part of Union Street as their own patch.

Sad times....

Regards,
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 11:44
To: TrafficManagement
Subject: Bus gate consultation

To whom it may concern.

With regards to the bus gates installed in the city centre, I wholeheartedly think this is a very bad idea in general, and more so for a town centre that is already failing and being let down by ACC.

The bus gates represent anti business behaviour in my opinion and has resulted in a reduction in footfall through the town.

Your busses may be reporting a reduction in journey times but at what expense.

The town is in a severe need of an injection of people and businesses are in dire straits.

The busses won't have any problems soon other than people not using them at all as there is no reason to go into town other than for work. That work will soon be compromised when businesses close. This will result in the town being dead and I believe unrecoverable.

The likes of marks and spencer being the latest to announce that it's closing its store.

Bus gates have made the town a ghost town already and the reduction of people has also encouraged anti social behaviour in the centre as the lack of large crowds enables groups of youths to feel like they own the town now further deterring visitors to the centre from local areas and visiting from other towns.

Most people I talk to see this as a money making exercise only from ACC. Maybe they should look more closely at their own spending on failed projects than trying to make money from people basically not comprehending the crazy signage and complicated way you have designed these gates. You have made it possible to go half way down streets in what looks like an attempt to confuse people where they risk themselves and others trying to turn round. (Gates around market street)

The fines will soon only come from visitors who aren't wise to the gates as locals will know how to avoid them. This will only happen once with visitors as they won't be bitten twice. I fully expect visitors and tourism to decline as a result, making our fine city a place to avoid instead of visit.

Add the crazy plan to introduce ulez zones this year, ACC are putting the final nail in the city centres coffin.

Stop the madness and encourage people to visit our town centre instead of pushing people away.

We only have one chance to recover our city and if you progress with bus gates and ulez zones we will have "missed the bus"

Ulez zone that discourages people from going to the beach is the next disaster waiting to happen.

Regards

Sent from my iPhone

[REDACTED]

From: [REDACTED]
Sent: 19 January 2024 11:45
To: TrafficManagement
Subject: City Centre Bus Gates

Good afternoon,

Please I am extremely against the bus hates which have been put in place. It makes it extremely difficult for me to get home from various locations. Please cancel this.

Thanks
[REDACTED]



Stronachs

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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 11:54
To: TrafficManagement
Subject: Give us back our roads. Take down Bus gates.

We want Union Street, Guild Street, Market Street opened up again , and School hill and all the roads you have closed.

Personally I would like George Street opened up as I miss all the shops we had there before the council built over it all, and. Blocked 🚫 us driving all the way down to Union Street or crossing over to Market street.

The bus gates cause problems for many people and the journey to our Doctors surgery takes us twice as long. You say you want cleaner air but it's not happening if our journeys are taking longer.

A lot of people depend On their car to take them right to the door of the shops they need to go to, so you're blocking people with disabilities. You have ruined shopping for us and many go out side of Aberdeen to shop so they can park up and get said items needed.

Please close all bus gates and open our roads.

Yours sincerely

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 19 January 2024 11:57
To: TrafficManagement
Subject: Bus Gate Feedback!

Madness: Why do you have to drive halfway round Aberdeen to go from the Trinity Centre Car Park to Beach Area to avoid the Bus Gate on Guild Street. Having got a £30 penalty, I will venture into town less.

With the number of businesses closing in the centre of Aberdeen, surly it is clear to see, all you are doing is encouraging folks to avoid the centre of Aberdeen.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 12:05
To: TrafficManagement
Subject: View on bus lanes. Contribution to consultation process that ends on 23rd January.

Dear Sirs

1. All information I have seen about this process has come from the local press & individuals/groups trying to raise awareness about it on social media.
2. The bus gates create massive problems for people trying to get from A to B. Particularly since we do not have a particularly reliable bus service in Aberdeen. I have regularly ended up having to walk to a location due to the timetabled bus not turning up. Furthermore, buses are expensive and many people on limited income do not benefit from free or subsidised travel
3. Taxis are very expensive and often hard to get. If I want to socialise with friends in town in the evening the safest way for me to do this is to either drive into town or be collected by those friends. The bus gates have turned that into a logistical nightmare to the extent that I have cancelled some social arrangements.
4. Tradespeople need easy access around the city to carry out essential work on people's homes. As do delivery services. By making it far more difficult for them to get around do their jobs, the bus lanes will make it harder for these people to provide much needed services to local people.
5. Many people have disabilities that might be quite mild, but that nonetheless make them heavily reliant upon their vehicles. The bus gates create very obvious barriers to mobility for those people

By imposing bus gates, the Council increases the risk of people being unable or unwilling to attend social engagements due to logistical problems of getting from A to B. This, in turn, will increase social isolation as well as causing economic problems for businesses.

These bus gates very clearly discriminate against the elderly and people with disabilities who are heavily reliant on being able to use their vehicles to get around. In terms of providing reasonable accommodation for the many people in our city who are affected by mobility problems, the decision to not impose bus gates would have been simple. Instead, the Council has actively imposed further barriers to mobility for those people.

I therefore wish to record my strong objection to these bus gates based on the extent to which they will contribute to social isolation, problems for local businesses, increased difficulty in providing much needed delivery & trades services and the increased barriers they pose to people who already have mobility problems. Barriers which I believe very clearly amount to disability discrimination.

Yours faithfully

A solid black rectangular box used to redact the signature of the sender.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 13:34
To: TrafficManagement
Subject: Consultation traffic management

Good afternoon,

I just wanted to give my feedback on the proposed bus gates in town centre. Between the bus gates and the proposed ULEZ restrictions, I avoid the town centre altogether in fear that I get fined as there's too much control measures in place now.

I have friends who live within these zones and I despise driving to see them now for the confusion and lengthy diversions.

I drive for family members also who have limited mobility and now even they are suffering by not being confident to use the facilities once available to them.

There is absolutely zero chance I am giving public transport another chance in this city. I have tried to give them a chance many times before and get constantly let down by poor schedule and cancellations. I have been late to work or other plans due to using public transport and with the cost of tickets meaning you do not save any money, I could not justify the inconvenience of not taking the car.

Perhaps the restrictions could only apply to commercial vehicles or if you live in Aberdeen you could get exemptions from this area to make living in our own city a much more enjoyable and convenient experience.

As residents and motorists in this town, not one person has a good thing to say regarding the council's decisions or these restrictions and we feel we are constantly being disadvantaged for no reason whatsoever.

or maybe even if you have a blue badge you could register your registration to be exempt?

Please reconsider all these measures and stop turning your residents against you.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 13:58
To: TrafficManagement
Subject: Objection to the Aberdeen City Council (City Centre, Aberdeen) (Traffic Management) (EXPERIEMENTAL) Order 2023

Good afternoon,

I am writing to express my objection to the traffic management measures on certain roads in Aberdeen imposed by the 2023 Order referred to in the email subject line above.

It is having a catastrophic effect on the city centre including many local businesses and should not be made permanent.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 14:01
To: TrafficManagement
Subject: Bus Gates

Afternoon,

I would like to provide feedback on the above.

Given recent closure announcements, Olive Alexanders in Golden Square, M&S in St Nicholas it is clear that the bus gates are having a detrimental impact on local business and a negative impact on the local economy.

Other local business like Annie Mo's on Union Street are also feeling a negative impact. There should be collaboration with the Our Union Street initiative to ensure alignment. Aberdeen has some fantastic areas in the city, Golden Square, Castlegate to name a few but it is simply too difficult to navigate the city.

I do not support the concept, please accept this email as an objection to the continuation of such restrictions.

Regards,
[REDACTED]
[REDACTED]
[REDACTED]

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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 14:13
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT)
(EXPERIMENTAL) ORDER 2023

To whom it may concern,

I want to express my dissatisfaction with the experimental bus gates installed in the centre of Aberdeen. Not only do they cause increased inconvenience to motorists, I believe they are harmful to the environment because of the extra distance for motorists to travel to get to the areas impacted by lack of access. This same lack of access will also keep people away from the centre of Aberdeen which will have a negative impact on businesses in the area. I hope that the council do not implement the new bus gates full time and avoid putting more city centre establishments out of business.

Your Sincerely

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED]
Sent: 19 January 2024 15:01
To: TrafficManagement
Subject: Bus Gates Objection

Dear Sir/Madam,

I am writing to you to respectfully tender my objections to the implementation of the Bus Gates in Aberdeen City Centre.

Obviously there is a lot of strong feelings on both ends of the argument both in the public and on social media.

My objections centre of the fact that Aberdeen City Council have implemented these changes without a proper public consultation. Anything I can find from before last year is all hidden in various articles and anything online in the local media is often behind a paywall now, very few people physically purchase newspapers and of those who do they are not in the demographic who are largely effected by these changes.

The Public should have been consulted properly by way of letter, phone call, public notices in the City, local media, leaflet or even door canvassers (plenty of people needing work). In my view there has been NO EXCUSE for the lack of proper public consultation. I complained about this last year and was pointed in the direction of where the public were notified but in my view a change as big as this has essentially been taken in through the backdoor.

The lack of a full public consultation shows to me that Aberdeen City Council and the Bus Companies knew that there would be public uproar and were therefore scared to adhere to democracy and allow people to have a say in matters. Why are Buses and Bus Transport so important? The Buses are the reason people cannot get anywhere, not cars. The Buses think they own Aberdeen City and on Guild Street especially would just randomly sit during rush hour causing build ups. The real reason for the Bus Gates is everything to do with lining the pockets of Aberdeen City Council and the Bus Companies and nothing to do with the Environment and sustainability.

I find it laughable that there is a closing date for the "Experiment" next week when we can all, even Stevie Wonder, see that this is a closed debate, there will be no real or fair debate or discussion, this giving the public a voice is all a con and smoke and mirrors, the Bus Gates are there to stay and there is not a single thing anyone can do about it as the decision has clearly already been made. All the work on road markings, signs etc is not going to be wasted is it? If this was only an experiment you would not have gone to the lengths you have gone to with the painting of the road markings. As I said, the experiment has all been a lie and really just Aberdeen City Council easing it in by stealth.

The continued war on Cars and Car Users is getting out of hand to be honest between this and also the Parking on Pavement fines, this is all about making money and I would put it to Aberdeen City Council that Motorists and owners of cars are being discriminated against and having literal road blocks put in front of them to force people into overpriced and not fit for purpose public transport that is about as reliable as a Chocolate Watch. In my view Aberdeen City Council will not stop until no one has a car left as that is clearly what the Agenda is.

If Aberdeen City Council were serious about canvassing public opinion these bus gates would not have been implemented until that was done which proves that irrespective of what people say you will just do what you want anyway.

All Future Decisions which effect the Citizens of Aberdeen on a scale like this quite simply have to be discussed and canvassed by us, the Citizens and NOT a select band of people who have been voted in and play party politics with our everyday lives. As Custodians of our City you are meant to be entrusted to be our voice yet every single decision I see these days is the opposite. That is not what Democracy is about. Aberdeen City Council you need to be better.

Regards

A solid black rectangular redaction box covering the signature of the sender.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 15:03
To: TrafficManagement
Subject: Bus Gates

Afternoon

I personally think the bus gates deters people from entering Aberdeen from the North of the city. I have stopped going. It is so sad seeing the state of Union Street. All that it is causing the pollution to other streets. Even at Christmas o would always take the children down Union street in the car to look at the lights. Shame now as they do t get to see them.

This is just been done to collect revenue at the expense of the town centre. There is no other incentive as pollution is just redistributed.

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 15:31
To: TrafficManagement
Subject: Bus Gates

I find the bus gates detrimental to movements within the city and agree with others that shopping in Banchory or Stonehaven is now preferable due to the confusing signage and restrictions. Aberdeen has less and less to offer the visitor and Union Street has been killed by the policy. Rather than encouraging people to come into the centre of town this has had the exact opposite. And when it comes to diesel fumes, the boats in the harbour are the biggest emmitors, not cars!

Equally feedback should have been in a questionnaire and emailing appears to simply be a way to limit the number of responses.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 15:49
To: TrafficManagement
Subject: Bus Gates - How to Totally Kill Off Aberdeen City Centre

To whom it may concern

i would like to give my views on the bus gates that were implemented BEFORE consultation with the good citizens of Aberdeen who, ACC needs to remember, pay the wages of the ACC.

Aberdeen has never had great local transport.... it is unreliable, it is expensive and generally never seems to take people where they actually need to go. The routes can leave a lot to be desired.

This forced people, like myself, to generally travel around this city by car. I have not been on a bus in Aberdeen for nearly 30 years, but regularly use them when abroad on holiday so not adverse to using public transport.

And now this..... bus gates. Who in their right mind deemed this to be a sensible idea?? It would be funny but in reality it isn't funny, it's driving people away from the city centre. Aberdeen city centre was already on its knees and it looks like you have now slammed its head into the pavement.

Getting around the centre is a logistical nightmare and gives me the fear of not now knowing where I am going, so much so that I haven't taken my car into the city centre since they were implemented, and before I hear you cheer that this is the whole point, it means that I, me have not been in the city centre since they were implemented. Take a bus? Too expensive and unreliable. Take a taxi? Well if I can find one first, and then the expense? No thanks. Get a lift from family/friends? They don't want to get caught out by bus gates either or do a tour of city and suburbs trying to work out where is "safe" to go.

That is just me..... but there are a lot of "me".... never mind businesses and tradesmen trying to earn a living, negotiating this on a daily basis must be impacting their incomes. Pubs/clubs/restaurants must be feeling a lack of trade, which will lead in turn to Aberdeen becoming more and more of a ghost town. Sad to see for this beautiful city.

On the points I have raised in this email, I would like to lodge an objection to these bus gates and urge you to remove them to stop our city from dying further.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 17:09
To: TrafficManagement
Subject: Bus Gates Aberdeen

To whom it may concern,

Accessing Trinity Carpark situated off Wapping St on Rennie's Wynd has become a challenge for travellers from the west of the City heading to the city centre. The route that was previously considered to be the most logical now presents difficulties due to right turns being blocked by the bus gate at Bridge St. This inconvenience has far-reaching effects as not only has it become impossible to access Trinity Car Park, but one cannot park in either College St Car Park or Union Square shopping centre car parks in the south side of the city as well. Further complicating the situation is the fact that the parking provision at Bon Accord Centre cannot be accessed from this area either due to the no-right-hand turn at Rosemount Viaduct/Union Terrace, cutting off access to the city centre. These changes have brought about significant inconvenience that travellers must now plan and adjust for.

Regards,

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 17:18
To: TrafficManagement
Subject: Current State of the Town - Unnecessary Bus Gate System

Hi,

I hope this email finds you well. My name is [REDACTED] and I am writing to express my frustration and concern regarding the recent implementation of the bus gate in Aberdeen. While I understand the city's efforts to improve traffic flow and public transportation, I believe the current implementation of the bus gate is causing unnecessary inconvenience and frustration for drivers like myself as well as local shoppers.

Firstly, the lack of communication about the bus gate has resulted in numerous instances of unintentional violations. It is imperative that the local authorities take immediate action to improve the visibility of signage and provide detailed information to ensure that drivers are aware of the restrictions and consequences of violating the bus gate.

Moreover, the limited access points and alternative routes have led to increased congestion and longer travel times for those who are not aware of the restricted areas. It is essential for the city to evaluate and optimize the current road network to minimize disruptions caused by the bus gate.

Many cities have successfully implemented systems that initially issue warnings to drivers who unknowingly violate new traffic regulations, giving them an opportunity to become familiar with the changes without incurring penalties. I strongly recommend that Aberdeen considers adopting a similar approach to enhance fairness and understanding among the community.

I urge the relevant authorities to conduct a thorough review of the current bus gate necessity, taking into account the concerns raised by affected citizens. Engaging with the community through public consultations and feedback sessions would also contribute to finding a solution that balances the needs of both public transportation and private vehicle users.

I appreciate your attention to this matter and trust that the local authorities will take swift action to address these concerns. I look forward to hearing about any developments or improvements in the near future.

Thank you for your understanding and cooperation.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[Redacted]

From: [Redacted] <[Redacted]>
Sent: 19 January 2024 17:42
To: TrafficManagement
Subject: Bus Gate Objection

Dear Sirs

All information I have seen about this process has come from the local press & individuals/groups trying to raise awareness about it on social media.

The bus gates create huge problems for people trying to get from A to B. Particularly since we do not have a particularly reliable bus service in Aberdeen or indeed serviced by one. Furthermore, buses are expensive and many people on limited income do not benefit from free or subsidised travel.

Taxis are very expensive and often hard to get. If I want to socialise with friends in town in the evening the safest way for me to do this is to either drive into town or be collected by those friends. The bus gates have turned that into a logistical nightmare to the extent that I have cancelled most social arrangements in Aberdeen city centre.

Tradespeople need easy access around the city to carry out essential work on people's homes. As do delivery services. By making it far more difficult for them to get around do their jobs, the bus lanes will make it harder for these people to provide much needed services to local people.

I like many other people have disabilities that might be quite mild, but that nonetheless make me heavily reliant upon my vehicle. The bus gates create very obvious barriers to mobility for us.

By imposing bus gates, the Council have increased the risk of people being unable or unwilling to attend social engagements due to logistical problems of getting from A to B. This, in turn, will increase social isolation as well as causing economic problems for businesses.

These bus gates very clearly discriminate against the elderly and people with disabilities who are heavily reliant on being able to use their vehicles to get around. In terms of providing reasonable accommodation for the many people in our city who are affected by mobility problems, the decision to not impose bus gates would have been simple. Instead, the Council has actively imposed further barriers to mobility for those people.

I therefore wish to record my strong objection to these bus gates based on the extent to which they will contribute to social isolation, problems for local businesses, increased difficulty in providing much needed delivery & trades services and the increased barriers they pose to people who already have mobility problems. Barriers which I believe very clearly amount to disability discrimination.

Kind Regards,

[Redacted signature]

[Redacted]

[Redacted]

[REDACTED]

From: [REDACTED]
Sent: 19 January 2024 18:13
To: TrafficManagement
Subject: Bus gates Aberdeen

I refer to the above and the disaster this has created.

We commute in to Aberdeen from Ellon and also chauffeur my mother from Mannofield around. Nothing is now easy in navigating the town centre. If we need to drop someone off at the train station our usual route along the beach to Market street is now prohibited as we cannot continue straight on onto Guild Street. Similarly, getting from Mannofield to Union Square is now harder given Guild Street is a no go area.

The town centre started to become harder to navigate when Broad Street became bus only along with Schoolhill. We used to frequently shop in the town centre - Bon Accord Square/ St Nicholas centre etc but have not been there for months. We didn't even visit the Christmas market as the town is now not user friendly in my opinion.

When you once could easily drop someone off outside Markies and tour the block while they shopped you now just shop online.

Not being able to drive down Market Street and Bridge Street is just daft and not being able to turn right at the end of Union Terrace, why?

There is no way that people will ditch the car and take the bus because of these bus gates allegedly making journey times quicker. All these measures have done is turn footfall away from the centre.

I have yet to read a positive comment or read anything that this policy has promoted.

I hope common sense will prevail and at the end of this trial we can go back to promoting the town centre and making it more easy to navigate.

Appreciated,

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 18:42
To: TrafficManagement
Subject: Strong Opposition to Bus Gates and Proposed LEZs in Aberdeen City Centre

Dear Aberdeen City Council,

I am writing to express my profound concern and disappointment over the Aberdeen City Council's decision to implement bus gates and propose Low Emission Zones in the city centre. These measures, which appear to have been made without adequate consideration of their impact, are causing substantial harm to the vitality and economic health of Union Street and surrounding areas.

The introduction of these restrictions has been met with dismay and frustration by both residents and business owners. Since the implementation of the bus gates, we have seen an alarming trend of business closures, including the notable departure of Marks & Spencer from Union Street. This is not just a loss of a store; it's a symbol of the decline of our city centre, a direct consequence of the Council's ill-advised decisions.

It is abundantly clear that these measures do not reflect the interests or the will of the people and businesses of Aberdeen. The lack of adequate consultation with those most affected by these changes is deeply troubling. Decisions that have such profound impacts on our community should not be made unilaterally and without the explicit support of the local population.

In light of these concerns, I strongly urge the Council to:

1. Immediately review and reconsider the implementation of bus gates and the proposed LEZs, recognising their detrimental impact on local businesses and the overall appeal of our city centre.
2. Conduct a transparent and democratic process to assess these measures, including a local vote among Aberdeen residents to truly gauge the popularity and acceptance of such changes.
3. Open a constructive dialogue with local businesses, residents, and other stakeholders to find viable solutions that protect our city's economic interests and its environmental goals.

The decisions made thus far are not only counterproductive but also indicate a concerning disregard for the livelihoods and opinions of the people who live and work in Aberdeen. The Council must take immediate action to rectify this situation before further damage is done to the heart of our city.

I expect the Council to acknowledge these concerns and not just ignore the feedback that will have been given to you by concerned residents!

Yours sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 18:44
To: TrafficManagement
Subject: Bus Gates by the harbour and Union Street

This is an ideal plan to kill all the businesses at that end of town. I regularly took my car in to do big shops in town and to help at the Salvation Army. Stopped going as soon as the bus gates were introduced. Shopping now online or in Dundee/Edinburgh. Aberdeen is no a dying city and this is the final nail in the coffin!!

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 18:46
To: TrafficManagement
Subject: Objection to Traffic Management Bus Gates

Dear Sirs,

I wholeheartedly object to the temporary bus gates in place around Aberdeen City Centre.

From a professional standpoint, it has made travelling for work very difficult. As a person who performs property viewings and works within the property sector, getting to and from certain properties in town has become impossible. Public transport is not a viable alternative as I have a busy schedule.

From a personal point of view accessing Union street and the very few shops that are left on it has become highly challenging. My elderly relatives used to be dropped off at the bottom of Union street but they are now forced to walk much further, this endangering their health.

Overall, the bus gates inhibit access to most of the City Centre. They prevent new businesses from succeeding in town and they discourage anyone from wanting to support Aberdeen in general.

Kind regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 20:17
To: TrafficManagement
Subject: Bus gates and traffic planning in Aberdeen City

To whom it may concern,
My feedback regarding the recent unilaterally decided changes to traffic control in Aberdeen city centre.

I'm confused where I can drive, my mother refuses now to drive into the city centre scared to get a ticket. I've lived here all my life, I drive to work at Frederick Street every day. That's not an issue. But if I want to go into town. It takes planning and walking. And limited choice of shops and parking. I hate Union Square, and have never shopped in any of the shops there. You have categorically stopped me from enjoying my city centre being able to drive in a sensible route and Made it more inaccessible for my self and my limited mobility Mum.

The bus companies may be happy to keep better to schedule, but with less passengers and less shops as you have created a continuing death of Union street and Bon Accord centre.
Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 20:27
To: TrafficManagement
Subject: Experimental Order 2023

I object to the Traffic Management Experimental Order 2023.

Living in the Midsocket area of town, my journeys to and from the beach area now involve significant detours to get to and from the beach with the amount of East to West/West to East routes that are now prohibited to motor vehicles. The beach area is a recreational area that I access frequently and also for work purposes, but journeys have increased to up to 30 minutes from a previous journey time of 10 minutes. Journeys now involve circular routes along Riverside Drive to Great Southern Road or Beach Road to St Machar Drive, when previously we would have used Union Street, then Schoolhill. Hutcheon Street is frequently queued up all the way from Berryden to Mounthooly, so St Machar Drive becomes the alternative to Riverside Drive. The journeys require many more miles and use much more fuel than previously.

As for transporting my elderly and mobility impaired parents to the centre of town for shopping, cafe and restaurant outings, this has become impossible, in particular to access Marks and Spencer at St Nicholas Street. Blue Badge holders cannot get close to the Bon Accord or St Nicholas shopping centres, there being no passenger vehicle access via Schoolhill. Union Street, Market Street or Broad Street. Not everyone can access the centre of town on a bus, and if people are carrying shopping, sufficient drop off and pick up points are required along with bays for blue badge holders to assist passengers from business premises/shopping centres to vehicles when they cannot wait on pavements or walk as far as required for motor vehicle access.

As for accessing the bus and train stations for drop offs and pick ups, this has only become harder with the bus gates on Bridge Street and Guild Street - what exactly is the plan meant to be for travellers and visitors to the city arriving and departing on buses and trains? Restricting motor vehicle access can only work if there is a joined up plan for all aspects of public transport. Local buses on the Bridge Street to Market Street section of Union Street are difficult to access for people with luggage or with mobility issues, so cutting off motor vehicle access to this key transport hub is problematic for people using the bus and train stations.

Since the experimental order came into force, I have spent more time and used more fuel detouring around the restrictions to get across the city centre, but have continued to walk from home into the city centre as I don't require to take a bus to get there. Therefore I see no advantages in the Experimental Order 2023, but many disadvantages, particularly for people with limitation on their mobility whether by physical impairment or circumstances involving baggage/luggage.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 20:27
To: TrafficManagement
Subject: Bus lanes

I think it's ridiculous these bus lanes do nothings more than take cash off struggling people the roads in aberdeen is hard enough to navigate round with a satnav before you make it harder. Will cause alot more fumes in the air as you have to take the long way to your destination so car is running longer and you have to use the brakes more causing more brake dust. Wish is as bad if not worse than emissions.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 21:00
To: TrafficManagement
Subject: Bus gates..

Bus gates are scaring car drivers who are aiming to go into the city centre away.

Car owners pay big money to keep a car and are not going to leave it at home and take the bus into the city centre - fact !!

Please, Aberdeen City Council review this Bus Gate decision as it is basically sucking the life out of the centre of our beautiful city.

Kind regards
[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 21:35
To: TrafficManagement
Subject: Bus gates

I'm writing to give my views as requested on the Aberdeen city centre traffic management.

I think the bus gates should be removed to allow freedom of traffic movement in the city centre that allows people to choose which side of the city they wish to park in or travel to without it being a logistical nightmare. I live south of Union street so very rarely park north of Union street due to the nightmare of figuring out how I'm going to get there.

I rarely go past Union square and I'm confused as to why Union street is now just for taxis and buses as there is very little there and will be less in the coming months due to M&S closure. The bon accord centre will be mothballed next and then our city centre will be past saving. You have split the city in two with this ludicrous plan that might have made sense if our city centre was thriving but sadly this is not the case.

[REDACTED]
Aberdeen

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 21:49
To: TrafficManagement
Subject: Bus Gates and Other Restrictions

Good Evening

I would urge Aberdeen City Council to rethink the current restrictions that are suffocating Aberdeen City Centre. The road closures and Bus Gates giving private companies and minority groups priority is strangling the city centre. Increasing journey times and actually increasing pollution.

Union Street is a main arterial route East to West (it was built for a reason) and traffic is being squeezed onto narrow side roads.

The bus gates in and around Bridge Street, Guild Street, Market Street should be removed along with the no right turn from Union Terrace.

I am not against improvements but they need to be at the correct scale. Aberdeen is a small city and the restrictions are hampering any hope of reviving the city centre.

Focus the pedestrianisation on the north side of Union Street east of Union Terrace. Create a pedestrian zone linking Union Terrace to Belmont Street, Back Wynd, Schoolhill, UpperKirk Gate, Broad Street, redeveloped Queen Street, Lodge Walk, The Castlegate and onto the Beach via a revamped Beach Boulevard.

I trust Aberdeen City Council will listen to the people and actually allow the city to breath.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 21:55
To: TrafficManagement
Subject: Bus Gate Consultation

The ban on a right turn off of Union Terrace has resulted in me and other drivers who are coming from the Mannofield area having to take an indirect route to Bon Accord Centre as we now have to get onto Carden Place/Skene Street to turn onto Rosemount Viaduct/Schoolhill from there.

As well as shopping, I also drop my son at school at Robert Gordon's in the morning this new route forces me past 2/3 other schools, Aberdeen Grammar and Gilcomstoun Primary definitely, whereas before I went up Holburn Street, down Union Street, along Union Terrace and turned right at the end onto Rosemount Viaduct/Schoolhill. It seems very odd that the 'better' route is past 2/3 other schools. The 3rd school is Ashley Road Primary as I have to get up into Carden Place at some point from Great Western Road and you have to get onto pretty far back otherwise you get stuck on a side road trying to get onto it in a solid line of traffic as everyone from that side of town has to go that way now

I don't see how banning this right turn in front of the Central Library helps the buses, there is no oncoming traffic so when it's Union Terrace's turn to go at the lights, you just go left or right with no holdups. If it's about pollution, all you have done is move it to Queens Road/Carden Place/ Skene Street.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 23:08
To: TrafficManagement
Subject: City bus gates

Sir / Madam,

I'm glad that ACC has finally decided to consult the public over the city traffic management changes & bus gates that were implemented.

I can only presume that having seen the disaster it has become, it has now been described as "experimental". Well I think it goes without saying that the experiment is a complete and utter shambles. Businesses losing out, footfall reduced in the city, local people royally hacked off and trying to figure out where to go to get across what should be a simple and easy to navigate city. The desire to get more people using public transport to get to the city is so misguided when we have such a poor and unreliable public transport system in the region - surely this should've been realised before coming up with the scheme.

Living on the southern side of Union St in the ferryhill area and with my family on the north of the city I now have to navigate the most ridiculous routes to get across. The no right turn at HMT is particularly confusing as to what it is aiming to achieve.

It is my opinion that there should be an inquiry in to why this was rolled out without a much more significant & public consultation - jobs have been lost & local businesses impacted significantly as a result of it.

The number of flats & houses for sale in the city centre demonstrate how undesirable the place has become, and these decisions certainly haven't helped.

Best Regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 06:31
To: TrafficManagement
Subject: Experimental bus gates etc

Please remove them and open the city up again.

Regard

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 08:16
To: TrafficManagement
Subject: Objection to experimental bus gates

I observed last year a great number of foreign tourists brought into the city on cruise ship tours. They were visible not only on the seafront but also in large numbers on Union Street taking photos and often buying cosy layers in Marks and Spencer's. I fear the experimental bus lanes are preventing businesses in the town centre from prospering and causing numerous businesses to close with many leaving the city altogether. I don't think this is good for the local community but I fear the lack of high street outlets available to visiting tourists will result in dropping numbers and potential rerouting of cruise ships to other more interesting and prosperous ports. With social media reviews it doesn't take long for word to spread that the city has little to offer. The City centre needs to thrive and offer opportunities for locals and attract tourism.

I vote to reinstate the traffic flow.

Kind regards
[REDACTED]

Sent from my iPhone

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 09:31
To: TrafficManagement
Subject: Bus gates

Hi

I come from Fraserburgh and now would never drive in Aberdeen apart from hospital visits. I do not believe there is enough signage and would not know where to go. I was caught out several years ago with a bus gate in Aberdeen .

I believe you have caused the death knell to Aberdeen city centre and with these restrictions people will not come to Aberdeen.

Yours

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 09:44
To: TrafficManagement
Subject: Bus gates

Morning,

Just reading in todays P&J re survey which was news to me???

My family view is that it's another obstacle for people going into the city. Union street shall never be what it was and i avoid the city like the plague. I blame the council and Scottish government for most of this debacle and look forward to visiting anywhere other than our city centre.

Regards

[REDACTED]
Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 09:45
To: TrafficManagement
Subject: City centre shambles

Aberdeen city centre is just a shambles now.
Public no longer want to visit city centre because of all the bus gates/lanes and all the changes to getting around city centre now.
Put it back to the way it was years ago.
Soon be nothing left to come to city centre for as businesses are all affected too.

[Sent from Yahoo Mail for iPhone](#)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 11:39
To: TrafficManagement
Subject: Bus gate

What an absolute joke!!! You are killing our city. You have cut off the heart of Aberdeen. To come from my home into the city centre is now a detour that is usually gridlocked. Why not ask the people of Aberdeen who regularly commute the route their opinions and the effect this would have on their daily life BEFORE you go ahead with this money making farce.

[REDACTED]

From: [REDACTED]
Sent: 20 January 2024 12:11
To: TrafficManagement
Subject: Bus Gates

Dear Sir,

I have lived in Aberdeen with my husband since 1986. We have loved our time here and have enjoyed all that Aberdeen has had to offer. We are deeply saddened to see how Aberdeen has deteriorated before our eyes over the last few years. We appreciate that times change and there has been a pandemic but compared to so many towns across Scotland and England Aberdeen stands out as the worst.

And so the bus gates ... another instance of how respectfully you have got it so wrong. Some people choose to go by bus to Aberdeen but many prefer the flexibility of the car. I for one am not going by bus (even though it's free to me) when I do my food shopping at M&S. Aberdeen used to be a destination for people outside of the city but by adding these bus gate for the FEW you have completely forgotten the many. I, like many, find coming into Aberdeen extremely difficult thanks to your nonsensical road and bus routes. No one knows where they can and can't go. I can't turn left anymore out of Union Square to get to Cults. Not realising your bus gates I ended up with a fine over the Christmas period. You have spent millions building a garden but who is going there from out of town??

Bus gates for Aberdeen are ridiculous.

I hope you take the time to read this email as all of my friends think the same.

Kind regards,

[REDACTED]

[Sent from the all-new AOL app for iOS](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 12:18
To: TrafficManagement
Cc: Lynn Morrison
Subject: Consultation on Bus Gates

Dear Sir/ Madam, I am responding as part of the current consultation in respect of the traffic management measures in and around the city centre, specifically the bus gates that have been introduced.

My objection is that these measures while focussed on priorities of establishing priority bus routes and improving travel times and reliability have been progressed at the expense of wider impacts on the city centre economy which were entirely predictable. While they may have achieved improvement against the specific aims of the programme there have been significant wider negative consequences for our city.

I believe the impact of these on the footfall in city centre including Union Street and the Bon accord and St Nicholas centre areas needs to be strongly considered. At a time when our high street is struggling, the impacts and unintended consequences of any traffic control measures on our local economy including how attractive or otherwise it feels to people planning to visit the area must be given more weighting in the decision making process.

On the measures specifically, as a resident of the city who has driven into the city centre for many years, the new arrangements are not easy to understand and I can only imagine how confusing they will appear to visitors to the city, less experienced/ less confident drivers including older people for whom a trip into town brings wider social connection benefits, and whose experience will now be a very stressful one potentially resulting in a fine which at times of economic hardship will be another factor in their decision whether to head into the city centre or not.

While I see other neighbouring cities such as Dundee working hard to try and make it more attractive to visit for retail and leisure, Aberdeen City appear to be putting in place more and more deterrents for people travelling into the city and as a result people are voting with their feet and heading elsewhere. While I support the need to improve public transport and other travel options, we must recognise that many people will continue to travel by car from across the city and in particular from Aberdeenshire and many visits to the city centre are tied in either other travel plans and personal circumstances that may mean bus transport is just not an option for many.

I am a strong advocate for our wonderful city and what we have to offer and it saddens me that we are not considering a different approach to some of the challenges that these measures are apparently trying to address.

I hope that the council can find a way to work more closely with, and listen to, local businesses, Aberdeen Inspired and other local initiatives that are trying to regenerate the city to come up with solutions that actually reflect how people live, work, and want to spend their leisure time and not

continue with a singular traffic management plan that appears to be counter to the need to create a vibrant city centre.

Lastly I would like to feedback that this is not the easiest process to contribute to and would suggest having a consultation survey tool that people can more readily find and access and is more visible on the website to increase your response rate to future consultations.

Yours sincerely

[Redacted signature]

[Redacted contact information]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 12:30
To: TrafficManagement
Subject: Bus Gates

I have lived in Aberdeen for 66 years and can confirm that the bus gates are the most disruptive thing to happen to the city centre.

Our city centre is not a natural fit for alternative routes and put most people off from coming into the city centre !

Great perhaps for the bus companies (though my experience is that they are frequently not on time , often cancelled and at certain times grossly overcrowded)

Great also for the council reeling in the fines

Perhaps the next survey should be how many people now go to Dundee, Edinburgh and Glasgow for their shopping - I think you would find the results alarming

The bus gates have been the final straw in catastrophic city centre policies driven by the bus companies and cyclist bodies

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 12:42
To: TrafficManagement
Subject: Bus Gates

I won't be coming into Aberdeen now
Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 12:45
To: TrafficManagement
Subject: Bus Gates ETRO

Dear Sir/Madam,

It is disappointing that Bus Gates were not subject to adequate Consultation, with the autocratic use (*maybe mis-use?*) of an ETRO.

Consideration should be given to exempting Blue Badge holders. Unlike that stated at a Council meeting, this is possible - as exemplified by the exemption applied for the LEZ.

There should be an Impact Assessment in relation to the unintended consequence of discouraging people from visiting the City Centre. Many people I have asked about the Bus Gates say that they will no longer go to the City Centre. Also, layout of the City Centre (for example, there being no 'grid pattern') will force traffic onto unsuitable alternative roads.

The potential re-routing of busses, following the closure of the Union St M&S should be considered - alongside the potential change of traffic pattern resulting in higher footfall in Union Square.

The net Utility (*ie, difference between the Positive and Negative consequences*) is likely to be negative. This should be assessed from the results of a competent Impact Assessment.

Kind regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 12:59
To: TrafficManagement
Subject: Bus gates

The bus gates have just left the city centre a no go for me as I can use a bike it is not safe for me in case I break my hips
I have on been in the city centre for about 2 years as the bus service is not good we had 3 Bus at one point now we are down to 1 so I will not take my car in to town we go shopping outside the city that is why all the shops are closed

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 13:19
To: TrafficManagement
Subject: Bus gates

Dear Sir/ Madam

In reference to the bus gate. I totally disagree with the whole issue

I feel it is counter productive as it has added to the congestion and there is much more pollution as we have to take long detours to get anywhere in the city, and extra costs involved, also the shops are suffering. The whole situation is just a big debacle.

Market street in a main route through to the docks so why do you want to cause more congestion around that area, can't understand the folly of that at all ??

There been a lot of money spent on Union Terrace Gardens and now it has been blocked off or made it difficult to access !!! All the detours is using more fuel adding to the pollution, so WHY WHY WHY !

Please review the whole situation as it has caused so much problems to everyone as public transport is a disaster, so unreliable.

[REDACTED]

Angry City user

Get [Outlook for iOS](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 13:50
To: TrafficManagement
Subject: Bus gates etc

I am writing to put my views of the bus gates and road restrictions of the city centre across.

I am not a resident of the proposed area however I live in Aberdeen and a car owner. I was once a frequent visitor to the city centre shops, at least once a week. Since the road restrictions and bus gates have appeared, I rarely ever head there. I choose to go to smaller retail parks such as Westhill and Portlethen and for my other shopping which I would normally get in town, I now do online.

When I do require to travel with my car from A to B, I find myself going a longer route, along with every other commuter, which is usually extremely busy even out with peak times, because there is nowhere else to go. Surely making a journey longer is the opposite of what you are trying to achieve with more congestion and emissions being spread out of the heart of the city.

Maybe once upon a time I was in agreement with pedestrianising part of Union Street when it was full of shops, NOT shopping centres. There is no hustle and bustle in the heart anymore, there's no reason to go there, and when a heart of something is damaged, it leads to all kinds of complications.

As for trying to get into Union Square one weekend, it took me 10 minutes to travel from my home, 25 minutes sat in gridlock on the surrounding streets to get into the car park, 20 minutes in the actual shopping centre and another 25 minutes to get out of the car park and surrounding streets. That was not a nice experience, frustrated drivers everywhere.

If you are trying to reduce the level of transport within the heart of the city centre, then you are going about it the right way. But the ripple effect is much greater, with shops going out of business, Union Street has no glory, and the pollution has shifted elsewhere.

I also took my elderly mother into town to spend her Christmas vouchers at M & S a couple of weeks ago (first time in 18 months). She is not disabled, but suffers from osteoarthritis in her feet, and gets breathless due to previous Myocardial Infarction. We parked in Bon Accord centre and took a slow walk along. This made me realise a few things. Many elderly people still go into town for their shopping, using public transport. However, accessibility is becoming increasingly difficult to reach such shopping centres from Union Street. I used to be able to drop my mother off at a point closer to where she was shopping, as walking a distance is problematic.

I am not sure what will come from this, but these are my experiences and views.

Kind Regards

██████████

Sent from [Outlook for iOS](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 13:54
To: TrafficManagement
Subject: Aberdeen's retrospective consultation on bus gates

Dear Sir

I write in response to your request for feedback on the newly imposed bus gates in Aberdeen.

I have found the new layouts of the roads to be very complicated, and it is taking me a lot of time to plan any journeys I need to make, and causing panic when I am in town and feel I might have taken a wrong turning. For example. dropping someone off to catch a train used to be a simple arrangement but now needs to be planned and thought out in advance.

This confusion has stopped me from visiting areas such as the beach, the shopping centre at the beach, Union Square, Union Street and other areas.

I am now becoming more familiar with the new routes but I am resorting more to online shopping as coming into Aberdeen is too much hassle and too time-consuming.

I would like to express my opinion that these restrictions are clearly causing a lot of people to stay away from the city centre, or stopping them from crossing the city to a shopping or leisure destination.

I feel these restrictions are killing off what is left of Aberdeen City Centre. I would be grateful if you would lodge my objection.

Yours sincerely

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 14:02
To: TrafficManagement
Subject: Bus Gates

Hi,

Now that bus gates have been installed in Aberdeen, I will not be driving in to Aberdeen again.

I will simply shop in Inverurie.

Regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 14:27
To: TrafficManagement
Subject: Bus Gates

Hi

In the light of only 200 complaints officially being put in. I'm not sure where this figure comes from when Merchant Quarter meetings have been heated with every business complaining on behalf of all their employees I work in exchequer row and can finish work anywhere from midnight to 7am. We have 80 employees who cannot use a bus service nor have a direct route to work For example I stay in Danestone. Prior I could go down market street or along guild street, instead I'm using more petrol and emissions as I have to go up market street and back down it to get into the ncp carpark on ship row. I'd be interested to see how many cars went down Market Street from Union Street. Not once was I ever caught in traffic, guild street was only ever bad due to buses! Why would you ever allow that as a terminus for driver changes is beyond me This has heavily impacted our business as in the words of customers it's too much hassle to get to. Likewise the ncp is running at a loss for the same reason putting jobs at risk. I'm struggling to see any benefit whatsoever only the demise of the city centre [REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 14:29
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

Dear Sir/Madam,

I would wish to record in writing some broad but carefully considered thoughts relating to the above experimental traffic order. I do this as part of the ongoing public consultation exercise.

Since the introduction of the measures covered by the traffic order, I have only visited one part of central Aberdeen for shopping - the Beach Boulevard Retail Park. If, as apparently is now separately planned, the Beach Promenade is also to be closed off to all private vehicular traffic, it would then be my intention to discontinue even these beach area retail visits. In common with many other elderly people across the north-east, I have simply 'voted with my feet' regarding the wider retail and leisure options available within Aberdeen city centre. Instead, we now shop almost exclusively at 'out of town' venues (notably Portlethen, Stonehaven and other traffic-friendly locations easily reached through using AWPR links).

In spite of consistent averral by the present council administration that they wish to refresh, even regenerate, Aberdeen's city centre, virtually everyone across the north-east of Scotland knows that this is simply not going to happen. Union Street regeneration was always going to be a very tricky challenge (like I chose to do myself, national retailers are also now 'voting with their feet' - most recently Marks and Spencer who just last week who have decided to bring to a close their city centre presence stretching back over an eighty year period). This tricky, in my opinion intrinsically near impossible, Union Street regeneration challenge has now in my view been completely blasted into touch by a naive council administration who do not appear to know what they are doing in terms of traffic management and the need to balance effectively private vehicular use, public transport use and provision for cyclists and pedestrians. Other cities across the U.K. have managed this extraordinarily well - it saddens me as a native Aberdonian to have to record that Aberdeen has been as ineffectual in this direction as any U.K. city or sizeable town I have ever visited. (Even some of the most economically challenged cities in the U.K. have far more vibrant city centres at the present time than we have been able to experience for many, many years here in Aberdeen).

I would also wish to feed into the present consultation exercise my unbridled and unqualified disappointment that Aberdeen City Council took the extremely unusual step of using an 'experimental traffic regulation order' rather than proper public consultation before the completely undemocratic introduction of these hugely controversial bus gates and a whole raft of associated traffic and pedestrian measures.

Yours Faithfully,

[REDACTED]

(Presently living outside Aberdeen in Aberdeenshire, but still the owner/part owner of a number of properties and payer of council tax within Aberdeen city (details available on request))

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 14:32
To: TrafficManagement
Subject: Aberdeen Bus Gates

To whom it may concern.

I personally avoid coming into town since the bus gates opened. I find orientation around Aberdeen city extremely confusing and don't want to be fined for taking a wrong turn.

I choose to shop online rather than visit now.

Sad to see the city this way now.

Regards

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 14:57
To: TrafficManagement
Subject: OBJECTION TO ROAD TRAFFIC ORDER

Hello

Please consider this email as formal objection to the road traffic order currently in place. I have read and understood your policy in it's entirety and it is not fit for purpose.

Firstly, I will be conducting my own investigation into where all the council members who came up with this policy live, and how this affects them. If one or more of these members resides out of the area, they are not in a position to comment or impose any restrictions on the people who are directly affected by their decision making.

Secondly, I will also be requesting further information as to how this trial run has affected traffic management and city centre footfall. From what I have observed, the buses have increased their time delays and frequency resulting in unreliability, which was one of the reasons for imposing such a policy. With regards to the traffic in general and prior to this experimental enforcement, I had never experienced delays. However, that has since changed. Rush hour traffic adds 30+ mins minimum onto a journey to and from work due to the bus gates. With regards to visiting the town centre, businesses and shops are closing daily, it is no coincidence that this has happened within months of enforcing bus gates and the closure of union street to cars.

Thirdly, I believe that everything that has wheels and is allowed on the road, should be treated fairly and in exactly the same way. You have made it abundantly clear that you are discriminating against car users trying to enforce this combined with a proposed ULEZ. I read your consultation for the 2023-2030 plan which was highlighted on social media, further reinforcing your dislike towards car users in particular. I don't recall ever agreeing to such policies either and if your aim is to close businesses and push people out of the city centre it's working.

Please advise how I am able to attend the meetings whereby decisions like these are made, that affect the public, as I would like to express my opinions and provide real solutions, seeing as logic is lacking from the current membership.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 16:16
To: TrafficManagement
Subject: City traffic

Hi,

I see by the EE article that the general public are now allowed to give their views only after bus and taxi firms have been consulted, surely this is the wrong way round as to the best of my knowledge the bus firms and taxi firms do not own the roads, if they belong to anyone they belong to the citizens of the city. This council is a mere custodian of the city and I don't believe this gives them carte Blanche to do what they like to our city or our roads. Many people in the city do not find it easy to get from place to place and if they have to walk considerable distances if the bus stops are not near where they want to go, they won't bother and shop online, this will only get worse as the population ages. I have first hand experience of this when I had great difficulty walking because of an operation it was a godsend that my wife was able to take me close to where I wanted to go, I am not alone. The various groups trying to revitalise the city centre are certainly not helped by the road closures and bus gates and my personal experience the bus gates have not improved the punctuality of the buses and as for the bus companies saying things have improved, they have to say that don't they they are certainly not going to say it has made no difference. This has got to be reconsidered, here's an example how do I get from Torry to Denburn car park. I can only think of two ways to make this journey and they probably three times longer thus using more fuel and obviously more pollution. Go on have a go, before you could go Victoria bridge South Market street Guild street Bridge street Union terrace either left or right, there Voila. I could give you further examples but I won't. I realise as you do that my mini rant won't make any difference as the die has been cast and the gates are here to stay I just wish or wonder if a cost analysis was carried out before this counter productive decision was made.

[REDACTED]
Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 16:37
To: TrafficManagement
Subject: CV bus gate

In reply to your bus gate survey, I live in Peterhead but work in Aberdeen and have fallen victim to the bus gates you have created.

This was to undertake a car waiting to turn right, I feel this is a little unfair.

I have many friends who now don't come into the city to shop for fear of driving in the wrong lane, getting lost or unable to reach familiar parking areas due to the bus gates.

They now prefer to shop local when possible or travel to Inverurie which appears to be a thriving community with plenty of choice in retail and hospitality.

At a time when shops and restaurants are closing down at an alarming rate and footfall into the city is at an all time low I feel the timing of implementing the bus gates is completely inaccurate.

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 16:51
To: TrafficManagement
Subject: Bus Gates Views

To whom it may concern

I see that comments on Aberdeen's Bus Gates are being invited so I thought I would share my views.

The practical impact they have had on me is that I have simply stopped driving into town, as I have little idea of where I am going to encounter the Gates, and even less idea of the alternative routes available should I find myself having to avoid one.

My experience of having to take a very convoluted route to the Gallowgate car park from the Art Gallery last year was enough to put me off....it is very disconcerting, and rather saddening, to have to re-route through the city I thought I knew so well.

My heart goes out to the numerous businesses who have had to close due to the lack of footfall in the city centre; it is simply not an attractive destination any more, and I must say I have found browsing in Banchory, Inverurie or even Dundee a far more rewarding experience.

As a teenager I used to work as a Saturday girl in a Union Street bakers shop, and recall seeing the pavement outside simply thronging with shoppers every week, there was such a wide choice of retailers, and it was a happy ritual to go 'doon toon' shopping. But the introduction of the Bus Gates and other traffic reducing measures have sadly put an end to the population enjoying this old tradition.

On the subject of the negative changes to the city centre, many comments have been made about 'nails in the coffin' ...it is heartbreaking to realise that the coffin in question is our once vibrant city centre.

Regards
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 16:56
To: TrafficManagement
Subject: Aberdeen's retrospective consultation on bus gates

Dear Sir

In my many years in business and industry I have never heard of the term retrospective consultation, the word consultation itself, to me and many others, implies that the stakeholders are consulted prior to a decision being taken, particularly where the subject matter is sensitive and impacts thousands.....shame on you!

This retrospective request has merely added to the rate of the loss of credibility of Aberdeen City Council. Surely this must be of concern to those holding public office, maybe less so for the Civil Servants

The communication of the introduction of the "gates" was extremely poor, if not shocking..... for the public to be presented with a fait accompli in such a matter affecting all in Aberdeen is fundamentally unacceptable and to be frank, insulting.

To restrict access under the banner of reducing emissions whilst essentially killing off city centre businesses is to my mind the opposite of a balanced transition to net zero.....it was recognised at National and Scottish Government level that a series of small stepping stones, with short strides between them, was required and is the way to win the hearts and minds of the population. The approach adopted by the Aberdeen City Council is akin to an Atilla the Hun approach, total disregard for the people.

When on business I find myself spending more time in my car or taxi than before due to the necessity to circumnavigate the gates and the restricted road access.....I am not convinced this is reducing my commuting/business emissions but I would like to hear the council argue that point

At a point in time where the Council is promoting the view of the redevelopment of the beach front, I find it difficult to understand where this new road management policy encourages people to go to the beach.....indeed the polar opposite, I have no desire to sit for an extended period of time in my car, but I hear you cry, use the bus.....indeed I would if they themselves were timely and pragmatic in their routes, ...use a taxi....if there were sufficient taxis available [at a reasonable cost] but due in part at least to the somewhat draconian system of driver approval in Aberdeen [which can take a driver up to 22 weeks to get his license, compared to say Inverness where the average is 4 weeks]...there are insufficient taxis and drivers to service the daily needs of the city.

Despite the best efforts of " Our Union Street" [which the introduction of gates dealt a body blow to!!....I wonder if there was any consultation or collaboration there..] the desire to visit Union Street has on my part not just diminished but disappeared mostly due to the traffic management system.

But, it is claimed by the powers that be, there is Union Square. Indeed there is, if one could navigate quickly, efficiently and without frustration to the Square, the gates put an end to that!

So where do I turn to....Amazon et al...the result of which will see the demise of other city centre commercial outlets, this is not what we want as a society...we [the public] want to see footfall in the city centre with local businesses benefitting

In closing please register my RETROSPECTIVE objection to the introduction of the gates

May I suggest that the City Council may partially redeem themselves in the eyes of the Aberdeen population by adopting a sense of humility and removing the gates and stating they will look for a more balanced approach to reduction of city centre emissions.....



[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 16:56
To: TrafficManagement
Subject: Bus gates

I object to these because the general public have to drive more to get to where they need to go creating more fumes etc Not to mention we pay for the roads. It is criminal to close them to the payers so a private company can run their business.

Aberdeen city council are supposed to work for the better of the people of Aberdeen not private companies!!!!

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED]
Sent: 20 January 2024 16:57
To: TrafficManagement
Subject: Bus Gates Guild Street

This is a dreadful idea to implement these Bus Gates permanently. It does not allow people to access the area and it looks like Union Square is the councils option for the main shopping in the city. Elderly people and disabled people are unable to get easy access to the area. The council are making a Total Mess of Aberdeeen City centre and surrounding area.

[REDACTED]

[Sent from AOL on Android](#)

[REDACTED]

From: [REDACTED]
Sent: 20 January 2024 17:16
To: TrafficManagement
Subject: Opinions

Some much info to read. Is this the email where I can give my views on the 6 month trial bus lane gate?

Please stop! Nothing is clear. Nothing shows up on the SAT NAV and it costs me £60 in fines every time I go into Aberdeen. Christmas over, it'll be some time before I venture into Aberdeen again. I'm looking forward to my free bus pass in September! Shortly, I won't be able to use my car at all and I'll do everything online.

Although you must be earning an absolute fortune in fees, the shops will suffer.

I usually park in Denburn, but on my last visit, your cash machines weren't working and I couldn't get a signal to pay on the app.

This has to be sorted!

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 17:37
To: TrafficManagement
Subject: Bus gates survey

I'm strongly recommending u to scrap this nonsense of bus gates .
Question 1 how do u get to the beach from the west end .
Name the routes to take when u approach from top end of union st.
THE BUS GATES have stopped all traffic travelling from west to east unless your a taxi driver .
NO 2
Retailers need footfall .and shoppers go to shop so therefore 1 bag or usually 2 bags of shopping for most people r
common .there is no way people will carry shopping like that on a bus . Free car parking for everyone at weekends
bring thousands of people to town and because the council have put this ridiculous gates in place they are fully
responsible for shop closures .. if fact the council should be sued by the big retailers eg JOHN LEWIS and MARKYS
and all the others different retailers who have closed for effecting there business .
They would have never moved to union st /George st etc all those years ago if those stupid diversions and anti car
restrictions had been in place . It's the council fault . No one else for closures .
UNION SQUARE now is so successful that the roads are not adequate and that's another council failure .
The bus gates only adds more confusion . The council planning again got it wrong . I can go on and on but that will do
..
Heads should roll big time for those decisions [REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 20:07
To: TrafficManagement
Subject: Bus Gates

Dear Aberdeen Council spokeswoman,

Aberdeen city residents have been asked to respond to the bus gates that were installed last summer.

Aberdeen city is a pretty dismal city at present with Union Square being only reasonably lively area and these bus gates have made it even more challenging to access the shopping area car park

Now that M&S are relocating to Union Square, access should be more accessible With open roads, not angering residents further by making it difficult to work out how to get around the city.

In order to reach the beach from Holborn Junction a re route to Great Southern Road and along Riverside Drive is the only possible route.

A disgruntled resident



Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 20:23
To: TrafficManagement
Subject: Bus gates

I am an Aberdeen born citizen . Until recently I was quite comfortable driving into and around the city centre. I personally see no reason for these having been put in place. You say it is to make the city more bus friendly, but there are those of us who are happy to use our own transport. All I can see is that you are pushing shoppers out rather than encouraging them in. I realise you have to make allowances for cyclists, but are they really priority.? I do use public transport and enjoy, because of age, a free pass. This I use now to get into town as I have no confidence trying to negotiate these obstacles. I would be

pleased if a new look be taken regarding these measures , for motorists as well as cyclists and pedestrians. I await with little confidence on the conclusion of this survey. Yours Helen Madigan.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 20:32
To: TrafficManagement
Subject: Bus gates

This has to be the most ridiculous idea Aberdeen City Council has ever come up with. You are sucking the life blood out of the city centre. Not everyone can use public transport and car drivers are now too scared to come into town as they are baffled by the bus gates. More and more businesses are closing down due to lack of footfall. Does anyone on the council go into the city centre and see how desolate it is or are they all just working from home? Why don't you just put up a sign to say Aberdeen closed!

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 20:49
To: TrafficManagement
Subject: Feedback on Bus Gates

The bus gates idea is a total joke, waste of money, not necessary, and should be immediately scrapped. We live in Durris and occasionally attempt to visit the city centre. We have no bus service, and cannot access the 201 service without using a car, which requires car parking on the North Deeside Road, which is non-existent. My wife is disabled and we have a blue badge. Despite numerous attempts, I cannot find information on whether blue badge vehicles are exempt from charge, and can access through bus gates- absolutely appalling. Fortunately we usually manage to find a disabled parking space despite having to cover additional mileage to avoid passing through a bus gate. These spaces need a serious rethink to position them where people wish to visit, and repaint the markings! 2 out of 3 city centre shops are now closed due to Council incompetence in setting excessively high business rates. (Or not challenging central government's incompetence) Consequently any attraction to the city centre is fast diminishing! Why discourage cars from entering the city? Traffic congestion has never been a serious problem in Aberdeen. Union street will soon have tumbleweed blowing down it! Get rid of these useless gates, and encourage people to come into the city centre.

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 22:56
To: TrafficManagement
Subject: Busgates

It was by accident i found out you were looking for feedback. Yourwebsite is confusing. Is this planned?

The gates are unnecessary. Alternative routes are not working. You are stopping so many from going into the city centre. ESPECIALLY as the rural bus service is so bad.

Please rethink and let Aberdeen live again.

Also consider the confusion and stress you are creating for drivers by causing these confusing changes.

Seems to be a lose lose situation.

[REDACTED]

Sent from my Galaxy

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 22:58
To: TrafficManagement
Subject: Feedback

I'm writing to provide feedback to the bus gates in Aberdeen city centre.

I object as follows:

- serves to increase traffic in other areas and increase congestion and increases journey times when passing through the city
- poorly sign posted
- communication prior to implementing has been poor, e.g. no letter received
- no public consultation prior to implementation
- makes visiting the city centre less appealing

Thanks

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 20 January 2024 23:51
To: TrafficManagement
Subject: Traffic mis management

To whom it may concern

As some of you may describe me, I am a teuchtar. I stay in Fyvie, well known for its song, beautiful Tiffany window in Fyvie Kirk and one of the most visited National Trust properties in Aberdeenshire, Fyvie Castle where I volunteer and where we welcome visitors from all over the world.

I was born and brought up in the village and up until recently have always enjoyed visiting Aberdeen. The Theatre, Music Hall and shopping especially in Marks and Spencer. We always came in to see the Christmas lights but sadly not this year as you obviously do not want visitors.

I have seen the map of the bus gates and am of the opinion that you do not want visitors. The roads beside the bus station were a nightmare before the bus gates now they are just a no go area. Why can you not drive on to Union Street via Bridge Street - that is just not fair and a trap for unsuspecting drivers.

I have sensible driver friends with clean driving licenses and they have been caught out. Unfortunately, in my opinion, you have ruined Aberdeen with the addition of bus gates and I would welcome any decision to remove them.

Kind Regards

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 02:27
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT)
(EXPERIMENTAL) ORDER 2023

Good evening,

I strongly oppose the new bus gates put in place as there seems to be no thought put in for those of us that live at The Green and how we can get to and from our homes.

There are people with jobs that require them to take their car, so the constant reply from the council to “take the bus” is exhausting.

I also know so many people that live out where I used to live in Aberdeenshire that refuse to come into town anymore as they just don’t know where they can drive.

Please please please consider getting rid of these new bus gates.

Thanks,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 09:31
To: TrafficManagement
Subject: Bus Gates

Hello,

As a resident of Inverurie I feel compelled to voice my opinion on the Aberdeen bus gates, another factor in contributing to the slow decline of Aberdeen city centre.

Instead of attracting visitors and residents to Aberdeen, Aberdeen City Council is doing all they can to keep them away. We have managed for many, many years without bus gates, and there is a good rail system in place to enable people to visit Aberdeen by other methods of public transport, i.e. train and buses.

However, the introduction of the bus gates are causing mass confusion, fines for drivers and in my opinion restricting access to Aberdeen City Centre. In addition to the bus gates, we have the forthcoming ULEZ zones being introduced, another headache for people who have older cars who do not meet the criteria to enter the ULEZ zones. Aberdeen is dying a death, all the major department stores have closed down already, no John Lewis, no Debenhams, no Warehouse, Dorothy Perkins, Wallis, they are all gone. Aberdeen used to be an enjoyable place to visit, with an array of shops, sadly, there is nothing now, and no incentive to visit.

I try to imagine what the tourists who dock in Aberdeen on the cruise ships think of Aberdeen, their impressions of it must be such a let down to them.

I think Aberdeen City Council have seriously let down the residents of Aberdeen and the surrounding areas, and it's only going to get worse. It is a sad state of affairs that instead of councillors putting their heads together to come up with a way to save Aberdeen, it seems they are determined with all their might to turn Aberdeen into a ghost town. They should look at the vast improvements made to Dundee city centre and follow suit.

Bus gates have to go, ULEZ zones have to go - get the people back into Aberdeen and bring it back to what it used to be.

No wonder shops are closing left, right and centre, they are being squeezed out of the city centre by all these unnecessary rules.

I, and my family won't be visiting Aberdeen anytime soon, I'd rather drive another hour and go to Dundee instead, regards, [REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 09:40
To: TrafficManagement
Subject: Bus gates

They have completely killed union street and are quite literally driving the public away from the area. Worst idea ever.

Thanks,
[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 10:22
To: TrafficManagement
Subject: Buss lane consultation.

1) why no online form to fill in. Is this designed to deter responses.
2) whilst working in Aberdeen, i dont venture anywhere near the buss lane areas unless absolutely nessesary.
I live halfway between aberdeen and dundee, the new buss lanes make me feel very unwelcome in traveling to Aberdeen to shop.
As such, i simply dont now, and go to dundee instead.
Wish i had done it years ago.
Its such a welcoming city, and cheaper too.

I find it ironic that a city with a collapsing high street, chooses to encourage thw public to avoid and stick to online shoping or alternative cities.

Especially as i see no obvious gains in the changes.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 10:28
To: TrafficManagement
Subject: Objection to plans

I write to object to the proposed changes to the new city centre bus gates / experimental traffic regulation order (ETRO) consultation. These changes have made my journey worse because it's too confusing, and I have already received a fine so no longer want to drive anywhere near the city centre. Plus public transport or car parking is too expensive compared to buying someone online and paying for delivery.

This week there was heavy snow and you cleared the roads, but not the pavements on Union Street, this made it impossible for people to walk into the shops which is the main aim of this whole experiment. Hugely disappointing and poorly planned.

#aberdeen #shoplocal #visitaberdeen

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 12:27
To: TrafficManagement
Subject: Objection to bus gates on Bridge Street and overall Aberdeen centre traffic management.

Sir,

Having just paid a fine on behalf of my son who inadvertently went through the gate on his way to playing an evening gig and transporting the band members and equipment to a city centre venue, I wish to object to a patently unfair and anti-business scheme. They couldn't get their equipment to the venue on foot with the best will in the world!

With Aberdeen centre struggling to be a viable hub of any sort, retail, entertainment, hospitality etc. it is incumbent on the Council to make sure every possible hindrance is removed from the private sector to continue to operate and pay their taxes and rates into the public coffers. There is little meaningful congestion these days which is telling and so these measures are little more than an extra tax, a disincentive to use the centre and imposed on a false premise.

Aberdeen is not large enough to merit an underground and the bus service leaves much to be desired. Private vehicles will continue to be important in the transport mix, and a rise in the proportion of EVs will come down the line. The Council officers and elected members should be aware that their meddling will result in a centre devoid of activity with empty premises, derelict buildings and almost no money generated for the public sector.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 12:35
To: TrafficManagement
Subject: Bus gates consultation

As roads are closed to the ordinary public, so they begin to die, and the shops and businesses that are situated on them. The castlegate is a perfect example, with only a handful of shops remaining, it is almost a dead end. I guess the public have all been trying in these months, to accommodate the bus gates. Getting from north to the south of Union street, however, now means a more lengthy journey, for ordinary drivers. There are those who can't afford taxis. My view is that this sort of traffic management cuts off the life blood to certain areas. It is now more or less impossible to deliver or collect friends/family to either station in one's own car. My last point is that in order to manage such systems, one has to be an ABLE pedestrian: this reduces access for quite a majority, given the existing proportions of older people. Taxis and buses may enjoy a clearer run, but they still have to cope with the traffic lights at the station which seem to be frozen in time! .

Could these restrictions be made to operate only in off peak times? That part of town may often seem like a deserted village .

Yours sincerely

[REDACTED]
Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 12:50
To: TrafficManagement
Subject: Bus Gates consultation

Sir/Madam,

RE the Bus Gates consultation, etc.

With the imminent activation of the new Bus Gates, I am writing with a comment or two. Firstly, the removal of a right-hand turn for cars at Union Terrace on to Rosemount Viaduct : this was totally unnecessary, and affects drivers coming from Union Street on to Schoolhill : a long detour would be required for that journey. You'd have to know the roads to get to the Harriet Street car park, Art Gallery or HMT (to drop someone off) from Union Terrace, or it's a £100 fine for the unwary.

This leads to my second comment, on the new Bus Gates. If they're being implemented in the same way as the previous ones then heaven help the car drivers of Aberdeen. There's no clear indication that you're driving into an area where you'll be fined. Why do you think thousands of drivers have been caught out on the older bus gates? Especially approaching Market Street from the south, there's a plethora of street signage vying for the drivers attention. It's a shambles and not surprising that the council has raised several million pounds, and counting, so far.

So, my main comment is that if you're proceeding with these new Bus Gates, make the signage stand out clearly. A temporary mobile electronic sign has been on Union Terrace, going south - showing clearly that a Bus Gate was on the south of Union Street (No mention of the then current Bus Gate, east along Union Street). This sign did clearly show that a Bus Gate was nearby. However, you'll need these signs at multiple points for the new Bus Gates. And they'd need to be permanent and fixed : a bit like the new Bus Gates.

Yours,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 13:15
To: TrafficManagement
Subject: Feedback on bus gates

Hi there,

I can understand the desire and need to move forward with a travel layout that meets the needs for a lower carbon future. In that respect I agree that bus gates are necessary to make bus travel more desirable and disincentivising drivers to the city.

However, the council should have spent time - several years perhaps - investing in public transport BEFORE bus gates were introduced. My children cannot get to school on time because the 19 bus is so infrequent and full in the mornings that they have regularly waited over an hour for a bus. Great Western Road should be a direct and quick route on buses to the city centre.

Furthermore, bus travel needs to be cheaper in order to entice users. At the moment, it is cheaper for me to drive and park in the city than get the bus. Why on earth would you then choose to take the bus when it is more expensive and more inconvenient?

Additionally, travel to and from the beach should be prioritised since investment and redevelopment is going into our seafront. It is exciting, but a brilliant travel system needs to support it - a monorail from castle gate down the beach boulevard - think big! Why not!?

Therefore, ACC should tackle bus services first, make them slick, user friendly and cheap, before infuriating city shoppers with bus gates.

Thanks

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 13:33
To: TrafficManagement
Subject: Bus Gates

I believe that the Bus Gates in the city centre are proving detrimental and are not needed to reduce the number of cars in the city centre. The last few years has witnessed a sharp reduction in cars and people coming into the city centre that used to come in pre covid times both for work and shopping. Recently the local paper Evening Express highlighted that £160000 was generated from car parking fines last year which is a significant drop in parking fine income compared to pre Covid times clearly demonstrating that car numbers have dropped significantly.

It therefore begs the question:- are the bus gates really being established to create a situation for a new kind of City Council fine for car users to make up for the shortfall in previous parking fines?

The City Council itself has a hybrid policy of working from home/ or in person at the workplace which has led to hundreds of council staff no longer coming into the city centre. Other city centre office based employers are likewise allowing employees to continue to work from home. .

On this basis the city council should remove the bus gates as they are not required to reduce the number of cars in the city centre as it is now no longer the thriving place it once was with many cars and pedestrians going about.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 14:02
To: TrafficManagement
Subject: Objection to indefinite continuation of The Aberdeen City Council (City Centre, Aberdeen) (Traffic Management) (Experimental) Order 2023

The Objection

In accordance with the provisions of The Aberdeen City Council (City Centre, Aberdeen) (Traffic Management) (Experimental) Order 2023, I write to object to the making of an Order for the purpose of indefinite continuation of the aforementioned Order (hereafter, “the Order”). The grounds of my objection follow herein.

I am forwarding this separately to my Councillors. All Councillors should be involved in this important process and should know the views of their constituents. Councillors can have a valuable role to ensure that the same Roads Officials who planned the Order, aren’t the sole arbiters on the validity of all the objections.

It is noted that the information provided by Aberdeen City Council on the objection process is not sufficient to allow anyone to know any preferred (or indeed required) format for raising objections and providing comments. It is assumed that any reasonable format is therefore permissible and that no comments from concerned residents and visitors will be disregarded simply on the grounds of being in “incorrect” format or not being worded in the form of a formal objection. Clearer guidance could, of course, have been provided, and indeed should have been available if the desire really was to maximise the amount of meaningful specific feedback on this important issue.

The Grounds for Objection

The grounds for my objection are: i) lack of advance consultation on the Order by Aberdeen City Council (“the Council”) with affected residents and visitors; ii) apparent lack of data on impact on journey times (advance forecasts and actual post-implementation data) leading to insufficient consideration of the impact of the Order on vehicle journeys; iii) poor communications leading to confusion and misunderstandings; and iv) poor and inadequate signage. These are amplified in the numbered paragraphs below.

The Council’s objectives of i) providing bus corridors, where public transport users can enjoy improved journey times; and ii) providing cyclists and pedestrians with the opportunity for journeys less affected by vehicles, are positive objectives.

The method of seeking to focus “through journeys” on key spines (principally South College Street and Denburn Road, as well as the A956 “Harbour dual carriageway”) is also positive to some degree.

However the way in which the Council has attempted to meet these objectives has failed. This is clear from a variety of sources including social media commentaries and the general sense of people losing the will to travel into, and spend money in, the city centre. We need people to travel and spend to sustain employment, attract tourists and sustain future investment.

In order to allow proper consideration of what any alternative road use scheme should look like, and how it should be communicated and supported with appropriate signage, it is essential to reverse the

changes imposed by the Order and to discontinue the current experimental road layouts. This will not only allow the disadvantages to disappear quickly, but will also provide an opportunity to properly test the extent to which the objections to the scheme are valid.

Mere tinkering with the signage or layouts, or a late attempt to craft a communications strategy, will not regain the confidence of residents and visitors. Such confidence is absolutely essential to ensure that any negative impact on Aberdeen city centre and its businesses is short-lived.

The specific grounds for my objection are expanded upon below.

1. Lack of advance consultation

The significant nature of the changes should have been the subject of advance consultation. Whilst the use of an experimental Order is clearly legal, it is unwise in the extreme to impose the scale of changes without appropriate effort to understand the perspectives of those who stand to be affected.

The only way to address this is to start over and to regain the trust and understanding of residents, prior to then implementing arrangements that most can support.

2. Lack of data on impact on journey times

Some focus on providing alternatives to cars (ie the focus on public transport, walking and wheeling) is understandable and not wrong. However there are serious limitations on public transport use in Aberdeen, including cost, reliability and journey times (especially in, but not limited to, journeys where more than one bus is needed). That being the case, the car user must not be overlooked.

Many people on social media and elsewhere have commented on being put off making specific journeys due to the new road layouts and, specifically, due to the Bus Gates. While there has been some coverage of the positive impact on Guild Street traffic volume and bus journey times, this is a “No Shit, Sherlock” outcome. But where is the data on car journey times? Without meaningful data on car journey times (eg pre-2023 as the base case vs the new layout), it seems impossible to objectively judge the impact on car users. And as well as the impact on those still making the car journeys, it is necessary to consider those who appear to have “given up” coming into the city centre. Where have all the cars gone, and why?

I am making an assumption that no hard data exists because, if it did, it would surely be published. If actual data showed that the impact on car journey times was not as negative as some think, that would, with proper communications, be helpful to dispel some myths. Some people do assume that slightly longer journey distances (including carbon impact) and the need to plan routes to avoid Bus Gates means it is harder to travel in to the city by car. It is hardly surprising that some think like this, and don't travel in as a result.

For example, someone travelling in from Dyce to Union Square is undeniably faced with a longer route as the direct route has been cut off. But are traffic patterns making it a longer “and unviable” route or is traffic flowing such as to make the journey similar in terms of time taken? Where is the data to prove or disprove the valid concerns of those making (or not making) these and similar journeys? Where is the advance modelling of likely impacts to compare with actuals?

If, as appears to be the case, this was not extensively modelled in advance, perhaps because of the apparent obsession with bus users, cyclists and pedestrians, it surely now needs to be done. If it was done, why haven't we heard what the data shows?

3. Poor communications

The fact we can still legally drive anywhere we want (as long as we choose the right route) is lost on too many people. Why? Because of poor initial communications. Changes of the scale that were implemented by the Order need to be positively "sold" to people. This seemingly obvious point seems to have been overlooked in 2023. A few social media posts laying out factual information and some colour-coded maps certainly could have been "part" of an excellent communications strategy. But in themselves they were woefully insufficient, not to mention somewhat confusing in places. It is little wonder that people didn't understand and in some cases still don't understand even the theory of what was being attempted, let alone the detail.

Communications should be key to the rollout of significant changes which affect many people. The recently announced appointment of a firm of communications professionals is to be applauded, but this appears to have happened much too late and it is unclear what is to be delivered in this regard, and when any benefits will be visible. There is, though, a perfect opportunity now to communicate that "we got this wrong and here's what we're going to do." Take people with you, and they're more likely to support you. You need them to do so.

4. Poor and inadequate signage

The fact people get confused is understandable. Why? Because the signage isn't really designed from the perspective of the user (especially the visiting user). And, I'm afraid, people don't know their Highway Code. Is that their problem? Not really (unless you just want to annoy people and collect fines). Make signs clearer. If you want "Buses only 100 yards ahead, access to Windmill Brae only", just say that. Currently the sign at the top of Bridge Street says "no vehicles - except for access". Access to where? Windmill Brae - yes, Trinity Centre west entrance - yes, station - no, Trinity Centre car park - no. I know those access rules, but not from the signage. How are visitors meant to know?

If you want to allow "local access only", maybe find a better way to say that, because it's another ambiguous and unhelpful phrase. And if you want people to be able to find useful places, eg the railway station, directional signage needs to start much further out, not when people are near their destination and past the point of no return.

There seems to have been no real attempt to identify the central locations that people actually need to get to, and to then provide signage to help people get there. Someone coming in on the A956, A90, A96, A944 or A92 and wanting to get to key locations (eg rail/bus station, Trinity Centre, Union Square, various Parking, theatre, etc etc) should have signage helping them navigate from the City limits to their destination, not from after they're at the point of no return leaving them wondering how they get from, say Union Terrace, to the station.

Conclusion

I know that many people will be objecting and providing other comments on the experimental road layout. Some will have specific examples of their own negative experiences. Many others won't, including many who won't be able to or be prepared to spend as much time as is needed to elaborate on specific concerns. Some, like myself, may not have had journeys materially impacted, yet still feel

strongly enough about the negative experiences and perceptions of many, and the likely impact these have on city centre businesses.

If the volume of concerns, regardless of how they're expressed, points to general dissatisfaction, the only appropriate outcome should surely be to reverse the changes in their entirety, and seek proper data-led and user-led input into democratically accepted changes as will improve the city centre. This should still be capable of meeting the original objectives of the Order.

I plan to publish this Objection, and I note that you may include it in public materials with my personal data redacted.

Yours sincerely

A solid black rectangular redaction box covering the signature area.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 14:31
To: TrafficManagement
Subject: Aberdeen City Bus Gate objections

To Whomever it Concerns

I strongly object to the bus gates that have been put in operation in Aberdeen City Centre and the blocking off of Union Street. These measures are harming the city centre immensely. It causes issues for disabled/older people who have mobility issues as they cannot be dropped off and are sometimes unable to use buses. Residents are scared to drive into the city in case they get fined as the bus gates are NOT clearly marked and you can enter them by accident. Therefore people are either going online for shopping or going outside of Aberdeen. This is not going to help the decline in Union Street.

Please listen to what we, council payers are telling you this time and take the decision of the majority and don't make your own decisions like the Union Terrace Gardens fiasco!

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 14:40
To: TrafficManagement
Subject: Bus gates

Shopping used to be a pleasure but now a nightmare how to get to Union square
I don't understand the point of the bus gate in Bridge street and bus gate in Guild Street apart from you making money. I used to come down Union Terrace then Bridge Street to go to Carpark in Trinity centre or Union square. Now I wouldn't go near either incase I make a mistake and fined money I don't have
Could understand a whole street a bus gate but a bit of it just seems insane Please sort our city out by getting rid of your money making scheme You should all be ashamed of yourselves Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 14:47
To: TrafficManagement
Subject: Bus gate feedback

Hello,

I hope this reaches ACC and everyone's feedback is acknowledged since it was not promoted well by ACC.

My feedback -

What is the point?

Shopping is not a pleasure anymore.

There's a bus gate on bridge street but it's not the whole street. It's a bus gate that would only fit one bus? So just parts of a street are bus gates?

On the map there's red squares just for small parts of a street. What's the point? To get get money from people?

There are no taxis anymore and now I can't get a lift to meet friends for a drink because it's all bus gates near a lot of the bars.

I use sat nav for everything in case there's a bus gate but some of the bus gates are not on the sat nav.

I have not seen anyone supporting the bus gates, so I don't get it.

The amount of road works that go on, it causes enough detours and now even more because of bus gates. I am a dog walker and I have times to pick them up. Like a lot of people do to work, they have times to manage. I've had to cancel dogs because I was never going to make them on time due to traffic.

Such as the time the two bridges were getting work done at the same time...who thought that was a good idea?!?

Everyone struggles enough since covid / financial crisis and now Aberdeen council wants to find any excuse to take money off us with unnecessary bus gates.

Regards

[REDACTED]

From:
Sent:
To:
Subject:

[REDACTED]
21 January 2024 14:50
TrafficManagement
Bus Gates

I am objecting to the bus gates

I have a disability but still need to get out about. I don't drive anymore but I have a blue badge. I live in Rosemount. I can't get on and off of buses and I certainly can't get on a bike to and from the bus stops or into the city centre. I have to rely on expensive taxis for medical appointments and I also rely on my daughter to take me to the shops. For us to go to m&s st Nicholas and there is the option of only one disabled parking space (which we won't have for much longer since M&S is closing.) it would take us about 3 minutes to drive there if we could go down school hill but since you've closed that off we now have to do a more awkward journey to get there (pollution?) since the bus gates have opened, it has put me and my daughter off driving to union square as something that used to take a 5 minute drive to get there, now takes about 20 minutes (more, depending on traffic) = more pollution? But soon we will have no choice but to go to union square as there is no where else to go.

Aberdeen has been decimated there is hardly anything left and your bus gates will close even more businesses. Why would anyone want to come to Aberdeen and try to navigate the bus lanes. Come to Aberdeen get a fine and there's no shops for you to visit anyway. What a joke but it is us poor idiots left with all this crap. If you really want people using the busses the first thing to look at would be the cost. For my daughter to get the bus, she has to get 2 from Holburn Street, just to get to the hospital which cost her £5.10 for an all day ticket, if you want people using the husses you need to cut that price in half and add more busses so you don't have to get off and on. The weather here for the majority is awful, why would anyone want to get on a bus with their paper shopping bags that are just going to rip when you can get in a warm, CLEAN car. Get on at the bus companies and not at the general public as you are pushing us more and more away from coming into the city centre and spending our money there. And no bus lanes are needed only property working traffic lights with left or right turn filters and yellow boxes

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 15:06
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

Hi ACC

I have reviewed the above document and struggle to understand many of the general aims behind it.

However I specifically object to the proposal that Vehicles on Union Terrace will be prohibited from turning right onto Rosemount Viaduct. This change makes it extremely difficult to drive from the south west of the city centre to the north east of the city centre. Previously it was easy to go from Union Terrace to Rosemount Viaduct and either (a) along Blackfriars street to access the Sandeman Hotel and the NE College and beyond or alternatively (b) park at Harriet Street Car park to go to shops, galleries, museums etc.

Now it is impossible and one is forced up Rosemount Viaduct and round in circles thereafter.

I don't believe this move will bring any benefit to city centre traffic and will actually cause more problems in already congested areas and result in greater mileage and CO2 emissions as drivers try to navigate around this prohibition.

I hope that you see fit to take these comments on board and remove this prohibition from the proposal.

Kind regards

[REDACTED]
Email : [REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 15:18
To: TrafficManagement
Subject: Bus Gate Aberdeen consultation

Dear Sir or Madam

Please note my objection to the implementation of the Bus gates in the city centre of Aberdeen.

The system is very complicated & confusing. I found I had to take unusually long diversion just to access car park at both Trinity & BonAccord.

Why you can't go down Bridges Street from Union Street is a mystery or indeed turn right from Union Terrace past HMT.

I'm from Aberdeen so have a good idea of the roads. However I have talked to many people not from the city who just can't get to where they want to with ease. A number of these people have mobility issues & have told me they will no longer come into the city as they can't get to the car parks.

As for the bus services they seem to cancel buses regularly so can't be relied on. Also buses are very busy with concession passengers making it difficult to even get on the buses at times.

This whole scheme has been badly thought out & implemented.

The footfall looks like it has dropped in the city & this must be affecting business. It would be interesting to see figures on this from the business community.

Yours [REDACTED]

Sent via Email App

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 16:47
To: TrafficManagement
Subject: Survey

I like, many others, think that the bus gates are killing our once beautiful city. It is stopping footfall in to the city centre, where businesses are losing trade and many are closing down. This should tell the city council, that the bus gates are the reason why, plus rates are too high, to help the city recover after the covid pandemic. I personally, as a wheelchair user are even more restricted, along with other disabled people, plus mother's with baby buggies. So come on Aberdeen City Council, get a grip and sort this out.

Sincerely,

[REDACTED]

P.S. I have heard many people saying, that they would rather shop at Inverurie or Westhill and even further afield to Dundee.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 16:48
To: TrafficManagement
Subject: Bus Gates

I suspect the majority of offenders who go into these areas do so accidentally having not noticed the signage as I cannot see any other reason to drive through these. Especially for strangers who are concentrating on where they are going, trying to voiding traffic and ensure they are in the correct lane. To ensure this is avoided some form of attention seeking device is required e.g. a flashing light.

However, If part of the aim is a way to bring in revenue then the system is fine as it is.

Kind Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 16:55
To: TrafficManagement
Subject: ACC EXPERIMENTAL TRAFFIC MANAGEMENT ORDER CITY CENTRE 2023

The stated objectives are of little to no benefit to Aberdeen citizens. Where is the true long term planning and thinking? Aberdeen is a very small city and further restricting car access around the city, in particular Union St, drives away citizens from the city centre This reduces footfall, makes the center not commercial hence the decaying state of the city centre and surrounds.

The Council allowed yet another shopping mall, 3 fragmented ones existed before, this time a large one called Union Sq which has sucked the life blood out of Aberdeen.

Meantime the irrational behaviour of different council leaders, appear incapable of agreeing a long term strategy. Mucking about with Union St pedestrianisation and development of Union Terrace gardens for example, wasting huge amounts of tax payers money.

Now the Council are creating traffic schemes which only real benefit appears to be to collect penalties from car drivers who in most cases make mistakes, mainly due to the very poor communication and signage of bus gates. Next money making scheme is the low emissions zone.

The fundamental problem is that councillors are not competent to run the city, and the over paid council employees proposing and leading these scemes are the same.

You may need to look up the definition of Competency, used by many commercial enterprises (knowlegde, understanding, and sucessful demonstration of application)!

[REDACTED]

Sent from [Outlook for Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 17:02
To: TrafficManagement
Subject: Objection to THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

Dear sirs,

I write with regards to the experimental traffic 'management' system which has been put in place in Aberdeen.

I am disappointed with the narrow sighted approach with this decision. No consideration has been given to the financial impact on businesses or people who travel from more rural areas with little or no public transport.

Aberdeen is not akin to Edinburgh or Glasgow. It is a small city with a large number of those accessing the city living in rural areas. The city and shire do not have good public transport infrastructure to support obstacles which inhibit access to the centre.

Whilst we travel to Aberdeen city from Echt every day of the week for work and our children's extracurricular activities we no longer go into the city centre to access leisure activities such as dining out, shopping or entertainment as a result of the new traffic management system. There is almost no public transportation from Echt and as our children's activities are in various locations across the city, the park and ride is not a suitable alternative to private transport. We believe that it is too difficult to navigate the new road system and the surrounding roads have become very congested which discourages us from even attempting to gain access into the centre.

Aberdeen city centre is a dull and miserable city centre which is deteriorating. This is predominantly because Aberdeen City Council put obstacles in the way of businesses with high business rates, poor public transportation infrastructure and a lack of accessibility by private transportation. There doesn't appear to be any encouragement for businesses to move into the centre. There is a lack of vision or ambition by Aberdeen City council.

Whilst I have written this letter of objection I realize it will fall on deaf ears as we have previously participated in these public consultations but it is always clear that the council will have already made a decision on this. Union terrace gardens is a perfect example of such derision of the public opinion.

Yours sincerely,

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 18:33
To: TrafficManagement
Subject: City bus gate's

Good afternoon, Sir/Madam

This project that the city approved of, The city bus gate's on the following locations in the city of Aberdeen.

- 1, Guild Street
- 2, Bridge street
- 3, Market street
- 4, Union Street
- 5, Bedford Road

Basically you are destroying the city, and causing more ill harm than good, The only way that the city of Aberdeen is going to clear it outside debit, The only way that you are going to clear the city of Aberdeen debit, Real quiet simple you must encourage the general public with the freedom of traffic movement.

You were speaking about the Berryden Corridor number of years ago, to be quite frank you the city of Aberdeen is defeating the whole performance of the freedom in order to encourage the general public with the freedom of movement of traffic 🚦

The other form of public transport should be taking into consideration is to open up the, train stations, Surely that lessons can be learnt from the disastrous, Richard Beecham rail cuts. Yes I know this is going to cost money, In life in general, You have take risks in order to succeed, An investment in bring back the railway station 🚉, Starting with Blackburn, Aberdeen Airport, Bucksburn, Woodside, Kittybrester, Hutchinson Street and finally Union terrace gardens. My late grand father, Board the train at Woodside station and arrived at Union terrace station and up the flight of stairs on to Belmont street and attended Robert Gordon's college, As my late grand father said the Train 🚆 would start it journey at Keith and collect passengers on route to Aberdeen train station 🚉.

Surely that the city of Aberdeen could learn from Doctor Beecham rail cuts was the biggest disastrous decision ever made.

Take in account that the city of Aberdeen could be heading for the same direction, If the city of Aberdeen wants to carry on with this bus gate's, It won't be long before city of Aberdeen, Is going to slowly turn into a ghost town, many businesses are pulling the pin, Sadly you have all ready lost establishment, John Lewis, Debenhams, To name but a few.

Bus transport is not the answer, Getting the train stations reopened is the key 🗝️, And eventually to open the Deeside railway line, Even If it was stopped at Aboyne.

Same with the Peterhead railway line, This could be the turning point in the movement of general public with the use of public transport.

You've faithfully



Sent from [Outlook for Android](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 20:03
To: TrafficManagement
Subject: Bus gates etc

Im appalled by the state of Aberdeen City centre. The life of the city is being destroyed by new traffic regulations. Everyone I speak to is now scared and worried about driving in the city or coming in to restaurants or shops. I think it's even worse if you are disabled as we often can't find parking close to where we want to go.

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 21:04
To: TrafficManagement
Subject: City

I have been unsuccessful in my attempt to respond to your request for views on the Council's traffic management strategy, due probably to my inability to use the appropriate technology. Suffice it to say that, as a citizen of Aberdeen for over eighty years, I regard the restrictions such as bus gates as totally unnecessary and a deterrent to motorists trying to access the city centre. The ban on vehicles turning right from Union Terrace towards Schoolhill is particularly inconvenient. I would suggest that Union Street and Market Street, together with Broad Street, Schoolhill and Upperkirkgate be re-opened to all traffic. The present route from Holburn Junction to the Beach Promenade is unnecessarily circuitous, while the virtual closure of Guild Street makes access to Union Square and the Bus and Rail Stations nearly impossible from anywhere but from a southerly direction. Incidentally the Bus Station itself is a complete disaster area, with no clear signage and no indoor shelter for passengers who are obliged to wait outside pleading for information from any passers-by regarding the destinations of buses parked nearby.

Yours sincerely,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 22:34
To: TrafficManagement
Subject: Experimental Traffic Order/ Bus Gates

My opinion on the bus gates is that it is uncalled for and not needed. Some of the places that the bus gates are make no sense other than to gather money from visitors/ people that don't usually take that routes and cannot turn round. The bus gate 'T' section at the Union Street/ Market Street Junction is so small that you must have paid a lot of money to put up signs etc. and it only stops a few cars going down Market Street (which I don't think was a big problem previously). I use to go into town once a month shopping and use to park at Union Square, I haven't been since I got caught out by an bus gate whilst I was driving that wasn't very well sign posted. I think with the lack of people already visiting Aberdeen this will make people less likely to go into town (not more likely to get public transport). I also think if you put out a questionnaire you would get more responses rather than asking the public to e-mail their responses (maybe this is what you are hoping will happen!)

Regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 02:51
To: TrafficManagement
Subject: New bus gates and traffic management feedback sought

Dear Aberdeen City Council,

I write with reference to the new experimental traffic management plans and bus gate plans.

I note they are being introduced to ease traffic flow and allow more space for cyclists.

Can you please note my objections on the following grounds :

1. I live in Stonehaven and do not intend to cycle from Stonehaven to take advantage of the proposed cycle routes.
2. There are already bus lanes on the major routes such as Union Street and therefore I see little difference being made by restricting traffic and diverting it else where.
3. Diverting traffic around the proposed route closures means an increase in carbon footprint from cars. Basically having to drive around to get to specific localities.
4. As a result of these proposals it is an even better reason to buy my clothes and goods online from retailers and visit the city less. Amazon are great.
5. Footfall and shops are already suffering with Union Street resembling a ghetto in a third world country. Restricting traffic flow further is unlikely to encourage me to visit. Demolishing the new building cocooning Marischial college and putting in a nice green with picnic areas might encourage more tourism.
6. Public transport in Aberdeen is awful, expensive not linked very well and frankly not something I'd consider using. It is too unreliable with trains regularly being cancelled because of rain on the lines. It use to be leaves on the lines 20 years ago. I would not be surprised to find the trains in India run more regularly than Scotland. If you want to see how a city does integrated public transport may I suggest you visit Perth in Western Australia. Aberdeen has a long way to go to get people to consider alternatives to cars especially either a radial bus route design.
7. Finally can I make note of the inclement weather we get in Aberdeen and Aberdeenshire. It is hardly suitable for cycling. Its pretty poor most of the year and climate change would be welcomed to improve it.

Basically fix the route congestion points before creating more havoc to motorists who are often just trying to get to work or drop children to school. Not everyone is like the civil service working from home all the time and many private companies want staff back in the offices full time going forward.

Yours sincerely,



[Redacted]

From: [Redacted] <[Redacted]>
Sent: 22 January 2024 08:01
To: TrafficManagement
Subject: Bus gates- objection

To whom it my concern,

Never before have I sent a email of this type but, I feel so strongly against these bus gates/fines and parking charges.

Only this week has one of our favourite places to visit had to close, stating foot fall as the main issue. We as a small busy business find moving around town a disaster making our job harder, can only imagine how difficult it is for business working from the centre of the town. We socialise in local bars and park regularly in Exchange street and have witnessed on several occasions, motors heading down the one-way Exchange street into the bus gate, as only locals know you cut through the cobbled lane on to market street.

I believe one of the improvements points was to help with motor pollution, well, have you ever been in that area when the diesel engines of the huge ships start up?

These bus gates and increased parking charges are killing our city centre.

Stay safe,

[Redacted]

[Redacted]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 08:29
To: TrafficManagement
Subject: Bus gates Aberdeen

Follow Up Flag: Follow up
Flag Status: Flagged

Good morning

As I have been employed with the

council with driving HGV and light vehicles in the fleet,I now find with the bus gates that I have restricted access when cleaning the main streets with fly tipping and grass cutting in the st .Nicholas grave yard.

The departments are providing a service too the people of Aberdeen ,but are hampered providing this service

Kind regards

A frustrated company driver

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 09:01
To: TrafficManagement
Subject: Aberdeen Bus Gate Objection

Dear Sir or Madam,

Having now spent some time with the new bus gate system, especially one area in particular, I feel I have to formally object to the planning of the junctions in that area.

Before the gates were opened I used a route from my daughters house (18 Springbank Terrace) to a family flat in Summerfield Terrace for business purposes. My route from Springbank to Summerfield Terrace was as follows
Springbank T .. College S..Wapping S..Guild S..Quay..Virginia S ..Commerce S..Park S .. Destination Summerfield T.
Return same route in opposite direction. Bus gate now blocks route in Guild st.

Alternative route from Springbank T. BonAccord S.. Union S..Union Terrace .. Rosemount Viaduct (no right turn)
Blackfriars S.. St Andrews S..Spring Garden ..Gallowgate Little John S..West North S.. East North S ..Park S
..Destination Summerfield T..

Return route in reverse except traffic is already allowed to turn left into Union Terrace.

My opinion is, there should be a right turn on the Viaduct to allow connectivity to Blackfriars's Street from Union Terrace

To be even more radical Little John Street would be best returned to a two way street.

Yours faithfully

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 09:08
To: TrafficManagement
Subject: Aberdeen Bus Lane Fiasco

To whom it may concern

I am Aberdeen born and bred but have also lived in other parts of the UK .
Now living back in Aberdeen I find the road management with these newly installed bus gates an absolute nightmare. You have cut off parts of the city centre so only buses and cyclists can use. If coming from the south or the north side you can be easily caught out and end up with a fine. You must be rubbing your hands together thinking about all the visitors due to come during the summer months and the fines you can expect.
I now prefer to go to Inverurie to go shopping as they seem to welcome visitors unlike Aberdeen. I used to be very proud of Aberdeen but not now.
Hang your heads in shame for what you have done to our city centre.

Regards

[REDACTED]

Sent from my Galaxy

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 09:26
To: TrafficManagement
Subject: Traffic Management and Road Safety - Bus Gates Consultation - Objection

Dear Sir

I'm speaking on behalf of many residents in my Aberdeenshire Ward who have asked me to write to reflect their concerns about what has been going on in Aberdeen City.

I take this opportunity to object to this catastrophic intervention to the Aberdeen City road network.

The City is the playground of the Shire, and the Shire is the playground of the City.

I'm just not sure that the decision makers in the City realise the damage that they are doing with these interventions, and why people are now avoiding Aberdeen; breaking the assumed statement above.

- It is now perceived that "Aberdeen does not want us"
- "I'm terrified that I get a ticket".
- "No way am I going anywhere near Aberdeen City".
- "I now head to Dundee"
- "It's dreadful what they are doing to Aberdeen"

They are quite frankly angry and appalled by the "anti car" policies which are being rolled out in Aberdeen City and are causing behavioural change in the way in which residents access retail and services. Of course it's massively helping our Shire hospitality and retail outlets which are seeing a marked lift in business, and I now find that suburbia Aberdeen City dwellers are also discovering the benefits of Aberdeenshire.

However that means that the Shire and others are now boycotting the City.

It's also further destroying our public transport routes as Aberdeen City now becomes less of a destination as businesses close and move to areas where traffic is welcomed. That impacts on the viability of existing bus services.

Much of my Ward has lost much of the public transport we used to have, and that means that families depend more and more on the car than ever before. Severe budget settlements on our Councils mean this trend will continue.

The City just doesn't seem to "get it" and we probably haven't seen anything like the end of this shocking trend.

Yes shopping trends are changing and have been challenging, but the City has suffered from :-

- Bollards were introduced during C19 which folks saw as confusing.
- The terrible shaky wooden platforms for buses on Union St during C19 reduced pensioner patronage.
- Messing about with Union St and traffic flows.
- Now Bus Gates.
- Tomorrow - emission control zones which will probably be the final nail for many businesses who have really had enough.

If bus gates were desirable, they should have been installed 30 years ago, but not now when the City is quite frankly on it's knees.

We are told that buses are now on time and bus gates are making a difference. I suspect this is because traffic flows have dramatically reduced.

People have choices where they shop and visit, and if the impression is that people from the country are not welcome in the City , they will go elsewhere, and that is exactly what is happening.

So to sum up, this has been a shockingly negative intervention for the image of Aberdeen City as a place to visit by car.

The traffic management of Aberdeen City post C19 needs to be completely re-thought and that means "no to bus gates" which are yesterday's solution to yesterday's problems.

Yours sincerely



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Dh'fhaodadh fiosrachadh sochaire, a tha a-mhàin airson an neach gu bheil am post-dealain air a chur, a bhith an seo. Ma tha thu air am post-dealain fhaighinn mar mhearachd, gabh ar leisgeul agus cuir fios chun an neach a chuir am post-dealain agus dubh às am post-dealain an dèidh sin. 'S e beachdan an neach a chuir am post-dealain a tha ann an gin sam bith a thèid a chur an cèill agus chan eil e a' ciallachadh gu bheil iad a' riochdachadh beachdan Chomhairle Shiorrachd Obar Dheathain.

www.aberdeenshire.gov.uk

From:
Sent:
To:

[REDACTED] <[REDACTED]>
22 January 2024 09:54
TrafficManagement

The recent implementation of the bus gate has caused quite a dilemma for those traveling from the west of the City heading to the city centre. What used to be the most logical route down Union St, towards Bridge St and then onto Rennie's Wynd to access Trinity Carpark, has now become inaccessible. The right turn onto Bridge St is now blocked, leaving drivers with no choice but to find alternative routes to their destination. Not being able to access Trinity Car Park is not the only problem; College St Car Park, Union Square shopping centre car parks, and even the parking provision at Bon Accord Centre are now out of reach. The No right-hand turn at Rosemount Viaduct/Union Terrace has severely cut off access to the city centre. As serious as it may seem, it is imperative that drivers are made aware of these changes to avoid running into trouble.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 09:58
To: TrafficManagement
Subject: Bus gates

Accessing Trinity Carpark on Rennie's Wynd, situated off Wapping St, has become a challenge if you are traveling from the west of the City heading to the city centre. The logical way of traveling from the west heading east down Union St has been blocked by the bus gate at the junction of Bridge St. Sadly, this blockage does not permit the parking in either College St Car Park or Union Square shopping centre car parks in the south side of the city. Furthermore, the parking provision at Bon Accord Centre cannot be accessed from this area due to the "No right-hand turn" at Rosemount Viaduct/Union Terrace. The bus gate has thus created a serious problem by cutting off access to the city centre, inconveniencing residents and visitors alike.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 10:08
To: TrafficManagement
Subject: Bus gates

The recent implementation of the bus gate at Bridge Street has significantly impacted the routes from the West, causing miles of detours and increased journey times. Traveling from the North Rosemount to Union Terrace has now become inequitable due to the elimination of the right for drivers to choose the Trinity route. Instead, drivers are forced to travel towards Bon Accord Centre Parking via Rosemount and School Hill. Similarly, for those traveling east towards the City Centre to access Trinity Car Park, the detours are pushing traffic through several different roads before the option to park in the Trinity Centre. The management of traffic past Union Square shopping centre also encourages drivers to utilize their parking facilities, creating an imbalanced system of routes. This serious issue has added frustration and delays to already congested roads and highlights the need for effective solutions to reduce emissions without sacrificing equitable access to our city centre.

From:
Sent:
To:

[REDACTED] <[REDACTED]>
22 January 2024 10:10
TrafficManagement

The recent implementation of a bus gate at Bridge Street in the West of the city is causing major disruption to travel routes. Access to certain roads is now restricted, forcing drivers to take alternative, often longer, routes. This is particularly true for those travelling from North Rosemount to Union Terrace, where the option to use Trinity has been removed. It's a similar story for those heading east, where detours are now necessary to reach Trinity Car Park. The knock-on effect is that more and more drivers are being pushed towards Union Square shopping centre, where the traffic is being managed. While the aim of these changes is to reduce emissions in the centre of the city, the impact on journey times and equitable use of roads cannot be ignored.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 10:47
To: TrafficManagement
Subject: Bus Gates in Aberdeen

I fail to see why placing bus gates in Aberdeen city centre is of any benefit to the general public .

I would like to know in what person's world making people drive further to get from A to B actually lowers harmful emissions. It is simply pushing the issue further out and making people use more petrol thus creating harmful fumes in other areas ! Not to mention frustrated drivers.

Strangely not everyone wants to stand around waiting on buses which when they finally arrive are full ! Resulting on one having to stand for the duration of the journey getting jolted about due to the inability of either the vehicle or the driver to drive smoothly !

So to summarise "NO" I don't think there should be Bus Gates and I think it's ridiculous that so much public money has been used to instigate them with no public consultation beforehand. I feel the wasted money could have been better spent in more worthy areas such as keeping public library's and swimming pools open.

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 10:51
To: TrafficManagement
Subject: Bus Gates

Two members of our family unit caught in January. We purposely stay away from City Centre because of Bus Gates, unfortunately had to return heavy items to Bridge St and Union Sq. Areas, where we were unfortunately caught in a Banned Area. Signage on the road directly in front of you is fairly prominent, but I drive in the city looking for normal road signs, traffic lights etc. Not looking down.

If the Council intend to continue with Bus Gates, I would suggest signage for Bus Gates be more prominent at proper road sign height.

As Old Age Pensioners, we can little afford yet another Stealth Tax being levelled on us while trying to enjoy driving around our City.

Regards

[REDACTED]
Sent from [Mail](#) for Windows

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 11:13
To: TrafficManagement
Subject: Public Consultation: bus gates, etc..

I am 77 years old and I do not live on a regular bus route.
I now very, very rarely come in to Aberdeen because I am afraid of incurring a fine I cannot afford.
I prefer to go elsewhere, even Inverurie despite it being so busy - presumably with people like me fleeing Aberdeen.
I would like to add that I feel very cynical when I read, "The council wants to hear as many people's views as possible."
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 11:32
To: TrafficManagement
Subject: The Aberdeen City Council (City Centre, Traffic Management Experimental) Order 2023

Hello,

I would like to object to all of the proposed 'bus gates / lanes' on the grounds that they are absolutely shambolic and for the average person, far too complex to follow what the rules are.

Here is my proposal, scrap these pathetic changes which will make no difference whatsoever, pedestrianise Market St - Bridge St permanently and start from there. The city centre, and Union Street specifically is a disgrace and a big reason for that is the council's mismanagement in the last few years.

Open the city centre up to businesses and make drastic changes and significant investment instead of wasting time, resources and money on nonsense like what is proposed in this order.

And lastly, go begging to Aberdeen FC and let them be part of your beach "masterplan" because without the stadium staying in the city centre, you may as well turn the fu*king lights out.

Don't fu*k this up.

[REDACTED]

[REDACTED]

From:
Sent:
To:

[REDACTED] <[REDACTED]>
22 January 2024 11:56
TrafficManagement

Dear Sir/Madam

I object very strongly to Aberdeen City Council's Bus Gates and restrictions on car travel within the city.

On a **personal** level, how intimidating it is to even think of how to negotiate a drive to the beach, for example, without incurring a penalty. Also, how is one expected to be able to drive, penalty free, to the train station to pick up visitors and then take them to their destination? Am I right in thinking that I cannot drive along Union Street and drop off a passenger? I refer not to a disabled passenger as such, but, perhaps, someone who finds walking difficult.

On a **public** level, taking the bus to Union Street opens one's eyes to the devastation that the new traffic restrictions have caused. On foot one can cross Union Street without having to wait on the pavement for an appropriate moment, simply because there is a minimal amount of traffic. What an eerily quiet city centre main street! Pedestrians are few and far between on the pavements, a fact which is due to both the impossibility of being dropped off by car and to the fact that there are few shops to visit. I appreciate that due to Covid and the increased use of internet shopping, many urban streets nationwide are now devoid of shops, but in Aberdeen the situation has been greatly exacerbated by the Council's destructive transport policies. Its citizens are being physically prevented from accessing the few remaining outlets. Has the situation become irreversible? The answer is YES, unless Aberdeen City Council listens to the public and removes the Bus Gates and once again permits a proper flow of traffic to help to revitalise the currently dismal city centre.

Finally, what impression of Aberdeen city centre will hundreds of cruise ship passengers form? How will they describe it to their friends? It would be true to say: 'A huge disappointment - a city with an utterly miserable, run-down main street with a dearth of shops, contrasting sadly with beautiful granite buildings, and the existence of only ONE vital shopping centre near the bus and railway stations. Not what one would have expected of the one-time oil capital of Europe.'

Please waken up to the reality of our dying city centre. Allow traffic to use Union Street once again, and banish Bus Gates for ever. I have read that their existence has helped bus services to improve. As a frequent bus user I completely disagree!

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 12:00
To: TrafficManagement
Subject: Bus gates

As someone that works in the city centre, the introduction of the bus gates have effected myself and the business that I work in.
For myself personally Journey times/distance to and from work have increased this has caused extra financial strain on our family budget. Due to child care and where I live buses are not a viable choice.
As for the business I work for, we have seen a decrease in footfall with our customers commenting that they are less likely to come into the centre of the city and go elsewhere. There have been business closing citing the bus gates as one of the reasons that they have done so. Please save the city centre by removing all the buses gates and encourage people to visit the city centre again.

Regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 12:05
To: TrafficManagement
Subject: Experimental traffic order objections/feedback

Hi,

I would like to feed back that the new traffic system in Aberdeen has increased travel times generally in the city centre as well as push traffic from main arteries onto smaller streets such as crown street. I think it also deters people out with the city to travel in which will inevitably lead to a lower foot fall at the weekends.

Improving bus times will not encourage users onto buses, as a limited user of the bus myself, the problem was not the time the bus took but the cost for a relatively short journey. Only a reduction in cost would make me want to use the bus and give up the convenience of the car.

I understand the focus on reduction in car use but feel the focus on cycle lanes/ access for cycling is too high. I think the likely hood of people cycling daily in Aberdeen is low due to the climate/landscape so comparing to European countries is not helpful. More focus on the mass transportation in the form of buses will lead to fewer cars.

Access to the train station/bus station for drop offs is another problem, the train station car park is not designed as a drop off point therefore is a flawed solution to the prioritisation of the taxis within the station itself.

Thanks

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 12:55
To: TrafficManagement
Subject: OBJECTION - THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

To whom it may concern,

I am writing to lodge my objection to the bus gates in Aberdeen. The grounds for my objection are as follows:

- These are a deeply unpopular with the vast majority of residents in Aberdeen.
- They are confusing for people unfamiliar with the city centre road network.
- They are pushing cars onto peripheral roads which results in extra miles and additional pollution.
- They discourage people from visiting the city centre, which has contributed to several businesses closing down.

Kind regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 12:58
To: TrafficManagement
Subject: Bus Gate Feedback

Good afternoon,

I am writing in response to the invitation to provide feedback on the Experimental Traffic Order/Bus Gates. Since this was implemented, I have chosen not to drive into the city centre. This is based on a number of factors, some of which are as follows: 1. There being no easy route around the city. 2. There is nothing to go into the city for. 3. Several friends and colleagues have been fined for driving through the bus gates, as they didn't know the alternative routes. I am sure you are acutely aware of the state of the city centre. What was once a bustling city has now turned into a ghost town. Many of my family and friends have businesses in the city centre which are being detrimentally impacted by the road network of the city. For example, the businesses that are on Union Street (of which there are few) are not getting the same amount of footfall as the public are choosing to shop in Inverurie, Banchory, Dundee and further afield as it is easier than trying to navigate the nonsensical changes to the roads in the city centre. People are reluctant to visit the restaurants and bars as the ease of dropping off and picking up has now been taken away. This is not to mention how difficult it is for disabled people and their families to navigate the city.

As a small example, I live in Mannofield and for me to get to the beach the only route at the South of the city is to go via Riverside Drive, Market Street, Virginia Street, which is then forcing me to enter the LEZ zone. I am lucky as I drive an electric car, however, I know that many don't, and this will be the only route that they can take. By introducing these crazy traffic restrictions people are being forced to drive further and for longer. The council seem to be think that doing this will encourage people to use buses. It won't. Car owners will not give up driving and being in the comfort of their own car, to go and sit on a bus. Open up Union Street to all traffic, remove the bus gates, reduce the price of parking, and reintroduce turning right from Union Terrace to Schoolhill. Furthermore, stop buses waiting at Guild Street and change the lighting sequence at the Guild Street/Market Street junction. This will ease the congestion in the area. The council need to encourage people to return to the city centre and making it a place that you can only access via on foot or by bus will not do this.

Kind regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 12:58
To: TrafficManagement
Subject: Objection

This policy is ruining our great city centre. Various shops and restrsunts are being directly affected by this silly policy . It is an agenda to get cars off the road . This will and already has pushed people to either shop online or head out to retail parks. Please reconsider this plan as it is not a good plan for the city going forward. This along with ulez is going to destroy our once great city economically

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED]
Sent: 22 January 2024 13:35
To: TrafficManagement
Subject: bus lanes

This is my third attempt at sending this message. I think the bus lanes are a disgrace, I do not live in Aberdeen I live 40 miles away and these bus gates add extra miles to my journey as I cannot get where I want to go now without adding on these extra miles. You whoever thought up this stupid idea to gain money have not thought about disabled people, people who do not know their way around Aberdeen with so many one way streets now and bus lanes now these bus gates all to fill the council coffers. Who benefits certainly not people like me.

I usually do my Christmas shopping in Aberdeen but not this year. I used to use the Park And Ride at the Bridge of Don but that is more or less defunct now I mean who wants to wait for an hour to get into the city centre not me that's for sure.

Totally disgusted with the whole thing its no wonder that Union Street is no longer the place it once was.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 13:38
To: TrafficManagement
Subject: Bus Gates

Aberdeen is not big/populated enough to warrant bus gates, all this has done is make getting around or into the city undesirable for the majority of the population.

Examples of difficulties that me and my disabled daughter face are:

Unable to park within sensible walking distance of dance classes by the Lemon Tree.

Unable to get to the train station easily.

Long diversions to get anywhere in town - particularly for orthodontist appointments at Golden Square.

We no longer go into town for leisure on the weekends - we prefer to stay home and save up for bigger visits to Edinburgh or Glasgow.

Aberdeen city council should have engaged before going to the expense of installing them as a "trial".

Stop using Aberdeen city citizens as cash cows to support poorly implemented strategies.

Thanks

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 22 January 2024 13:43
To: TrafficManagement
Subject: why

The introduction of the bus gate at the Market St and Guild St junction has created unfair routes, especially for those traveling from the Southeast along Market St. Turning left along Guild St is no longer an option, forcing traffic to pass Union Square. Additionally, egress from Trinity Centre Car park along Wapping St now prohibits right turns onto Guild St, effectively cutting off eastbound travel for parking facility users. The current congestion during peak traffic around Rennie's Wynd/Wapping St, Denburn is already burdensome, and the introduction of the Guild St Bus Gate has only expanded this issue rather than alleviating it.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 13:44
To: TrafficManagement
Subject: Objection to Indefinite continuation of The Aberdeen City Council Traffic Management (Experiment) Order 2023

The Objection

I wish to object to the continuation of the experimental traffic management measures introduced in Aberdeen City.

Reasons

The council did not consult adequately with the wider public on this topic and did not provide adequate information for the public nor did it provide sufficient information on the objection process to allow city residents to make their own decisions on the matter.

It is noted as published in the local press that buses are hitting their journey times however the very fact that those wishing to travel by car to support the city centre businesses that by some miracle are surviving have to journey a considerable distance to navigate around these poorly thought out routes. The very fact that these “traffic management” areas sit alongside our harbour area and the only shopping centre left in the city for people to visit is just poor misjudgment on behalf of the council. You have effectively put a noose around these retail outlets necks as people stay away in droves and are forced to shop online. Just imagine if you had put this out to proper consultation and perhaps those of us that have a keen interest in keeping the heartbeat of our city going may just have produced an alternative solution worthy of consideration.

Aberdeen city councilors need to actually spend some time in the city and actually listen to the people who are navigating this daily, listen to the retailers and be big enough to say we got this wrong and we are going to fix it !

Please take the blinkers off, we don't all have direct access to bus routes or train routes we don't live in London we have so many remote areas in Aberdeenshire. Stop discriminating against those that are unable or do not feel safe taking the bus ? Start promoting and encouraging people to visit the city centre by giving them a reason to and the retailers and will soon return.

It is not too late to stop this madness but if you continue on this path the city centre is all but lost.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 13:44
To: TrafficManagement
Subject: objections

The creation of a bus gate at Bridge Street has limited the route options for drivers, pushing them towards longer, detoured routes. Even traveling east towards the City Centre and Trinity Car Park requires navigating through a series of detours that add unnecessary minutes to journey times. Unfortunately, this has created a system that is unbalance, a not attractive look for the city centre.

The creation and implementation of a bus gate at Bridge Street in the city centre is causing major disruption to travel within the city. Access to certain roads is now restricted, forcing drivers to take alternative, often longer, routes. This is particularly true for those travelling from the East as Bridge St gate is cutting the city in half and no allowing access and choice of travel.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 13:47
To: TrafficManagement
Subject: Objection to Aberdeen City Centre Bus Gates

To whom it may concern,

I write to object to the recent implementation of bus gates in Aberdeen City Centre. While the intention behind these measures may be to improve traffic flow, reduce congestion to enhance bus reliability and travel time, and facilitate future streetscape improvements I believe they have had adverse effects on the overall vitality of the city. Aberdeen has been grappling with a declining footfall, and these bus gates seem to exacerbate the issue rather than provide a solution.

The restrictions imposed by the bus gates limit accessibility to certain areas of the city, deterring potential shoppers, tourists, and residents from exploring and engaging with local businesses. The inconvenience caused by rerouting or restricting private vehicles most certainly discourages many from venturing into the city center altogether, leading to a decline in foot traffic for retail establishments and other services. This is particularly concerning given the economic challenges faced by many businesses in recent times. It is essential for urban planning initiatives to strike a balance between addressing traffic concerns and fostering a welcoming environment for both pedestrians and businesses. As it stands, the bus gates appear to be contributing to the decline in footfall, warranting a reassessment of their impact on the city's overall economic and social landscape.

Its all very well trying to improve bus reliability and facilitating future streetscape improvements but if the city centre is effectively 'dead' then there will be a pretty city centre with no one visiting it thus leading to more boarded up shops and empty retail units. You have to realise that for many, their chosen method of transport is by their own car and a reliable bus timetable isn't going to change that. I'm yet to speak to anyone in Aberdeen City or the surrounding areas who think the bus gates are an improvement to the city. Please listen to the people who live here.

It is easier than ever to shop online so you need to make it easier than ever to access the businesses in Aberdeen City centre.

Yours sincerely

[REDACTED]

Resident of Aberdeen City

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 13:51
To: TrafficManagement
Subject: ACC Traffic Management (Experimental) Order 2023

Good afternoon,

I would like to write to you with regards the current open consultation regarding the current modifications within Aberdeen City Centre, in the establishment of "bus gates / lanes" around the Union Street area.

In summary, I feel that the imposition of these orders have a detrimental impact to the footfall of the city centre, and as a consequence the economy of city centre retailers. From my perspective as someone who lives in Stoneywood and requires to commute around town approximately three times per week, the imposition of these bus lanes are the core reason of current businesses leaving the city centre due to the disincentive to visit the city centre that these measures provide. The bus gates and lanes as a collective are a great hassle and add to journey times for the majority across the city centre - and in my view do not provide the required benefits to those folk who use the busses.

While the Statement of Reasons indicated these measures are to enhance bus reliability and travel time, what is not taking into consideration is the detrimental impact on travel time for all modes of transport.

During the period of the order, I have also observed that it is has been longer to wait for taxis from Union Street, often time in the inclement weather. late at night. This may be a result of these measures and the decrease in people coming to town.

While in my locality I am served by good rail links to the city centre, the decimation of Aberdeen City Centre in terms of retail mean this is reliably not an option as you can no longer ONLY journey to Aberdeen City Centre (Union Street et al) and get all that you need from a single trip which is best served by rail (for me). Indeed, I more frequently require to shop at retail parks like Berryden, Kittibrester and the Beach now to get all that I need. This measure has therefore increased traffic and inconvenience, as I believe the bus gates and lanes have been detrimental to a number of businesses closing down most recently in the city centre, and probably more to come if these measures continue.

I am supportive of public transport as a means to get about the City - unfortunately I feel these bus gates and lanes provide priority that is just not needed - any time I have got the bus before (approx 3 or 4 times per year), the journey times are not impacted by the city centre, but other spots around the city including the Haudagain and Berryden bottlenecks.

I feel there are good initiatives in the experimental traffic order including the reduced MPH limits and the establishment of disabled parking facilities. However I can not fathom the extensive number of bus gates across the city and feel this is excessive and has added anxiety and inconvenience to more road users than benefit the population using buses. Furthermore, the bus gates / lanes do not act as incentive for people to use the buses and therefore I return to my footfall point, that this has been negatively impacted.

I feel that in order to encourage public transport use, there will need to be investment given to what is at the end of this journey - currently as required to visit a number of locations across the city with a fragmented bus network, this will prove difficult without a car.

I feel the council's strategy here has not been a success and I find it strange that there is no structure to this public consultation at the end of the experimental road traffic order. This is bizarre in today's climate of feedback forms and surveys!

Never-the-less, I hope this helps provide some feedback to the current measures and I will certainly be disappointed if the bus gates / lanes continue aside from the part-pedestrianisation of Union Street, which is long overdue!

Best wishes,

A solid black rectangular box used to redact the sender's name and contact information.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 14:01
To: TrafficManagement
Subject: Traffic Concerns

Good Afternoon,

The recent changes to traffic management towards the City Centre have resulted in some concerning inequities. Travelling east towards Trinity Car Park, drivers will now have to endure multiple detours that could easily cause delays or inconvenience. Meanwhile, Union Square shopping centre is being encouraged as an alternative parking facility, further exacerbating the traffic and leading to more inequitable routes. Moreover, the introduction of a bus gate at Market St and Guild St means that drivers travelling from Southeast along Market St no longer have the option to turn left onto Guild St, creating yet another inconvenience. It's imperative that traffic planners prioritise fairness and access when making changes to traffic management, rather than favouring certain locations or modes of transportation. Staff able to walk to work in the city centre (the lowest carbon option) should not be losing their jobs in town as several employers like Haigs, Red Robin Records and many others are closing their doors following the bus gate causing reductions in foot fall – if the only jobs move to out of town shopping centres you create a much worse carbon footprint and a ghost town city centre.

Kind Regards

[REDACTED]

[Redacted]

From: [Redacted] <[Redacted]>
Sent: 22 January 2024 14:09
To: TrafficManagement
Subject: Re: Bus Gates Consultation Feedback

I would also like to add, this has a massive impact on city centre businesses and the city 100% needs these businesses to thrive. They make no sense at all.

Thank you

[Redacted]

> On 12 Jan 2024, at 17:36, [Redacted] <[Redacted]> wrote:
>
> Hi
>
> Please review the access to the city centre!! The traffic measures are making it impossible to access the city centre & putting everyone off travelling in!!
>
> It's madness doing this until the city gets back to normal.
>
>
>
>
>

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 14:10
To: TrafficManagement
Subject: Bus Gate Consultation

Sirs. I am over 80 years old and in common with many others in my age group, we are not confident enough to go into Aberdeen Centre since the introduction of the new traffic regulations. The 'escape routes', if you miss a sign seem to leave you in more trouble. My husband, who is disabled, hasn't been shopping in town for 4 years. He cannot go in a bus and certainly not on a bicycle, but we did manage to visit areas, now inaccessible, and use disabled parking places.

Looking at the map in Saturday's newspaper (a clearer copy would be welcome), you can see that anyone from the west end of Aberdeen has to drive round the whole city to get to Union Square car park, unless you can find a roundabout way via Riverside Drive. It is ridiculous to cut off the centre of a town when there are not good roads round the closed area. Harriet Street, for example looks like a major thoroughfare on the map, when it is in fact just a lane. If you are unlucky enough to enter the Merchant Quarter, you will probably come out in a bus gate unless you are familiar with the streets.

Yrs. [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 22 January 2024 14:17
To: TrafficManagement
Subject: Bus gates & road restrictions

To whom it may concern,

My permanent place of employment is in St Magnus House on Guild Street with the access and exit to the car park shared with the bus station exit on to Guild Street.

As I travel in from north of Aberdeenshire my previous route was along the beach and across Virginia Street on to Guild street to access the car park, but with the current restricted zone I now require to travel on more built up roads in the city such as King street & Marberly street to gain access via the Denburn which is increasing traffic & pollution in more residential areas as well as increasing my journey time.

Would there be an option to introduce an exemption to provide access to Guild Street via Virginia Street & from the south end of Market street for those with permanent parking spaces allocated at St Magnus House car park? This is the only car park affected on Guild Street.

The priority on the traffic lights for the busses and cars exiting the bus station and SMH car park could also benefit from review & adjustment, as with the reduction in traffic on Guild street there is often a build up waiting to exit yet there is no traffic on Guild street.

Best Regards,

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 14:23
To: TrafficManagement
Subject: Consultation - Aberdeen City Centre.

Good Morning,

As a driver in the city centre, I must express my confusion, the changes have caused so much congestion on smaller streets that are already narrowed from double parking. Judging from social media, I am not the only one frustrated by the huge changes, lack of signage but the inability to get to public car parks easily without confusion.

I understand the semi-pedestrianisation and bus gates for the stretch of Union Street but I'd like to note that there are very few FirstBus routes that travel down Bridge Street to Guild Street and NONE on Market Street only Stagecoach buses. There are no buses that move from Virginia Street to Guild Street so I feel it was a waste of public spending to make this a bus gate rather than close the lane entirely.

The prevention of turning right from Union Terrace Gardens is the one change I have the most issue with. Traveling to Harriet Street carpark from the south of the city has been hindered greatly as it is without having to then turn up left to Rosemount, which is double parked and congested, to come back down towards Ann Street is horrendous. The roads narrow and are double parked resulting in contraflow and congestion. There are only 2 bus routes stopping outside HMT and the lane is large enough for traffic to flow around.

I have since moved offices and have to take the bus into town, I am limited to the bus routes passing my home and often have to wait 30 mins for a bus which costs me double in bus fares than it does in fuel means it is not the most viable method of travel into the city centre. The lack of infrastructure and public transport into the city centre from outlying areas are why people take their cars. We've seen a plethora of stores close in the city centre and once again hospitality is being brought to their knees due to lack of access in the city centre. Lets stop burying our city alive and get businesses back up and running, whilst we sort out lack of taxis and poor bus and train routes in the city centre.

On a positive note, I would love to see the small suburban train stations reopen for access to union square. It would be amazing to jump on the train in Kittybrewster/Tillydrone/Peterhead/Ellon and be in the heart of the city centre quickly.

[REDACTED]

Email: [REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 14:43
To: TrafficManagement
Subject: Bus gates

As I've already stated, Aberdeen may be the 3rd largest city in Scotland, we are a small city, with a harbour practically in the centre. I do not go to city centre now, even using a bus as I cannot carry heavy items any more. When LEZE zone starts, I cannot visit my daughter or grandsons residences. I cannot afford to buy a newer car. So Bus Gates have now limited me further. I shop outwith city centre now. Regards

[REDACTED]

Sent via BT Email App

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 15:07
To: TrafficManagement
Subject: Bus Priority/ New Road consultation. Objection.

Good afternoon.

Regarding the above subject I wish to object to the following:

No right turn from Union Terrace into Rosemount Viaduct.

I have no objections to anything else but this seems such a strange one.

Vehicles are permitted to travel east on Rosemount Viaduct past HMT from Skene Street so I question why no right turn. It's a huge junction. Turning right doesn't slow traffic movement or buses.

Should you wish to head east towards George Street from Union Terrace (for example) and turn left as directed, the permitted route takes you some distance 'around the houses' for no real benefit. I struggle to see what this brings to the overall Masterplan.

For this reason I object.

Please return this junction to how it was.

Kind regards

[REDACTED]

Sent from my iPhone

[Redacted]

From: [Redacted] <[Redacted]>
Sent: 22 January 2024 15:27
To: TrafficManagement
Subject: Aberdeen City Bus Gates

Hello,

I am contacting you today to stress my concerns over the Aberdeen City Centre bus gates and LEZ situation.

The whole setup needs to be simplified or scrapped as it is significantly impacting the ability for people to access and travel around the City of Aberdeen. This has a negative impact on the people and businesses that we all need to help the city centre thrive.

I am sure you will have had many people/organisations contacting you to request that the Bus gates and LEZ be re-considered/scrapped – please add my voice to that list.

Regards,

[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

4MS Network Solutions Ltd
Registered at Companies House, Edinburgh, Company No. 329149, Registered Office: Amicable House, 252 Union St, Aberdeen, AB10 1TN

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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 15:46
To: TrafficManagement
Subject: Views on THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

Dear Sir/Madam,

In response to the above Order:

If the intention is to kill off business completely in the city centre then this Order goes a long way to achieving that objective. The centre is already run down and increasingly becoming devoid of businesses and footfall. The order will only serve to expedite that process.

- we need EASY access and EASY parking in the centre to encourage people to go there and therefore increase business success (not less!)

- trying to force people to take the bus DOES NOT WORK. But it will deter people from going in who won't/can't take the bus. Bus routes have been cut/changed often making them not a realistic option (e.g. service to Airyhall); people don't have all day to wait for a bus to/from town, they have busy lives and tight times for doing things; due to many satellite towns and allowing urban sprawl, much of the traffic comes from further out of town meaning the bus/cycling is not a realistic option for the majority, ergo they take the car (plus they have space to transport their purchases unlike on the bus).

- it is therefore clear that what is needed is GREATER access for *all forms of traffic* not less. Aberdeen doesn't have a pollution problem, and with cars becoming far cleaner/introduction of EVs this is even less of an issue now. I simply do not understand what problem is trying to be solved here. I don't believe there is actually one but this "solution" is certainly creating plenty of them!

- encouraging all forms of transport includes rail transport but I can't see how blocking off the area around the railway station will do that! It's clear that is likely to deter people rather than encourage people to use the train.

- by making cars take lengthy detours round the prohibited areas will only serve to increase journey times and increase traffic (and therefore queues) elsewhere. Slower moving traffic equals more fuel used and more emissions. Not to mention a deterioration in people's quality of life as they become more frustrated/stressed by this. The bus system in Aberdeen is radial at best and not circular, so is not an option even if people would be willing to take it to avoid this. A bus into town then another bus elsewhere might be ok for a single person who is retired or not working but not for everyone else.

Ultimately this Order will cause more problems than any (whatever they might be) they attempt to solve and will only serve to help the demise of the city centre, not encourage it to return to growth.

I'm all for encouraging cycling and use of public transport so that people see it as a realistic option but this Order is very far from achieving that.

Here are some examples that could actually make a difference and wouldn't cost much, especially compared to what is proposed:

- how about putting a cycle/pedestrian lane (as part of the wide pavement) going north up Anderson Drive? That would be a cheap and positive measure.
- reduce the ridiculously long time given for pedestrians crossing one half of Anderson Drive (at Queen's Road). This only leads to congestion. Could also do with a "beep" sound for crossing too as there is none!
- Filter signal for Great Western Road/Anderson Drive for vehicles on Great Western Road. It would only require a few seconds to allow traffic to turn right.

Those are just a few examples my area. There'll be numerous similar ones and others across the city that would make a big difference to the citizens of Aberdeen. How about focussing ideas and resources on these kinds of positive initiatives rather than throwing huge amounts of our money at some ill-conceived and highly unpopular scheme, the purpose of what, I've no idea.

I realise that this is just a box ticking exercise on the council's behalf and you don't actually care what the public think. It's always the same and it's a disgrace.

I note you may use any information given in any materials, of course, this is with personal details redacted.

Yours faithfully,

██████████

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 16:11
To: TrafficManagement
Subject: Bus Gate At Bridge Street

Dear Sirs

I would ask and urge those responsible for the decision and implementation of the recent bus gate at Bridge Street to reconsider taking into account the negative consequences to existing drivers.

It is no longer an option to choose the Trinity Centre route which has made travelling from North Rose mount to Union street a least desirable alternative

Similarity for those wishing to access the Trinity Car Park, awkward detours are required hindering the convenient flow of traffic before reaching the Trinity Centre.

The management of traffic past Union Square shopping centre has the effect of motivating drivers to utilise their parking facilities, creating an imbalanced system of routes.

I would ask that the decision to implement the recent bus gate is reconsidered taking into account the consequences of added frustration and journey times /delays to already congested roads.

Yours faithfully

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 16:14
To: TrafficManagement
Subject: Bus Gate Feedback

Good Afternoon,

I wanted to write and give my opinion on the bus gates.

The new traffic system has been implemented when Aberdeen City Centre is at its weakest.

Footfall into the city is at a all time low with the lack of retail offering , the bus gates give people another reason to avoid coming into the city centre.

I work in retail, there was significant drop in footfall over the Christmas period. Talking to customers, there were many comments from customers saying they now choose to shop in Aberdeenshire due the convenience of parking close to shops and parking being free.

It has also negatively impacted those who are not confident driving into the city.

The city footfall has never recovered since covid, I feel the council should have given more thought to the impacts of implementing the system during this period.

I appreciate it is a great way for the council to make money but at the expense of all the business owners in the city centre.

My commute has also been lengthened due to all the RGU school traffic being redirected down Skene Street after the no right turn being implemented on Union Terrace Gardens.

Kind regards

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 22 January 2024 16:28
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT)
(EXPERIMENTAL) ORDER 2023

The introduction of the new bus gates late last year have been a disaster addition to the city centre.

Living in the city centre just off union Street it has made my life more difficult driving from my flat anywhere and back. Adding time onto my commute and increasing the pollution and negative impact on the environment.

Before pedestrianisation and bus gates Aberdeen was a thriving city. Since pedestrianisation and bus gates, people avoid coming into the city, the difficulty and traffic jams now caused by the bus gates stop people wanting to travel into the city centre. Businesses are closing as there is less footfall in the city. With also adds to empty buildings on union Street making the place look a ghost town.

Regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 16:36
To: TrafficManagement
Subject: Traffic Management Experimental Order views

Our city centre - in particular Union Street, was built to provide an impressive entranceway to Aberdeen and to relieve the strain of the smaller surrounding streets that caused difficulty to people coming in to the city. Sadly it seems that even taking into account changes in the 21st Century we are being dragged backwards to a time when there were challenges to visiting and conducting business in the city. As a cyclist, pedestrian, public transport user and car user I feel I have legitimate concerns for the future. As a cyclist - I would never cycle in to town and leave my precious bike unattended anywhere nor would I consider cycling home laden with shopping bags. As a pedestrian, I always considered the city centre safe to navigate with ample crossings. Bus travel has always been pretty reliable - I feel that the restrictions currently enforced are not justified to save a few minutes travelling through the town centre by bus. As a car user - the much longer travel times makes no sense however you look at it. The Market Street, Guild Street, Bridge Street, Union Terrace no right turn changes are particularly frustrating - the lessons from dividing George Street in the 1980s have not been learned.

The city centre is supposed to be a thriving economic hub but if freedom of independent travel options are stripped away and are confusing to unfamiliar visitors and we are actually driven away from the city centre the results are:
Less traffic = less people
Less people - less spending
Less spending = businesses suffer
Loss of business = loss of jobs
End result a downward spiral of the economy and high unemployment It is clearly happening before our eyes. Instead of the opposite of what is required please open up our city for business.

I look forward to your published official before and after figures on cycle use on the affected routes, as someone who visits the town centre several times a week and taking note, I have seen NO INCREASE WHATSOEVER around the MarketStreet/Guild Street area.

Thank you for your consideration of my concerns.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 16:49
To: TrafficManagement
Subject: Bus Gate Traffic Management Consultation

Dear Sir/Madam

I wish to formally raise an objection to the new traffic management (bus gates) due to the ongoing confusion this has generated. The system is overly complex for locals and must be bewildering for visitors into our city. It has caused significant issues for me taking my elderly mother into town for appointments.

We need accessibility to the town centre to stop the decline in Union Street.

Regards

[REDACTED]

Sent from [Mail](#) for Windows

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 16:56
To: TrafficManagement
Subject: Objection to Traffic Management Experiment

Aberdeen City Council,

I am writing to place my objection to the current experimental traffic management order.

My view is that these changes have been highly detrimental to the city centre of Aberdeen and the businesses that operate in that area with lower footfall, less shoppers and the bus gates in particular proving to be a huge deterrent to visitors from out with the city.

This is evident in the number of businesses leaving the Union street area (most recently the prominent exit of M&S which is even used as a landmark on the council made overview map!) in favour of other locations which aren't restricted in access and parking. There are increasing numbers of empty units on the historically main shopping road in Aberdeen which shows the the current set up of Union Street is failing and will continue to fail if footfall continues to drop. The supposed improvements to bus reliability, enhanced pedestrian environment and enhanced cyclist environments will be irrelevant if there is nowhere for anyone to visit. The pedestrian environment on Union Street has never been worse than in it's current state.

Journeys travelling into or through the city centre have become worse often taking twice as long as before.

I would discourage the council from continuing with this failed experiment.

On a side note the transparency of this whole process has been poor. There have been no widely publicised surveys or avenues of receiving public opinion. There has been no information on how successful or unsuccessful certain aspects of the project have been performing.

Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 17:33
To: TrafficManagement
Subject: Bus gate

I feel the changes are very confusing and we seem to be on it before you see it .It seems to have ruined the flow of traffic and it splits the town in half .Now private vehicles cannot get access to the Guild St area .

Regards [REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 18:49
To: TrafficManagement
Subject: Bus Gates Comments

Importance: High

Sir -

Aberdeen City Council Bus Gates

Without wishing to sound negative, I appreciate these comments will make no impression on Aberdeen City Council's decision with regard to Bus Gates in our city centre. The fact that you decided to act on an Experimental Traffic Regulation Order which is "very rarely used" per Transport Scotland, indicates that it's a done deal.

I am not going to waste my time and energy is listing all that is so wrong with your decision.

For example, I can see absolutely no reason why you have introduced a no right hand turn from Union Terrace to Rosemount Viaduct.

Expensive and prolonged work was carried out on Union Terrace during the renovation of Union Terrace Gardens. Private vehicles turning right causes no problems that I and other drivers can possibly see.

You only have to be on Union Street, Union Terrace, Schoolhill, or Upperkirkgate as a pedestrian to see that ACC's decisions on traffic management have effectively trashed these areas. Businesses have closed. Most of the information from the Press, media coverage etc indicate that other small businesses are struggling to survive and the Bus Gates certainly play a role in this problem.

As a driver I constantly face inconvenience and time delays in trying to get from one side of the City to another - very frustrating. It seems that the Council is not concerned about the interests of the motorist. The City Centre is like a "ghost" town and keeping people away is hardly a positive move. The fall in car users will not be replaced by cyclists!

My view is that the Bus Gates and the obsession with cycling lanes have dragged down the City Centre at a time when the Council is trying to improve matters. Great expense for no improvement.

Public opinion means nothing.

Best wishes with this misguided decision.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 19:10
To: TrafficManagement
Subject: Bus Gate

Dear Traffic Management Team

I applaud you for working towards a solution to manage the city's traffic. However, coming from the harbour to go across to Carden Place or Queens Rd is a real head scratcher.

Many of the journeys I would routinely make going past the Tivoli/ railway station are now impossible. To get from the beach to Holborn St.....it makes my head hurt trying to work it out. It has stopped me going into the centre of Aberdeen, stopped me from using the businesses I did use off Union St.

I do appreciate that you are attempting to make bus travel better but I would ask you to try and drive round Aberdeen, across Aberdeen and see how difficult it is.

Kind Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 20:25
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

I reside in Aberdeenshire and since the introduction of 'Bus Gate' , I have been in the centre of Aberdeen once. There are 2 main reasons for this. The first is because of the experimental Order which does make it much more difficult for drivers to get into the city centre. The second, but equally important, and in my opinion connected to the first reason, is because there is increasingly very little in the city centre for those who wish to go shopping. This is the case for Aberdeen in general. I have travelled to Edinburgh and to Glasgow to go shopping more times than I have travelled into Aberdeen city centre since the experimental Order has been in place. Indeed it is the first time in my life that I have not gone Christmas shopping in Aberdeen. I am sure this is to the benefit of Aberdeenshire towns like Inverurie and Banchory for example but is so very disappointing to those who previously routinely visited Aberdeen city centre. It is a fact that cannot be refuted that almost weekly there are reports of city centre businesses closing - many of whom cite 'bus gate' and business rates as reasons for this.

The shopping experience and selection of shops offered by Edinburgh and Glasgow is so superior to Aberdeen at the moment and this was not always the case. Union Square is limited in what it offers and the only other area worth visiting is Thistle Street and Chapel Street but this is very limited.

The main purpose of the experimental order is supposed to be to enhance bus reliability and travel time, thereby encouraging bus services as a sustainable transport option. For those living outside Aberdeen in particular I do not think this is achievable. There are many who do not live on bus routes and many for whom buses do not run at convenient times for getting to work and home again. From experience it would take me much longer to travel into Aberdeen by bus than by car and it would also involve several changes of bus.

I also think the experimental Order impacts on disabled drivers and disabled people in general as it appears from the information given that the number of disabled parking bays are limited.

Another aim is said to be the removal of general through traffic from the roads to establish an improved environment for pedestrians and cyclists. In my

opinion the continuation of the Order is likely to lead to more shops closing resulting in fewer reasons for pedestrians to enter the city centre.

The experimental Order is a common topic of conversation with people I know of all ages and the common theme is that it has and will continue to contribute to the demise of Aberdeen.



[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 20:47
To: TrafficManagement
Subject: Aberdeen City Centre Bus Gates

Good Evening,

I would like to express my opinions regarding the bus gates in Aberdeen City Centre.

I feel there is inadequate warning before driving into the bus gates, and once in there is no way out.

There is plenty of maps on facebook indicating where the bus gates are, but people unfamiliar with the area may be caught out by these bus gates. There are also many people not on Facebook, which for me personally, was the only place i was seeing information regarding the bus gates. I have lots of elderly relatives who unaware of the bus gates, until i let them know.

The bus gates make it harder to navigate around the city centre and increases journey times and lengths.

Overall the bus gates have really put me off of coming into Aberdeen, especially when public transportation is so expensive and so unreliable.

Kind Regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 20:54
To: TrafficManagement
Subject: Bus gates

If you want people shopping in Aberdeen why are you making it harder for people to get about in Aberdeen! I've just come into Aberdeen to meet friends for tea. I be realised I've gone through a bus gate but I had no idea how to get out of it. It's completely put me off of coming back into Aberdeen. I will be going elsewhere!

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 21:09
To: TrafficManagement
Subject: Bus 'gates'

To whom it may concern:

I grew up in Aberdeen and although I haven't lived there for many years, I visit my elderly mother in Torry regularly. I usually travel through by public transport (from Inverness) but in early December I booked a car club car in order to do a big shopping trip for my mum. I saw signs for 'bus gates' as I was leaving Union Terrace where the car was situated but couldn't see any actual gates so I guessed that the left hand lanes must be for buses only, as is the case in cities like Edinburgh. When I was returning the car from Torry, I saw these signs again so kept to the right in Guild Street. I was then screamed at by a taxi driver that I was going to be fined £120 for going through two bus gates. I then twigged that the 'gates' were basically no entry areas, but as an infrequent driver in the area, I felt very confused. If Aberdeen Council plan to keep these restrictions in place, they should consider far clearer signage, better terminology (eg - BUSES ONLY in this direction rather than the misleading 'gate') and possibly paint the restricted areas a different colour. Visitors to the city need to be able to quickly see where they can or cannot go - it's stressful enough driving in a different city without having to interpret vague or misleading signs. By the way, I'm not a timid or inexperienced driver, having driven in many cities in the UK and also across Europe without any problem,

Yours faithfully,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 21:17
To: TrafficManagement
Subject: Bus 'gates'

To whom it may concern:

I grew up in Aberdeen and although I haven't lived there for many years, I visit my elderly mother in Torry regularly. I usually travel through by public transport (from Inverness) but in early December I booked a car club car in order to do a big shopping trip for my mum.

I saw signs for 'bus gates' as I was leaving Union Terrace where the car was situated but couldn't see any actual gates so I guessed that the left hand lanes must be for buses only, as is the case in cities like Edinburgh. When I was returning the car from Torry, I saw these signs again so kept to the right in Guild Street. I was then screamed at by a taxi driver that I was going to be fined £120 for going through two bus gates. I then twigged that the 'gates' were basically no entry areas, but as an infrequent driver in the area, I felt very confused.

If Aberdeen Council plan to keep these restrictions in place, they should consider far clearer signage, better terminology (eg - BUSES ONLY in this direction rather than the misleading 'gate') and possibly paint the restricted areas a different colour. Visitors to the city need to be able to quickly see where they can or cannot go - it's stressful enough driving in a different city without having to interpret vague or misleading signs. By the way, I have good eyesight and am not a timid or inexperienced driver, having driven in many cities in the UK and also across Europe without any problem.

Yours faithfully,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 21:30
To: TrafficManagement
Subject: Experimental Bus Gates

To whoever it may concern

My thoughts on the above ;

Very simply !

Please discontinue this experiment and recognise it has failed.

I know of drivers who have found themselves 'caught out' by inadequately situated signage and still suffering ongoing feelings of frustration. Also lack of insightful communication from those responsible. All of which add to an overall negativity towards ACC !!

It would appear that as a collective you misunderstand the needs of your constituents. Who simply require inclusivity !

From my own perspective I feel you are continually making dreadful decisions about my well loved city. Incurring unnecessary costs and not meeting our needs at a basic level.

My comments may seem untoward in this frugal climate !

However if you align with those you represent it could make such a difference to the overall feeling of 'being in it together' ?!

Best regard

[REDACTED]
Sent from my iPhone

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 22:10
To: TrafficManagement
Subject: (Experimental) Order 2023

Bus gates should be removed now.
These changes hastens the death of our city in many ways.

Buses do not have adequate luggage areas for shopping bags and school back packs.
The space between a row of seats is narrow especially with added shopping bags on your lap.

Taxis - not enough in city centre and especially the airport. Why no Uber taxis in Aberdeen?

Bus and Railway Station should have limited time drop/collect areas for privately owned vehicles. Bad planning by Local Council- visitors not impressed on arrival.

Frederick Street Health Hub - patients who depend of their own car are impacted by these bus gates.

If this really is a consultation between the Council and the people of Aberdeen/shire re Bus Gates (experimental) decisions should be made and notified to each rate payer.

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 22:18
To: TrafficManagement
Subject: Experimental Order 2023

I am writing to let you know of my objection to the Traffic Management Experimental Order 2023.

Living in the Midstocket area of town, my journeys to and from the beach area, where I work, now involve significant detours to get to and from the area. Given the amount of East to West/West to East routes that are now prohibited to motor vehicles this journey is taking longer and longer, leading to roads being clogged up and surely an increase in the level of emissions. I travel to the beach area frequently for work and recreational purposes, but journeys have increased to up to 30 minutes from a previous journey time of 10 minutes. Journeys now involve circular routes along Riverside Drive to Great Southern Road or Beach Road to St Machar Drive, when previously we would have used Union Street, then Schoolhill. Hutcheon Street is frequently queued up all the way from Berryden to Mounthooly, so St Machar Drive becomes the alternative to Riverside Drive. The journeys require many more miles and use much more fuel than previously. The provision of public transport services are insufficient and do not adequately serve the needs.

I have elderly and mobility impaired in laws that I transport into the centre of town for shopping, cafe and restaurant outings; this has become impossible, in particular to access Marks and Spencer at St Nicholas Street. Blue Badge holders cannot get close to the Bon Accord or St Nicholas shopping centres, there being no passenger vehicle access via Schoolhill. Union Street, Market Street or Broad Street. Not everyone can access the centre of town on a bus, and if people are carrying shopping, sufficient drop off and pick up points are required along with bays for blue badge holders to assist passengers from business premises/shopping centres to vehicles when they cannot wait on pavements or walk as far as required for motor vehicle access.

As for accessing the bus and train stations for drop offs and pick ups, this has only become harder with the bus gates on Bridge Street and Guild Street - what exactly is the plan meant to be for travellers and visitors to the city arriving and departing on buses and trains? Restricting motor vehicle access can only work if there is a joined up plan for all aspects of public transport. Local buses on the Bridge Street to Market Street section of Union Street are difficult to access for people with luggage or with mobility issues, so cutting off motor vehicle access to this key transport hub is problematic for people using the bus and train stations.

Since the experimental order came into force, I have spent more time and used more fuel detouring around the restrictions to get across the city centre, but have continued to walk from home into the city centre as I don't require to take a bus to get there. Therefore I see no advantages in the Experimental Order 2023, but many disadvantages, particularly for people with limitation on their mobility whether by physical impairment or circumstances involving baggage/luggage.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 22:27
To: TrafficManagement
Subject: Bus gates road restrictions

I disagree with bus gates and road restrictions in city centre it makes it so difficult for car drivers to navigate their way having to go a longer journey to get to your destination. It's making a big impact on local businesses it will be a ghost town soon.

Not everyone wants to cycle or walk and buses not reliable. It seems like it's money making for council with all the fines raked in, money should be spent on improving roads pot holes instead of trying to force cars off the road

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 22:31
To: TrafficManagement
Subject: Bus Gate Objections

Dear Sirs

As a resident of Aberdeen City and therefore a frequent user of the roads and change to the roads/use of bus gates I wish to formally record my objection to the recent changes:

1. As a resident in the city the use of bus gates (and EEZ) I now have to travel substantially further to go across the city specifically to the beach or Bridge of Don area. Increasing unnecessary use of fuel, emissions and wear and tear of my vehicle.

2. The introduction of the bus gates are not well sign posted. For examples it's unclear to me if I can travel from South college street up Bridge Street and onto Union terrace, I see cars doing this yet at the Bridge St Junction there large letters saying Bus Lane/Gate by which time you are already in the lane. Its unclear if this is accessible to drivers or not.

3. Similarly its unclear how I reach certain car parks in the city for use of shopping. I suspect I'm not the only one who rather than navigate these ridiculous bus gates and risks fines avoids city centre shopping as evidence by the closure of not only small local businesses but larger shops too with the most recent closure being the only large store left in the area, M&S.

4. The city centre is becoming run down, desolate and unattractive for local residents with an increase of homelessness on the streets therefore making it feel unsafe for people to walk and shop alone.

5. South College Street "improvements" are another failure to make significant improvements. The junction at Wellington Place has had no improvement at all, the lights still do now have a left arrow going from Wellington Place and therefore there's lots of traffic noise morning, noon and night which would easily be fixed with a left arrow light on the far traffic signals by the wall to the train station. Further the changes down at the arches and lack of parking has had significant impacts on those businesses too.

There appears to be a complete lack of engagement with local businesses as to their needs and a desire to push the local people of Aberdeen and Shire away from the city by making it more difficult to travel. It is clear decisions made in isolation by the Council is for its self-serving needs such as emission reduction instead of growth, health and wellbeing of its residents and visitors.

I would be grateful if my objection is considered as part of the wider consultation and the Council uses the feedback received to make improved decisions for the benefit of the city.

Yours
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 22:48
To: TrafficManagement
Subject: Bus Gates - consultation

Dear Sirs,

In response to the invitation to make comment on the present situation, we wish to offer the following.

We feel that signage and warnings are not adequate for drivers of excluded vehicles who are not regular visitors to the affected areas. It is only too easy to miss the present signage and indeed become confused as to what's right and what's wrong.

We appreciate that permanent hard alterations such as narrowing of entry points might be delayed until after the experimental period, on grounds of expense. In the meantime, however, more obvious signage may well help.

We have noticed on occasion, private cars following hire cars into prohibited roads – possibly if the cab has only a small licence plate at bumper level. Again, significant signage would help.

As visitors to the City from the Tarves area, we find the obvious permitted routes to the south side of the city tedious and now much busier what ever the time of day. It is to be hoped that some alternative arrangement may be worked out to ease this situation during the experimental period.

Yours sincerely,

[REDACTED]

Sent from [Mail](#) for Windows

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 23:51
To: TrafficManagement
Subject: Bus Gates - Objection

Bus Gates - Objection

The new bus gates force more traffic into areas such as Rosemount and Ferryhill. Creating more congestion, emissions and dangerous roads in residential areas. Coupled with much longer journeys.. as a result, greater co2 emissions.

No right turn from Union Terrace Gardens is utterly bizarre. Leaving drivers with one option should they want to reach Bon Accord Centre (or the the beach, George Street etc) having to turn left and into Rosemount (residential area). Then right turn down Rosemount Place, a narrow street, which goes past Skene Square primary school. This road is so congested at 9am and 315pm with parents taking/picking up, making it dangerous for young children crossing to get to school. Then down Marbley Street, also residential and narrow, along Spring Garden (residential), then right along Loch Street (by the college)...

Turn right on Union Terrace to reach Bon Accord Centre it's 0.3 on a mile. With the left turn only, it's 1.1 miles...

It also blights the streets with road signs and cameras. Punishing people with a stealth tax on people who should unfortunately take a wrong turn.

Many city center businesses have seen plummeting footfall and custom thanks to the bus gates. Haigs, Oliver Alexanders*, Marks & Spencer have all closed down for good this week. All citing the bus gates as part of the problem. *(Oliver Alexanders post: <https://www.instagram.com/p/C2NUIAJlty/>) M&S Union Street closing was inevitable after your policies made it near impossible to get to via car over Xmas. Their famed, well used, car collect service was made redundant as no one could access it.

It also discriminates against people with young children, the elderly and disabled who rely on a car. Where cycling just isn't possible and public transport isn't an option due to mobility issues etc.

We also live in Scotland, where the weather plays a huge part in our lives. We've had countless storms this winter and a lot of snow last week. Getting on a bike or merely walking on a pavement in these conditions is not only inconvenient, it's dangerous.

I know of many family and friends who live outside Aberdeen who just don't bother coming into the city now. Due to being unsure of how to navigate around, and the negative messaging the bus gate implies that people in cars are not welcome.

None of this has been thought through properly and they should be scrapped.



[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 23:51
To: TrafficManagement
Subject: Bus Gates Objection

Good evening,

I am writing to submit my objection to the Bus Gates in Aberdeen. Particularly from Market Street, along Union Street and up King Street. In my opinion, there aren't enough buses running to justify this change and the majority of the time, this section of road is near-empty. Prohibiting the public from driving these streets makes Castlegate almost forgotten. Castlegate is an integral and iconic part of Aberdeen's history, housing the Mercat Cross, the former North of Scotland Bank, The Citadel, The Athenaeum and of course The Sheriff Court. I used to love to driving past the Castlegate to visit my grandparents. Particularly at Christmas time when I was younger, with the tree in pride of place and being able to see the Christmas lights down the length of Union Street. This gave me so much joy and pride in my city. Union Street and Aberdeen as a whole has been impacted by the Bus Gates, with it now looking devoid of any life. In my opinion, either all vehicles should be allowed down the length of Union Street again, or the whole thing should be pedestrianised with easy access and parking around it.

My other concerns about the Bus Gates are more regarding the scheme as a whole. If the aim of the Gates were to encourage car users onto public transport, more should have been done to make this a desirable option. Bus travel is expensive, timely, inconsistent and hassle - particularly for those not living close to a bus route, for those with multiple children and for those with accessibility requirements. The only thing the Bus Gates have achieved is making people think twice about whether or not they actually want to go into Aberdeen City Centre. Aberdeen businesses have been struggling. The overwhelming consensus I have seen from Aberdeen citizens is that they are no longer going near the city centre due to fear or confusion of unknowingly entering a bus gate. No matter how many times new routes are posted by ACC on Facebook, there remains wariness and just a general resignation around these restrictions. Because of this, many local businesses have been suffering due to noticeably less footfall which is not only terrible for Aberdeen's economy, but for the morale of its residents. I worry this will further negatively impact the falling property prices in Aberdeen, with many residents seeking to move elsewhere due to the city offering less as a whole if local businesses and amenities continue to close their doors. I have also seen the proposed Aberdeen City Council Budget and worry the situation will only get worse if certain plans are implemented - with less people visiting the city and spending money due to a dwindling number of amenities remaining open.

My final niggle with this, is that ACC have chosen for the Bus Gate Objections to be lodged via email rather than an online form. I feel this is a method used to deter the public from easily and efficiently being able to voice their opinions on the situation. Please see this link (<https://www.change.org/p/scrap-the-new-bus-gates-keep-aberdeen-accessible>), which will take you to a Change.com petition, hoping for the Bus Gates to be scrapped. 6,837 people have signed this petition and hundreds have left comments. I can say with almost certainty that not all of the 6,837 signees will have emailed their objection to the council but I hope their views on the petition are still taken into account. If nothing else, to see the community's fatigue of yet more restrictions and the sheer lack of hope that Aberdonians have left for their city.

I hope this can be taken on board to restore some pride in the city, get people back into the centre and keep our local businesses and Aberdeen's public attractions thriving.

Kind regards,

A solid black rectangular box used to redact the signature of the sender.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 00:09
To: TrafficManagement
Subject: Objection

Dear Council

Being a local business and frequent traveler of the routes I feel bus route is killer for the local businesses. Footfall has lessened and more businesses are out of the race at the Union Street and Guild Street, soon it will impact Market Street and Bridge Street.

Best Regards

[REDACTED]

[Redacted]

From: [Redacted] <[Redacted]>
Sent: 22 January 2024 23:53
To: TrafficManagement
Subject: Bus gates etc.

Central Aberdeen has become much more pleasant as a result of the changes. But I should like to suggest that one minor measure should be rethought: the no right turn from the north end of Union Terrace.

This generates some decidedly odd and undesirable journeys. For example I live in Ferryhill; to get to HMT I used to go down Union Terrace, and park in the Harriet Street carpark. To get there now I have to go via Golden Square, Crimmon Place, and Skene Street. Of course it would be desirable to use public transport, but while we can get to Union Street by bus, but there is no bus home after 7 pm. Walking on a summer evening is pleasant, but in the last three months there would have been a fair chance of getting soaked.

I used to travel via the Denburn and park in the Denburn car park. But Donald's Way was closed for many months---perhaps longer.

Yours,

[Redacted]

[Redacted]

[Redacted]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 00:54
To: TrafficManagement
Subject: Comments /objections to Aberdeen City Council ETRO and Bus Gates 2023

Comments /objections to Aberdeen City Council ETRO and Bus Gates 2023

Whilst I am in favour of improving public transport in principle, I have some specific comments and objections to ACCs recently implemented priority bus routes.

-
- I have never supported ACCs decision to use an ETRO, rather than choosing a normal, full consultation process with all stakeholders – residents, local businesses and the wider public from the city and shire – prior to implementation. Why did ACC decide to implement these changes via an ETRO?
- There is an apparent lack of data and targets in the ownership of ACC regarding bus and car travel times. What were the average journey times before the ETRO and what are they now? How can the success of this project be quantified otherwise.
- There has been insufficient communication with the public and businesses regarding access to the city centre prior to and post implementation of the changes. Road maps were promoted late in the day (and variations of the maps published subsequently) on social media, but many people either didn't have access to the maps or found them difficult to follow.
- As someone who has to drive every day and navigate the new routes frequently, my own experience finds there is still inadequate signage across the city, despite the comments below that the "city's strategic signage has been updated in recent times and should be fit for purpose". Anyone driving from the west heading east, or vice versa, will find that signage will not provide them with a sufficiently early and clear warning or alternative routes guidance. Have any of the transport team / Street UKs taken the time to try out the new routes themselves yet and experience the signage first hand?
- Traffic has certainly built up along Skene Street, past Gilcomston School, due re-routing of cars from Union St. The school also no longer has a lollipop man in the mornings which is a concern for the children crossing.
- What are the changes in the pollution levels along these new main routes into town? Is this being monitored?
- Blue badge holders should be given access to the bus priority routes. There is no acceptable reason why they have been denied access. If the pending "LEZ Blue Badge Exemption Scheme" (a policy which will ensure that Low Emissions Zones (LEZs) do not cause any disadvantage to disabled people or restrict their access to Scotland's city centres) is anything to go by, I'm sure that these new priority bus routes come under the same banner. I will be in touch with the Scottish Government Equality, Inclusion and Human Rights Directorate for their comments on this matter – though I'm sure others have already raised it with ACC.
- The no- right turn on Union Terrace should be removed. It makes no sense to force road users left towards Rosemount, who then have no easy way of correcting their route back toward Schoolhill/Bonaccord area. I was told it was to 'reduce general traffic going in that direction' – a completely unacceptable reason and I'm sure all the businesses in 'that general direction' would have something to say about it too.
- I know from conversations with businesses in the immediate bridge street/market street zones have some very specific issues regarding access for their customers, so I support any of their objections. I do not need to rewrite them all here.

All in all, whilst the bus companies claim these changes are improving journey times, the bus gates have added significantly to the general negative narrative about accessibility to the city and I suspect with a detrimental effect to the local economy. The public who need to/prefer to drive find 'access to the city difficult' or they 'don't understand it' or they 'fear a fine'. The result? They simply don't come into town at all. ACC need to carefully consider who is our target market (city and shire members of the public) and our competitors (other towns/ out of town shopping centres/ online). Customers/visitors will always choose the path of least resistance to places which offer what they want. The shire offers that to many – low cost/free parking, no potential bus gate fines, plenty of retail offering etc

etc. They are simply avoiding Aberdeen now, so my question to ACC is how are you going to pull back the Aberdeenshire population ? Does the green agenda and the x% increase in bus journeys outweigh the economic effects of driving away a large percentage of our customer base, a customer base on which the city depends on?

I know there's many city centre businesses struggling due to a lack of footfall, and with the pending closure of M&S the situation is only going to worsen. ACC to need to consider (with some urgency) whether these bus gates are perhaps a premature addition to a city which is probably at its lowest point in living memory.

Time for a re-think.

[Redacted]

[Redacted]

From: [Redacted] <[Redacted]>
Sent: Friday, March 3, 2023 3:39 PM
To: [Redacted] <[Redacted]> [Redacted] [Redacted] Sandy Beattie <[Redacted]>
Subject: RE: Roads consultation

Good afternoon [Redacted],
Please see my rather quickly drafted responses below. Apologies for the delay in getting back to you.
Kind regards,
[Redacted]

From: [Redacted] <[Redacted]>
Sent: Friday, February 24, 2023 8:58 AM
To: [Redacted] <[Redacted]> [Redacted] <[Redacted]>
Subject: RE: Roads consultation

Good morning,

Apologies for messaging again, but I just wanted to follow up on this email, just in case it ended up in a spam folder or if someone has replied and it's bounced back. I have been having email issues over the last few weeks.

Kind regards,
[Redacted]

From: [Redacted]
Sent: 10 February 2023 13:08
To: [Redacted] [Redacted] [Redacted]
Cc: [Redacted] [Redacted]
Subject: FW: Roads consultation

Hello [Redacted]

Thank you for the response and apologies for the delay in replying. A change of laptop and email servers meant I lost a few conversation threads and had to dig around in an archive.

[Redacted]

█ has suggested I contact you regarding the proposed changes to the road network in the city centre so I hope that you will be able to answer some of our queries and concerns. As business owners on Union Street, we take an active interest in any proposed changes to the accessibility of the city centre for all communities. We are acutely aware that the proposed bus gates are going to make a fundamental change to how traffic flows around the city centre, and the knock on affect this may have to visitor numbers/footfall at a time when the city centre economy is facing many difficulties.

Is there an implementation date proposed for the bus gates and no right turn off Union Terrace? **The works for the bus priority route in the Guild Street area were delayed due to the winter weather conditions in December and January and they will start now after the South College Street Improvement Project has finished in late Spring. We will provide updates nearer the time for when the bus priority route work will start.**

Alternative route map – is there one? When is it likely to be published? **Information about the changes will be made public at the time of the introductions with mapping details however individual route maps will not be provided.**

Alternative routes – has anyone from the transport team driven the proposed alternative routes to get a feel for changes to journey time (are they more or less) and any possible difficulties with those new routes? **The alternative routes are those identified through the revised Roads Hierarchy. These routes are well known and considered fit for purpose. The changes at South College are being made to address identified challenges for the network.**

Signage – Will road signs further out of the city centre be updated to direct traffic to these alternative routes? **The city's strategic signage has been updated in recent times and should be fit for purpose however some old car parking signage has been identified for a review and this will be carried out shortly.**

No-right turn of Union Terrace – can you explain the thinking behind this please. I foresee major access issues for those travelling from the South or West of the city and wishing to access Harriet St car park to visit key attractions in the area - theatre, Bon Accord centre, M/College, art gallery etc. The natural route for those visitors is along Holburn St and then down Union St (and in fact the signs direct you that way from lower Holburn St and Great western road), they will then turn left onto Union Terrace only to find they can't then turn right onto Rosemount Viaduct and on towards Schoolhill and Bonaccord. They will be forced left instead and then, to try and correct their route, will be faced with a further two no-right turns. Carrying on up Rosemount Viaduct, they could take the 3rd road on the right (Baker Street) but are forced left onto a one-way system onto Skene Square and up towards the roundabout at Skene Sq/Maberly St. They are now some distance away from their destination and probably completely confused as to how to correct their route. I'm sure this has all been accounted for in the proposals, so are you able to tell me what this alternative route will be for those who can't turn right off Union Terrace. I have visions of theatre goers needing to park in Harriet Street car park, but are so lost and off route that by the time they correct themselves the theatre bell will have already rung! **Information will be provided to the public at the time the changes are made and alternative routes of access will be required. Harriet Street car park is considered accessible from the A944 corridor which is signed for access to that side of the city.**

The upgrades to South College street are very welcome and have the potential to improve traffic flow, albeit an increased traffic volume with the bus gate on Guild St. The map suggests all traffic heading east to west and vice versa will need to go along South College Street and Market St. Market St in particular is already very congested, and I suspect will only get worse with the increase in traffic forced along it. Are journey times and distances for these routes being recorded before and after? I think a comparison is vital to prove the validity of these proposed changes. **The future proposals for the city centre requires a reduction in traffic volumes which are being addressed by improvements to the public transport and active travel networks. Recording of traffic volumes has and will be undertaken however these are not the only metrics that will be considered in review of the scheme.**

Guild St – Feedback from many suggests that busses 'waiting' was one of the traffic issues on this route. How will ACC prevent this going forward? **Buses on Guild Street will still have access to bus stops on Guild Street however there will be a significant reduction in other traffic therefore delays to public transport will be reduced.**

Meetings and feedback with interested parties – there have been several feedback sessions with local businesses/residents regarding these changes- are the minutes and comments published somewhere and available as a FOI request? **If this is a formal FOI request then it would have to be forwarded to our FOI Team. Please clarify. Streets UK have been carrying out the majority of the consultation and may be more able to respond.**

Funding – is the funding for these changes coming from a ringfenced central government budget, or other? **I've included Sandy within the email as he will be able to address the funding question.**

Apologies for the number of questions, but very little has been put into the public domain about this. I am very disappointed that ACC chose to take the route of an ETRO, rather than allowing the public to have a chance to comment on these proposals.

I look forward to hearing from you.

Kind regards,

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 01:06
To: TrafficManagement
Subject: Objection to bus gates, assoc. road lane alterations, etc

Re: recent bus gates & lane alterations etc Aberdeen city

I am emailing to register my objection to the lack of proper, well advertised public engagement & consultation prior to implementation of bus gates in the Union Terrace, Schoolhill, Guild St, Merchant quarter areas.

I am emailing to register my objection to ongoing use of inadequate signage for road users approaching a bus gate - most especially the one just west of Guild St rail bridge indicating lane use if turning north onto Bridge St. Difficult to interpret signage, which could be greatly helped by on-road colours/arrows, are tricky even when we know Aberdeen, must be hugely confusing for a visitor.

I am accustomed to poor bus gate signage by Aberdeen City roads department/ traffic management as I received a fine for not making sense of the three conflicting signs between Marischal St & the Adelphi (during "Spaces for People") as I turned on to Union St from King's St - the same signage which later made the local press for being bamboozling (that woman's fine was cancelled).

I am emailing to register my concern that appropriate data has not been made available for public scrutiny to show the advantages of implementing these latest bus gates and lane alterations. Presumably a study was made in advance, and data gathered, and I'd be interested to see it. Are bus journeys notably faster; are more passengers actively using the buses (and is this to reach workplace, or for leisure); could the bus gates be peak hour only.

Tap & Ride on certain local buses has helped reduce the scutter of needing exact fare - but they remain one of the most expensive urban bus services I have used in the UK.

I also have a car, petrol, first registered pre-2006. It is well maintained & serviced, and it is my active choice to continue to run it rather than incur the greater carbon cost of buying a more recently built vehicle (and likely, less well built). The introduction of LEZ to Aberdeen city, with its breezy coastal location & very moderate peak hour traffic levels appears both unnecessary (given available emissions data) and punitive to many of the city's citizens. I object to the lack of active public engagement prior to LEZ's implementation in Aberdeen. I also suggest that a fair percentage of ACC vehicles (e.g. roadway maintenance, waste bin collection vans, pavement & road gritters, diggers, cherry pickers) are not LEZ compliant) and it will be infeasible cost-wise to replace them, or hire replacements.

The combination of bus gates (with their inadequate signage), LEZ, pricey buses which only radiate from the centre mean I will no longer be popping into Aberdeen city centre for shopping or leisure anywhere near as often as I used too. You have simply made it too much hassle.

There is little pleasure in visiting the city centre as it is too tricky to access easily.

Yours faithfully

[REDACTED]
(resident since 1999, now seriously considering moving away)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 06:51
To: TrafficManagement
Subject: Bus Gate Feedback

Good morning TrafficManagement

Just wanted to provide feedback on the bus gates in town.

From my personal experience these have increased my travel time and from to work, in Altens on a number of occasions to double the time due to increased traffic in other areas. No longer being able to turn left at market street then either under Trinity or across Bridge Street has caused this issue.

I had to go from Trinity car park to Castle gate on Saturday to pick up my wife and instead of being able to go across to Virginia Street I had to go round Union Square to go onto Market Street to be stuck in traffic.

My elderly mother has stopped going into town now as these gates confuse her and I now have stopped visiting town unless absolutely necessary.

I think there was a complete lack of common sense when this decision was made, if the council wants to push for people to come back into town they need to remove the gates and open up Union Street again.

The increased traffic in other areas these bus gates have caused will no doubt have increased pollution in those areas too.

Kind regards

[REDACTED]

[REDACTED]

From:

Sent:

To:

Subject:

[REDACTED] <[REDACTED]>
23 January 2024 07:53

TrafficManagement

Objection: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC
MANAGEMENT) (EXPERIMENTAL) ORDER 2023

An absolute disaster! A journey from one end of town to the other now takes 30 mins instead of 5. Completely cut people off from the centre and killed access to many shops!

This is killing traffic flow in central Aberdeen with most people deciding to shop outwith Aberdeen or retail parks.

Not good for the environment due to longer journeys and queues.

It appears that it is just First Bus that benefits.



Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 08:24
To: TrafficManagement
Subject: Bus Gate Consultation

The installation of bus gates in Aberdeen has:

- Been detrimental to all retail business in the city centre. Many are closing or have already shut. The city centre is a dismal, uninviting place to visit.
- Does nothing to encourage the public into the centre of town. In fact, the public are either confused by the bus gates, or in these financially constrained times, so terrified of getting a fine, that they avoid the city centre. This has made the centre of Aberdeen a no-go area for drivers and hence footfall.
- Been influenced by the bus companies. The city council has allowed themselves to be influenced by the bus companies wanting faster journey times, to the detriment of the public and boosting the profits of a company, which already charges the highest bus fares in Scotland. Taxi fares are prohibitive for many. It's a bit like the tail wagging the dog. Faster journey times means less buses needed, less manpower = greater profits.
- Not every member of the public can use the buses, so this section of society is excluded. Not everyone wants to use an inefficient and unreliable bus service to access the centre of town.
- Caused problems for anyone who requires uplifting a friend or relative from the bus or train station. Buses, intercity, country or town, do not interconnect nor run at convenient times. Those coming into Aberdeen on an intercity bus in the evening, must wait several hours for a country bus connection, if there is a connection. The intercity buses can arrive or leave after the city/ country buses cease to operate. As there is no safe secure place to wait, nor secure dry pick up points, in the evenings alternative arrangements need to be made to pick up these people. Union Square is not a safe secure drop off/ pick up point, neither is the multistorey car park for lone females. Walking from the bus/ train stations in the dark evenings is not a pleasant experience for lone travellers, especially females to access arranged pick up points for cars. Old and infirm, who value their independence cannot be dropped off / picked up with the least walking distance. Consequently, visitors are discouraged from visiting Aberdeen.
- Had no prior consultation before the bus gate signs and street painting was done. Usually, public consultation comes before action is taken, not after. The rarely used Experimental Traffic Regulation order implemented by the council has angered the public and businesses. These are the very people who have the power to vote councillors into office, or not. The bus companies, emergency services and taxi companies do not have this power – only the public. The fact that the city council had to resort to using the rarely used Experimental Traffic Regulation order to execute these temporary measures in the first place just indicated how concerned the council were about the public opinion rejecting the.

Lastly, it is my opinion, that no matter the volume of opposition raised by the public in this case, Aberdeen City Council will ignore any resistance, as this is seen as a very profitable easy money spinner to fill the councils' coffers. The city council need to listen to the public, not ignore them, after all we pay your wages.

[Redacted]

From: [Redacted] <[Redacted]>
Sent: 23 January 2024 09:48
To: TrafficManagement
Subject: Opposed to bus gates in the City Centre of Aberdeen

[Redacted]

[Redacted]

[Redacted]

e: [Redacted]

[Redacted]

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The banner features a background image of an offshore oil rig at sea. On the left, the text 'ENERGY VOICE presents' is visible above the large white text 'FNS 2024'. Below this, a red box contains the text 'Future North Sea'. On the right side of the banner, white text reads 'Join us for Future North Sea 2024.' followed by 'Thursday, 29th February, 2024 | P&J Live, Aberdeen'. Below this is a red button with the text 'REGISTER NOW'. At the bottom right, the logos for 'slb' and 'SERICAENERGY' are displayed.

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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 10:04
To: TrafficManagement
Subject: Bus gates feedback

Good morning

I'd like to give feedback on the bus gates. I think it's very unclear where exactly they start and stop. This must be very confusing for the elderly and new drivers who have just passed their test.

My personal experience is that I have taken a longer route to reach my destination, which is also often busier therefore using more fuel and in the car for longer which defeats the purpose of trying to benefit the environment.

I would be very happy for the current bus gates system to be abolished.

Kind regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 10:30
To: TrafficManagement
Subject: Bus gates and traffic management in Aberdeen

I strongly object to the implementation of these bus gates in the city of Aberdeen.

I live in [REDACTED]

And negotiating my way into the city to shop is a maze of extra side roads.

I bought a diesel car 10 years ago - recommend as the cleanest and most efficient for the environment at the time!

Now I find that this year I will have to use a park and ride to transfer into the city shops!

I am 72 this year and have no bus service passing my house.

It's high time that the people making all these changes in city access thought about the aging population also!

I vote for getting rid of these bus gates and restoring a sensible access to Union street .

[REDACTED]
efb [REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 11:05
To: TrafficManagement
Subject: City Centre Traffic Management Consultation

Dear councillors

Prior to lodging my complaint I did some research on how other city in the U.K. with a similar population, have dealt with traffic management in their city centres.

I was unable to find a single city that prohibited general traffic from using 3 parallel city centre streets. In fact I couldn't find a city that had even restricted general traffic on 2 parallel streets. Numerous one way systems were evident, as were pedestrianised streets.

The decision to bring in such draconian measures beggars belief and if retained in their entirety will most certainly kill our city centre and the many traders who rely on footfall.

The following restrictions need to be revisited, as they are totally confusing:

Motor vehicles, unless for the purpose of taking access, will be prohibited from all or certain lengths of Bath Street, Bridge Place, Bridge Street, Broad Street, Carmelite Lane, Carmelite Street, Castle Street, Concert Court, Guild Street, Exchange Lane, Exchange Street, Exchequer Row, Green, Hadden Street, Imperial Place, King Street, Lodge Walk, Marischal Street, Market Street, Queen Street, Union Street, Shiprow, Shoe Lane, Shore Brae, Stirling Street, Trinity Lane and Trinity Street.

The restricted right turn from Union Terrace onto Rosemount Viaduct is unnecessary and has created extra mileage for those dropping off the elderly and disabled at St Marks or HMT. As it serves no recordable benefit, it should be removed.

Aberdeen appears to be the only city/town that has a bus lane/gate with no bus service using it.

The bus gates on Guild Street have removed many shoppers and visitors from the area and urgently requires removal.

In general the city traffic management is a disaster, is removing shoppers from the centre and pushing more and more people onto online shopping. It is viewed by many as a money making scheme for the council and is creating huge negativity towards the council. Having shopped in the city centre for over 55 years, I now choose to shop in either Inverurie or Banchory and am disappointed that I'm being forced to do this by an out of touch council.

I sincerely hope that the council will also abandon its proposal for a Low Emission Zone, which will definitely be the final nail in the coffin for traders.

Many residents won't submit objection, because they feel councillors won't listen. Please prove them wrong.

Yours sincerely

█

██████████

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 11:07
To: TrafficManagement
Subject: Bus Gate

To whom it may concern

The recent changes to the routes leading east towards the City Centre has left drivers with limited options and inequitable routes. Not only will they have to incur detours, but also the introduction of a bus gate at the junction of Market St and Guild St has left drivers traveling from the Southeast without the option of turning left along Guild St. Such changes will not only cause inconvenience but also increase traffic congestion. While the Trinity Car Park remains an option, the traffic will be directed past Union Square Shopping Centre, leaving the facility as the only viable choice for many drivers. The situation demands a serious discourse on how to create a balanced traffic system that benefits all road users.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 12:00
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023 / Cults Primary School

Hello,

I'd just like to write a short note as regards the bus gates in the centre of Aberdeen. I am writing as a solicitor who has spoken with many of my clients who occupy commercial properties in the town centre. For clarity I am writing in my capacity as an individual and not on behalf of my firm or any clients.

The bus gates have added a further level of confusion and fear to visitors to the town centre. This is further decreasing the footfall in town which we can see is clearly having a detrimental impact on the sustainability of retail and hospitality businesses. We need to be encouraging affluent spenders into town. It is important that the spend per visit is high and that the town centre is a pleasant place to visit. I repeatedly hear that people are scared to now go into town due to the anti-social behaviour experienced on Union Street. We seem to have ended up with the worst of all worlds in that Union Street is not pedestrianised and accordingly not a very pleasant environment but we now have these bus gates which make it increasingly hard for people to navigate the surrounding areas to Union Street so people can park and walk there. The whole scheme seems badly thought out and an active incentive against town centre visits. The bus gates have also been discussed on school Whatsapp groups and the consensus is that people just don't bother going into town anymore as it is too confusing and people don't want to be fined.

Not only that if you live in the west end of Aberdeen navigating to the beach (one of the cities finest assets and something we should absolutely be capitalising on) is almost impossible at certain times of day. The route beside the harbour is a constant bottleneck and to chican through the tiny car lined streets of Rosemount can be impossible. Visiting the beach is considerably harder than it used to be.

We have to be realistic in that Aberdeen is a city with inclement weather and a wide catchment area from the 'shire where car use is the only viable method of transport for many people. We should be encouraging all types of transport to the city centre, cars, buses, cycles, walking etc. I genuinely feel that the City is at a tipping point and we must remove as many obstacles to visits as we can. Online shopping is not going away - we need to make it easy for people to visit the town to keep it alive.

As an aside, my daughters attend Cults Primary School, the road around the perimeter has virtually no street lighting. When picking up small children from nursery and school in the dark it is quite intimidating and unpleasant as the road is surrounded by a forest. Is it true that this is not an adopted road? Would this fall under the Education Departments remit?

Many thanks for your time,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 12:02
To: TrafficManagement
Subject: Bus Gates

Good morning,

My opinion on the bus gates in Aberdeen are that they don't work or help businesses in the city centre. Since they have been introduced, I have rarely been into town. The reason is that I am not sure where you can drive. The maps that have been produced and shared regularly online aren't very clear. I also don't think they have increased usage on public transport. I find the bus fares too expensive for using a bus regularly. The bus firms claim that public are using the buses more since the installation of the bus gates. When I have used a bus to travel to town, there are never full to capacity.

I believe that a lot of businesses are suffering too. Every day, you read of shops, restaurants closing as they don't have the footfall like they used to. People are now shopping out with the city and going to places like Inverurie or Portlethen.

Regards,

[REDACTED]

Sent from my iPad

[REDACTED]

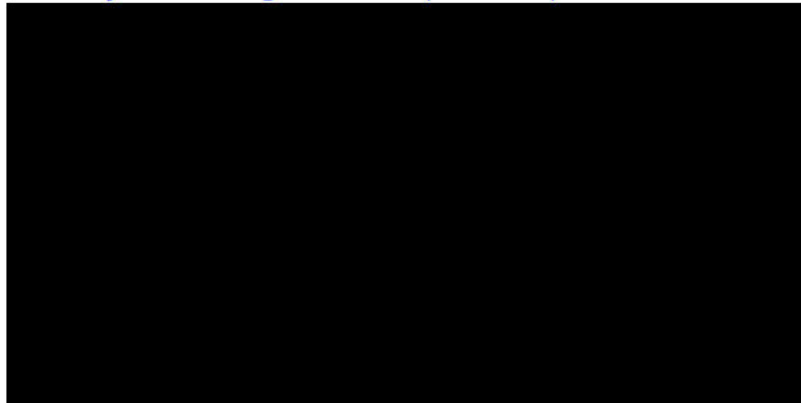
From: [REDACTED]
Sent: 23 January 2024 12:22
To: TrafficManagement
Subject: Bus Gates Consultation

I wish to object to all the bus gate experiments within Aberdeen City Centre.

The reason for my objection is that motorcycles are not permitted to use them, or indeed any of the other bus lanes / gates in Aberdeen.

I refer you to UK government guidance which recommends motorcycles should be permitted in bus lanes as a default.

[Motorcyclists using bus lanes \(TAL 1/24\)](#)



Motorcyclists using bus lanes (TAL 1/24)

Please confirm when this will be presented to the Council for approval/ debate.

Thank you

[REDACTED]

[REDACTED]

[Sent from Sky Yahoo Mail on Android](#)

[REDACTED]

From:
Sent:
To:

[REDACTED] <[REDACTED]>
23 January 2024 12:47
TrafficManagement

Hi,

I'd like to object to the bus gates. I'm not sure how many of the decision makers that implemented this process actually use the buses in Aberdeen, but since COVID almost ALL routes have run reduced services, they've never returned to normal levels of service.

You've closed half of the city center for buses only while the bus service companies are running even less buses than ever before!

Honestly, I gave up a £65k job in Westhill because the rigmarole of spending nearly 1 1/2 hours to commute 7 miles for over £90 per month from the city center was not worth it. That's mad. But that's how bad services are being run at the moment, and for the longest time, and with no sign of interest to change. Why are you pandering to bus companies that don't even have the respect to run their service contracts on behalf of the city the way that they are supposed to.

Shambles.

Yours,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 12:50
To: TrafficManagement

The bus services have refused to return services back to pre COVID levels. Half the services are late, overcrowded, or just don't turn up.

Why are the council pandering to bus companies that don't even respect the terms of their service contracts already?

No one knows why you want to do this either, so strange to have this as a top priority for a failed service.

Bemused Resident,
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 13:32
To: TrafficManagement
Subject: Bus Gates

Bus gates have made journeys through town - especially to and from the beach - more tortuous, both in terms of distance travelled and duration. Many of us are not in a position to use public transport - and for others, with large, disabled, elderly, infirm or young families, public transport is not an option.

Bus gates are simply penalising a large section of the community and are massively discouraging visits to the city centre.

God help our city when the issue is further compounded by the needless ULEZ.

The desire to push people onto public transport and to speed bus journeys is highly discriminatory towards the aforementioned subsets of society. You should be doing everything to make the city centre MORE accessible to everybody, not putting measures in place that either practically or notionally keep people away.

Finally, the more tortuous routes through the city centre are actually increasing the carbon footprint of Aberdeen, not reducing it.

Abolish the bus gates - and the future ULEZ, or our once proud and vibrant city centre will die.

[REDACTED]
Sent from my iPad

From:
Sent:
To:

[REDACTED] <[REDACTED]>
23 January 2024 13:59
TrafficManagement

The introduction of the bus gate at the Market St and Guild St junction has created unfair routes, especially for those traveling from the Southeast along Market St. Turning left along Guild St is no longer an option, forcing traffic to pass Union Square. Additionally, egress from Trinity Centre Car park along Wapping St now prohibits right turns onto Guild St, effectively cutting off eastbound travel for parking facility users. The current congestion during peak traffic around Rennie's Wynd/Wapping St, Denburn is already burdensome, and the introduction of the Guild St Bus Gate has only expanded this issue rather than alleviating it.

The creation of a bus gate at Bridge Street has limited the route options for drivers, pushing them towards longer, detoured routes. Even traveling east towards the City Centre and Trinity Car Park requires navigating through a series of detours that add unnecessary minutes to journey times. Unfortunately, this has created a system that is unbalance, a not attractive look for the city centre.

The creation and implementation of a bus gate at Bridge Street in the city centre is causing major disruption to travel within the city. Access to certain roads is now restricted, forcing drivers to take alternative, often longer, routes. This is particularly true for those travelling from the East as Bridge St gate is cutting the city in half and no allowing access and choice of travel.

Regards

[REDACTED]

[Redacted]

From: [Redacted] <[Redacted]>
Sent: 23 January 2024 14:01
To: TrafficManagement
Subject: Bus Gates

Hi

I strongly object to the bus gates,
As i business in the city centre who talks to thousands of guests per month who make a point to come to our salon and barbers, all we here is how scared people generally feel to drive in to town, so they choose to go to Inverurie or other locations rather than come into the city centre, because of fear of getting fined. if we are about trying to revive the city centre this really isn't helping.

Regards

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 14:01
To: TrafficManagement
Subject: Traffic management

. The introduction of the bus gate at the Market St and Guild St junction has created unfair routes, especially for those traveling from the Southeast along Market St. Turning left along Guild St is no longer an option, forcing traffic to pass Union Square. Additionally, egress from Trinity Centre Car park along Wapping St now prohibits right turns onto Guild St, effectively cutting off eastbound travel for parking facility users. The current congestion during peak traffic around Rennie's Wynd/Wapping St, Denburn is already burdensome, and the introduction of the Guild St Bus Gate has only expanded this issue rather than alleviating it.

18. The creation of a bus gate at Bridge Street has limited the route options for drivers, pushing them towards longer, detoured routes. Even traveling east towards the City Centre and Trinity Car Park requires navigating through a series of detours that add unnecessary minutes to journey times. Unfortunately, this has created a system that is unbalanced, and not an attractive look for the city centre.

19. The creation and implementation of a bus gate at Bridge Street in the city centre is causing major disruption to travel within the city. Access to certain roads is now restricted, forcing drivers to take alternative, often longer, routes. This is particularly true for those travelling from the East as Bridge St gate is cutting the city in half and not allowing access and choice of travel.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 14:01
To: TrafficManagement
Subject: Feedback re implementation of bus lanes etc

If the intention of the council was to implement a system that would kill off even more of the city centre, then congratulations, you have succeeded.

The torturous system, where nobody seems to know what has been implemented and where cars can now go, has stifled even more of the commerce in the city centre, and has restricted access to the surrounding areas. I used to go into town for a coffee every morning and then head down to the beach where I would have a walk and then refreshments at one of the beach cafes. I have stopped doing that, the strange route one has to follow in order to get there and then to get home is ridiculous and takes much longer.

And what is the point of it all? I really do not know, I struggle to understand what you are really trying to achieve, it looks like a couple of anti-car activists have been let loose with their goal of ridding the city of all private cars, and nobody has stopped them.

You have lost sight of the fact that this is killing off what little life there is in Aberdeen city centre, which is now beyond help and a total disgrace. I had the misfortune to walk up Union Street between Market Street and Bridge Street about 9pm one night last week (between the bus gates), and it was like walking through a scene from a war movie - a couple of dozen youths on bikes cycling around and hurling abuse at the few people unfortunate to be walking around, it was totally intimidation. If the bus gates were all removed to let traffic flow through the city again, then it would certainly transform things for the better, and add a bit of life back.

Can I also suggest that you tell Bob Keiller that his noble attempts to rejuvenate the centre of the city are in vain? How can he do any good (and he is a very clever guy) if you are implementing schemes such as these bus lanes.

I would be pleased to discuss the finer details of my thoughts if you want, on the understanding that feedback will actually make a difference. If you are just going through the process of rubber stamping the whole process without change, as I expect you are, then I won't waste my time.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 14:11
To: TrafficManagement
Subject: Bus gates

To whom it may concern,

I am writing in support of the small independent shops that we still have in Aberdeen. It's very disappointing to see the decline of our beautiful Union street. As someone who works in the centre also it's shocking that elderly and disabled people are having to walk at distance if they need to shop in the centre / get a vaccination. No one knows where to park, they are frightened incase they receive a fine. Our public transport is not good enough either, to park it's horrendously expensive also. I totally oppose these bus gates.

I hope ACC can have a rethink.

Regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From:

Sent:

To:

Subject:

[REDACTED] <[REDACTED]>

23 January 2024 14:19

TrafficManagement

Bus gates

As a blue badge holder I now have no access to most of Union Street and surrounding areas. Travelling by bus is not an option for me because of walking difficulties.

Additionally, I can no longer park in the blue badge spaces in the railway station platform area as no access allowed from Guild street.

Could the council please look (seriously) at its decision to impose bus gates without thought to the needs of disabled and elderly people.

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 14:24
To: TrafficManagement
Subject: Response to consultation - particularly re: bus gates

So much for creating a vibrant hub in the centre of Aberdeen! I do not believe that bus gates are the solution. Bus gates will do little to improve an otherwise wanting public transport service.

I wish it to be known from the start that I am a loyal and long term user of public transport and even walking into Aberdeen when possible.

I hope however, that whoever reads this will have experienced the same weather as I have this past month in Aberdeen, and therefore may have thought twice about waiting for an unreliable bus without shelter, to visit the ULTRA DEAD town centre, when I can take a short journey in a car and shop outwith the TOWN CENTRE. I guess this is the Dough-ring effect. In other words A VOID IN THE CENTRE.

I understand the commendable concept of Traffic Management but as has become obvious with these proposals, they are not fit for purpose.

The design process is as follows :- RESEARCH AND INVESTIGATION

CONSIDERATION OF POSSIBILITIES AND IDEAS

CHOICE OF APPROPRIATE IDEA In other words it is flexible process towards a conclusion which can sometimes be one that was not necessarily originally thought to be the best, but which is decided by discussion to be the most FIT FOR PURPOSE. It would be splendid to think that the thoughts on these proposals are properly listened to and that arrogance does not prevail.

I frequently have to ask myself whether any local knowledge has contributed to these ideas being taken for our wonderful city at the moment. Are they council core staff (and therefore hopefully do have local experience even if not evident here) or are they consultants and if so how much are their fees? Do the decision-makers have any subjective local knowledge? Are they waiting for a bus into town in January in Aberdeen, far less visit the Theatre either to attend or to drop an elderly person close to that venue? Oh and you can forget driving to an appropriate car park to enjoy some food at one of our increasingly diminishing struggling restaurants.

I urge you to look again at your outdated proposals or is social isolation part of your all over plan? We are moving towards hybrid or electric cars and so pollution is not as it was. Decongestion is to be considered but it would have been a challenge for you to count very many cars in the centre of town anyway. BUT THEN YOU MAY NOT LIVE HERE.

[REDACTED]
Braeside, Aberdeen

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 14:33
To: TrafficManagement
Subject: Bus gates

The city centre is dying and you have made it worse yet. There is no benefit from the bus gates at all...along with the one-way system implemented years ago over the beach esplanade. The city is dying...the centre is a ghost's place and by your decisions, you are not helping at all.

Kind regards

[REDACTED]

[Redacted]

From: [Redacted] <[Redacted]>
Sent: 23 January 2024 14:35
To: TrafficManagement
Subject: Bus Gates Objection

Good afternoon,

Access to the Trinity Carpark has become a serious challenge for those travelling from the west of the City and heading to the city centre. Due to the bus gate at Bridge St, right turns on the most logical route have been blocked, resulting in considerable inconvenience for drivers. The effects of this go beyond the inability to access Trinity Car Park, with the College St Car Park and Union Square shopping centre car parks in the south side of the city now also inaccessible. To make matters worse, the no-right-hand turn at Rosemount Viaduct/Union Terrace has cut off access to the city centre from the parking provision at Bon Accord Centre. These changes mean that travellers must now plan and adjust, making it more complicated than ever to reach their destination.

Kind Regards

[Redacted]



[Redacted]

[Redacted] 603 5553

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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 14:38
To: TrafficManagement
Subject: Bus Gates

Afternoon

I am writing to express my concern over the new bus gates which have been installed in Guild Street , Market Street and Bridge Street . It is now impossible for me to drive into union square without taking a large detour round by the Duthie Park or the beach and for elderly or disabled people it is extremely difficult to get into the centre of town . When the centre of Aberdeen is already in a huge decline you are making it even more difficult to get into the shops . Since they have been implemented I have very rarely been in town and am increasingly shopping online or going else where to shop . You need to encourage people into Aberdeen city centre not discourage.

I hope things will change

Kind regards

[REDACTED]

[Sent from the all-new AOL app for iOS](#)

[Redacted]

From: [Redacted] <[Redacted]>
Sent: 23 January 2024 14:39
To: TrafficManagement
Subject: Aberdeen City Centre

Just wanted to add my feedback on bus gates. I find that they are very confusing and those individuals I have spoken with (mainly over 50's) have chosen to avoid driving into Aberdeen City Centre rather than risk a fine or find the road layout has changed. However limited the bus gates are, the perception is that they are adding to the demise of Aberdeen City Centre. I realise that the general population shops differently (online/outlets), but the City Centre must be made attractive to draw people in. It's difficulties have a knock on effect on all types of businesses and the health of the local population. It is such a problem to solve - the traffic flow, city centre business, health & wellbeing, cost of living crisis, downturn in the Oil industry cannot be separated. Aberdeen is a beautiful city. The grey granite bones are there. Please do your best for it to attract locals and visitors in the years to come.

Sincerely,

[Redacted]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 14:50
To: TrafficManagement
Subject: Experimental traffic management

Well I hope by now you have realised what a bad idea this has been for Aberdeen city center. It has only exacerbated the demise of our already depleted city center. I refuse to enter Aberdeen because it's now too difficult to negotiate and only increases the amount of fuel and time required. What a stupid idea this is!!!

Please reverse these bus gates and get our city back to normality. Our city businesses are suffering because of it.. I now prefer to go elsewhere to do my shopping rather than visit Aberdeen.

PLEASE SEE SENSE

[REDACTED]
Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 14:57
To: TrafficManagement
Subject: Comments on Experimental Bus Gates in Aberdeen City Centre

Hello,

I wanted to send my thoughts on the experimental bus gates that have been put in place in the city centre.

I find the areas extremely confusing as to which streets I can drive down, in particular around union square. I live in Inverurie and the confusion around the bus gates has put me off coming in to Aberdeen, where I would have driven into town to look round shops (independent shops like Annie Mo's for example), I now just order online. I think a lot of people have been put off going in to the city centre and this is having a big impact on small businesses.

It is very sad to see the city centre going downhill in this way, with more an more shops becoming empty buildings.

Kind Regards

[REDACTED]

[Redacted]

From: [Redacted] <[Redacted]>
Sent: 23 January 2024 14:58
To: TrafficManagement
Subject: Consultation response

Object

Bus gate on Trinity Quay and east bound carriageway of Guild Street – this should be opened to cars travelling from both Virginia Street and Market Street

Prohibition on right turn from Union Terrace on to Rosemount Viaduct – there is no need for this other than to reduce the number of vehicles travelling on Rosemount viaduct.

Southbound restriction on Bridge Street – this discourages the use of Denburn dual carriageway as a swift means of exiting the city centre north.

Restriction of vehicles on King Street and Marischal Street – these should remain open for access to Regent Quay

One way restriction on Schoolhill from Belmont Street – this should allow for vehicles turning right out of the RGC horseshoe back on to Schoolhill towards Rosemount Viaduct. Cars will still drop children at School and making theme reroute through Harriet Street and Blackfriars Street is an unnecessary diversion, and causes additional traffic issues and risk to children on Blackfriars, where many school buses are parked to drop children.

Support

All other proposed measures to reduce traffic in certain city centre key routes, and encourage public transport use

Propose

Complete pedestrianisation of Union Street – closure to all vehicles except cycles and good delivery vehicles. The current set up is a half-hearted compromise that benefits no-one – all the empty shops are a result of lost footfall, because nothing has replaced the numbers lost because they can't park close. Pedestrianise the main street and encourage restaurants in all ground floor properties, and outside seating and cabins.

20mph speed limit on a wider area of the city centre (in line with the LEZ)

Encouragement of Uber style taxis, where prices and arrival times are clear, unlike the current scenario of completely unknown arrival times and cost. A proper and efficient taxi system will encourage use.

Many thanks

[Redacted]

[Redacted]



[Redacted]
[Redacted]
[Redacted]
[Redacted]

[Redacted]
[Redacted]
[Redacted]
[Redacted]



[Redacted]



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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 15:35
To: TrafficManagement
Subject: Traffic Management (Experimental Order) 2023 Consultation

It is appreciated that the experimental order was introduced with consultation to happen concurrently. There will be an impact assessment to consider, but meantime observations and comments as part of the consultation are as follows:

The general principles of more reliable public transport are welcomed although much needs to be done in this regard, including an expansion of real time information locations and bus shelters. Clear signage is needed to deliver the aims of bus-gates. It is not great at present and of course financial penalties are now being imposed. In addition, despite assertions, not everyone who breached a bus-gate soon after their introduction, received an awareness warning letter prior to the introduction of fines. Signage needs to be obvious and unambiguous.

There should be reasonable access for both commercial and private vehicles to achieve an inviting vibrant city centre, bearing in mind that many cars will now be open electric or hybrid running on battery power. It is noted that although practical cycle lanes and pedestrian priority areas have been gradually introduced over the years, safe cycle lanes of a segregated nature could have been designed into more recent developments, including Marischal Square/Upperkirkgate, The Art Gallery at Schoolhill and South College Street. It is therefore unfortunate to experience a short retrofitted lane introduced westbound on Schoolhill between Belmont Street and Upperkirkgate. If it is intended as part of a network then this meagre provision seems somewhat isolated and of little real advantage to cyclists.

This has resulted in much confusion and the no right turn sign exiting the pocket park at Schoolhill is ignored either through necessity or lack of awareness by many drivers. This was certainly the case when the westbound restrictions were lifted during the 2023-24 festive holiday period to permit access to and from Flourmill Lane and the sadly disadvantaged Marks & Spencer pick-up point. It was not helped by the retention of existing signage indicating a one-way system for motors, despite road markings having been altered to the contrary. Some uninformed manoeuvres observed while restrictions were actually in operation included three point turns at the Upperkirkgate no entry point, to turn back along Schoolhill in what was unclearly designated a cycle lane only.

One disadvantage of this section being restricted means unnecessary longer detours easterly to exit the centre of town in a westerly direction. Certain large commercial or delivery vehicles are simply unwilling or unable to negotiate narrow Harriet Street and therefore when leaving the pocket park at The Art Gallery and Robert Gordon's College, turn right over the short stretch of road in question. Considering that this more environmentally acceptable route is only a few metres long, it is a rational common-sense decision which should lead to reinstatement as a practical legal route.

The nearby no right turn from Union Terrace to Rosemount Viaduct defies logic too. The perceived advantage to improving flow of public transport at this point is hard to appreciate and the measure does not enhance access to HMT Theatre dropping off point, which in itself seems to be quite restrictive in assisting delivery of passengers to the important venue. This is all quite counterproductive to extending a warm welcome.

Traffic management arrangements should be based on evidence based policy making, especially if there are proposed penalties involved. Good management should be holistic, reasonable and assist efficient traffic flow to the benefit of pedestrians, cyclists and motorists accessing the city centre. It will be interesting to see the outcomes from the impact assessment which must have been running concurrently with the introduction of the proposed measures.

Sincerely
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 16:33
To: TrafficManagement
Subject: Traffic management system experiment - Aberdeen City Centre

Dear Council,

I write regarding the current Traffic Management Experimental Order 2023 from the perspective of an occasional visitor into the City Centre, and from the perspective of undertaking and evaluating a civic experiment in an open, informative and transparent manner.

1. The signage is completely inadequate and confusing, given the complexity of the street closures and the designation of 4 different zones of usage in central Aberdeen, so close the only amenities that remain in this dwindling city. I and my family make a journey into Aberdeen only a few times per year, usually for pleasure (cinema, restaurants, gift shopping, tourist-like activities with grandchildren - 1 of whom is disabled) but we also try to incorporate any errands into these visits, such as delivery to charity donation centres. For these reasons, we make the journey by car as we have several addresses to visit and the need to shorten wheelchair distances as much as possible. Our problem arises when familiar routes are closed or altered with inadequate signage and escape routes onto approved private car routes are not available. Along with over 22,000 other drivers (as reported), we have fallen foul of the Council's failure to effectively communicate that entry to certain streets is prohibited. Unlike residents, we do not know the city well enough to navigate both this level of complexity and inadequate signage. Neither does our satnav. If the current system remains as it is in its 'experimental' form, we will not come into Aberdeen anymore - the levels of stress are too high for the amenities it offers.

2. The objectives, monitoring and assessment of the experimental system are inadequately defined in your public communications, such that you have not identified what 'success' would look like. The public can usually be persuaded to adopt new systems if the benefits are clear to all. However, there are no current numbers, predictions or hypotheses as to what would be your target or an acceptable outcome for this experiment given in the online website. How many private cars use the streets currently? What is the target number or reduction? What are the current trends given the closure of Aberdeen's large stores? How is the footfall in Union Street and Union Square expected to change during the experimental period? What is expected to happen to bus passenger numbers? What factors and changes in numbers would constitute success? These figures and information are required for any experiment in order that it can be evaluated with integrity and transparency, and the results can be trusted by those whom it affects.

Yours faithfully,
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 16:36
To: TrafficManagement
Subject: Bus Gate Objection

To whom it may concern,

I wish to lodge my objection to the bus gates in Aberdeen City Centre.

Whilst I no longer live in the city, I took my elderly parents into Union Square between Christmas and New Year using the most direct route as my Dad has Parkinson's and is anxious during car journey's.

Having looked up the new bus gates and thinking I understood the maps, I was still caught out taking my normal route via the Denburn dual carriageway. A double decker bus blocked the only signage outside the Sainsbury's local and I did not see any other signage on my route.

However, once you make the error of turning left, you are trapped and forced into the bus gate as there is no alternate escape route after this point. I was aware of the bus lane to the left but not of the tiny portion of the right hand lane where a bus gate starts right before the pedestrian crossing - I cannot understand the point of such a pointless small area being a bus gate.

I was following what appeared to be other drivers in regular cars, not taxis or buses so I can assume other city centre drivers were also unaware of this trap.

This bus gate now obsoletes one of the most direct routes to the best shopping centre the city has.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 16:39
To: TrafficManagement
Subject: Feedback - Bus Gates

Hi

I want to lodge my opinion on the bus gates in Aberdeen city centre.

They offer confusion to drivers trying to navigate through the city and drive people out of the town centre which needs to be revived as opposed to avoided.

As someone who regularly visits the city centre but does not live in the town or on a reliable bus route driving is my easiest option and the bus gates cause me to avoid the town centre including areas beyond Union Street, for example Holborn Street and the Thistle Street area - where many independent shops need to keep thier foot fall.

Perhaps 10-20 years ago aberdeen could have afforded the idea of bus gates when city centre congestion was really bad however the idea has been launched at entirely the wrong time.

Please listen to the public and keep the city centre moving and accessible - remove the bus gates.

Kind Regards

[REDACTED]

[Sent from Yahoo Mail for iPhone](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 16:55
To: TrafficManagement

Aberdeen City Bus Gates Consultation

Dear Sirs,

As a frequent visitor to Aberdeen, the city of my birth, I am writing to advise you of my objections to the the above bus gates.

Since the initial introduction of the first gates on Union Street I have found it harder on each visit to navigate around the city centre without falling foul of the restrictions.

It was especially difficult during the horrendous delays caused by the road works at the Bridge of Dee and the King George Bridge.

For those with a reduced mobility and time constraints due to caring for a vulnerable elderly parent it is especially difficult.

The last straw was the inability to go from St College Street along Guild Street to the beach, a route I have used from Kincorth for decades as it avoids all the commercial traffic along by the river and the Harbour.

I am still unsure as to whether I actually went through a gate there on my last visit.

Union Street was one of the highlights of my visits in years gone by however, in the past years I have not been on it once and with all the closures of shops, and now M&S, I cannot see I ever will.

I find Union Square bad enough to shop in with a car, due to the distances from Guild St entrance to the M&S entrance.

I would presumably need two buses to get there from Kincorth as I am unable to do the walk from Union Street.

I cannot see how these changes encourage residents and visitors into the City Centre.

Yours faithfully,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 16:58
To: TrafficManagement
Subject: Bus gate feedback....."The Venus Fly Trap of Traffic Management"

Good afternoon, Traffic Management Aberdeen City Council,

I hope I am in time (just) to provide some feedback on your new bus gate systems and that you will read this note and ideally adopt the more positive ideas contained at the end.

I recently read in the P&J (20th Jan) that this was the process to provide feedback by 23 Jan and that:

"anyone objecting must explain why they disagree and the problems that they have faced because of the new bus gate and road restrictions"

So here goes.....

I was caught in the Bus Gate TWICE with an hour! - 22nd December 2023 - so Merry Christmas for visiting Aberdeen to pick up some purchases £££££ - from Union Square.

I received the letter(s) late in jan due to the post delay because of recent bad weather and access - but with just a few days to go before the "reduction discount deadline" expired - **what to do ? what to do ? - decisions - decisions?**

I was "**disappointed**" to see that if you appeal you forfeit the right to a reduction - **is this actually legal- as I have committed no additional "offence" other than to appeal** - however I can see this as an incentive for the council to get their money quickly- so maybe this is just another money making scheme - who knows?

So after a brief cost / benefit analysis I had a number of choices:

- 1) Pay the 2 X £30 fine = £60 to visit Aberdeen at Christmas
- 2) Appeal both charges, but then run the risk of having to pay 2 x £60 = £120 for the visit **just for attempting to appeal. - This is wrong!!**

As the £30 charges are about equivalent to my fuel and parking costs for one "future" visit to Aberdeen and the added stress of waiting for an appeal judgement - I decided to pay up and put in place for 2024 my **New Years resolution - NOT to Visit Aberdeen** - not just until I recover the £60 due to the Bus Gate - but basically as far as possible

Avoid Aberdeen At All Costs.....or **AAAAC** if you want a snappy acronym.

I am thinking of doing this on an experimental basis - **I would like to say NEVER visit** - but that may be unrealistic and not practical in the future.

However this experience of being "trapped" in a Bus Gate has now made me realise that:

Aberdeen = Bus Gates= Resentment

Now why would I say this and how has this come about and how could this have been avoided....

So here goes.....

If I am honest, I had heard about the bus gate installation in 2023.

However I took these to be actual **physical barriers** which prevented anything apart a bus entering this zone. After all the word "**gate**" is defined as a physical barrier.

It was a dark and rainy 22nd December night and I had to get to Unions Square - so to avoid the imagined Physical Barriers on Union Street I used the under-pass to the station area, and using my normal route to Union Square (I had not been there since August) found myself trapped in what would better be described as a "Truncated Bus Lane".

- How can this be - not a physical barrier insight- just some paint saying Bus Gate ??.

Being trapped I had to move on and complete the Right Turn etc but resolved to watch out for these in the future.

Having spent ££££ in union square and picked up a family member due to potential train cancellations we ventured out into the cold rainy (typical) Aberdeen night.

Not want to be caught out again I decided to not turn left to the station area and just go up to Market Street - **well what do you know yet another Bus Gate trap....**so looks like 2X£60 = £120 or min.2x £30 = £60 - for my Aberdeen Visit.

However its not about the money - as mentioned earlier - **I can recover this and a LOT more by changing my plans for 2024 and beyond.**

Although I do not visit Union Square car park that often - last time was early August - However - I do visit Aberdeen about 3 times per week and park in Chapel Street, Albert Terrace or Carden Place.

These visits will **now stop or reduce significantly** and therefore the spending in the local coffee shops and other retail outlets will now be reduced.

I shall now make savings which would have gone without question to Aberdeen Council for parking - because there is no point in visiting anymore.

The COVID period demonstrated that it was possible to do with an Aberdeen visit for around 18 months.

This was beginning to get back to "normal " over the last year or so however the Bus Gate experience will I fear have the same affect.

Aberdeen = Bus Gate = Resentment

Why would I say this - well it could have been so different.

Having done some weekend research it seems that whenever Bus Gates are introduced to a city there is controversy and resentment and with Aberdeen it could have been so different....if you had just been honest with the users....

Here are some practical ideas which you could still implement- with the money you have already received from penalty charges:

1) **Do not** call them Bus Gates - as this give the impression of a physical barrier - so is mis-leading. Call them what they are **Bus Lanes Only** - and use the term **BUS ONLY** on the paint on the ground.

2) Colour the Tarmac for these **BUS ONLY** areas a different colour - say **RED** and also illuminate them at night in the same way to avoid confusion.
Ideally put up some physical barriers to force traffic to the indented route.

3) The P&J reported that 12,735 warning notices were sent out over 10 days in August prior to charges being imposed. So this demonstrates that this is **not an experimental idea** as the council were now very aware prior to charging that they could make in **10 days a min. of 12,735 x £30 = £382,050**wowthis means we can make over **£1million a month** with just a bit of paint and some doubtful signage.

It must be like wining the lottery every month from now on.....

4) If it had been a true and honest experimental with the information in 3) above the council should have said **if there are this many people getting trapped - there must be something wrong with the layout** - and this is when the overall scheme should have been improved to reduce the number of drivers "caught in the council trap" - and only then do you start penalty charges to the **very few** that would abuse the system.

But the council decided to go for the ££££ revenue...so a bit dishonest there I would say.

5) Your chance to redeem your reputation - consider some of the ideas above and also the way these **traps** make people feel about Aberdeen ...you are just following what has happened before in other cities rather than being original.

It is not a nice experience being trapped by this system - so I hope you can see that:

Aberdeen = Bus Gates = Resentment = What is the point of visiting ???

6) The town is dying and has been for a while.
Union street or the "Ruin of Retail" used to be 3 4 or 5 people deep at times.
Not anymore.
Tumbleweed and the sound of a lonely bell springs to mind.
Bus gates do not help this situation.

Aberdeen already won the lottery with having the Oil & Gas industry on its doorstep for 50 years - but now with little or nothing to show for this wonderful opportunity that has passed us by again....& again. I supposed that Marischal College has been cleaned and we now have the A90 which means it is easier to avoid Aberdeen and maybe visit Edinburgh - where they don't charge for parking at weekends - forward thinking indeed.

7) Anyway best of luck with your Truncated Bus Lanes , Venus Fly Traps, or Bus Gates as you call them - as I have said **I will now only visit when absolutely necessary**, I will try where at all possible **not to spend in Aberdeen** or in anyway with the Aberdeen City Council unless absolutely necessary in the future. Overall that will save me far more than the £60 spend today.

Happy to discuss any of the above points with anyone - but I don't think you will

Regards



[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 17:08
To: TrafficManagement
Subject: bus gates

Hi,

My view are that the bus gates are stupid and impact on travel around Aberdeen and when people are speaking about the regeneration of Union st you cant access parts of it or shopping centres so easily, you've killed it more. If you wanted more traffic flow on Guild st there should be no buses stopping there when there is a bus station there. Why wasn't information sent to every household for consultation. Probably as you didn't want feedback, you just wanted to implement it.

Regards [REDACTED]
Sent from [Mail](#) for Windows

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 17:13
To: TrafficManagement
Subject: Aberdeen Bus gate objection

Good afternoon,

We are the letting agency in the centre of Aberdeen and it's hard to describe how much negative impact introducing of the bus gates had on us, our customers and staff. Driving to viewings, having customers and contractors to visit our office seems impossible without allowing extra time for the journey. There is not a day when we don't have to deal with delays when people are struggling to get to our office.

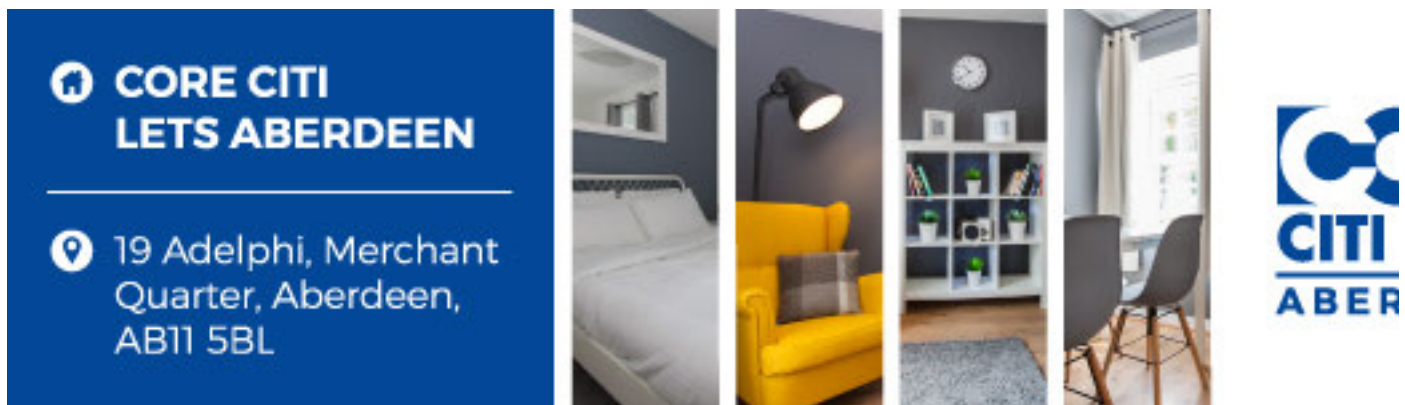
Because the city centre appears to be a ghost town now, it attracts certain groups of people who consume alcohol and other substances in the areas just off Union Street. I never felt unsafe in the city centre but now I am avoiding leaving the office on my own after dark. I also advise other female colleagues to do the same.

Because our office is at Adelphi, just before the bus gate, people tend to park here more frequently, blocking our way in and out. Each business in UK has had a very difficult past few years but since the introduction of the bus gates, the local businesses are struggling more than ever before. We see shops being closed one after the other. It's scary and sad to look at. If there is an option to remove or change the current bus gate system, please consider that for the sake of the businesses in Aberdeen city centre.

Kind Regards

[REDACTED]

[REDACTED]



CORE CITI LETS ABERDEEN

19 Adelphi, Merchant Quarter, Aberdeen, AB11 5BL

CITI ABER

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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 17:28
To: TrafficManagement
Subject: Experimental Traffic Order/ Bus Gates in Aberdeen City

Good evening, I'm afraid I have zero positive feedback regarding the bus gates.

They've made me alter my journey to work longer therefore using more fuel.
They've caused me to be in an accident after a driver in front panicked about the signage of them thus slammed on their brakes.
They've negatively impacted trade at my local family-owned business with the majority of clients reporting they're worried to travel into town due to the introduction of them, don't know where is safe to go thus causing uncertainty.

Please remove them as soon as possible to try aid the recovery of the city centre.

Kind regards

Aberdeen lifelong resident.

[Redacted]

From: [Redacted] <[Redacted]>
Sent: 23 January 2024 17:31
To: TrafficManagement
Subject: Bus Gate

I object to the use of these Traffic management measures.
My daily trips to the harbour for work purposes has now doubled in time traveling and due to the volume of traffic forced onto unsuitable roads is adding to pollution rather than helping.
These measures have decimated union street and have added to its decline. I consider this as another way of trying to pedestrianize union street in the bizarre belief that this will improve it?
To do a weekly shop now I have to drive out of town rather than circle the town to pay a carpark charge and still end up carrying bags of shopping a lot further than I can comfortably manage at my age.
Clearly the people forcing these measures do not live in the town but no doubt benefit from free council parking.

NOTE I have only just found out about this "consultation" due to its incredibly poor advertisement and notice to the grater majority of Aberdonians.

A major rethink is required

[Redacted]	 <p>Microsoft CERTIFIED Technology Specialist</p>	<p>Windows® Small Business Server 2008, Configuration</p>
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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 18:26
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT)
(EXPERIMENTAL) ORDER 202

This is killing the city for shopping. Public transport is an absolute joke. Here in Kingswells there are no buses at the weekend and the cost is far too expensive.

My family never go to the city center as there are nicer places in Westhill and the rest of Aberdeenshire.

Also why are taxis treated like public transport. Surely if my car has more than one person in it I should be allowed to use the so called bus lanes. The public should not be subsidizing private hire cars and city taxis.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 18:28
To: TrafficManagement
Subject: BUS Gates

Hi,

Mostly if I am going into town I walk as I stay in the city centre. On the odd occasion that I need to drive it's to drop elderly relations at the bus/train stations.

From the west end of Aberdeen i travel along the back roads when going to the station, along Justice Mill Lane onto Langstane Place, them Windmill Brae and onto Bridge Street. The very small Bus gate on Crown Street before Wapping Street seems utterly pointless. I can no longer go that way to drop people off in Trinity Street to go for the bus/train.

Instead I must go through Ferryhill and up College Street and onto Wapping Street that way. This journey is much longer and not as carbon neutral on the environment.

i think this gate on Bridge Street should be removed

Kind Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 18:31
To: TrafficManagement
Subject: Aberdeen bus gates

I would like to loudly object to the installation of the bus gates in Aberdeen without any consultation or thought for the local community.

By doing this you have made access to the city centre totally impossible and killed the shops on Union Street. It has totally KILLED Union Street and it is deserted all the time even in the lead up to Christmas you should hang your head in shame for this decision.

I have a lung disease which means I cant walk far at all and taking buses is just a nightmare.

Previously my husband would be able to drop me off or pick me up in Bridge street or Market Street this is no longer possible. My son used to travel up on the train and we would pick him up on one of the side streets of Guild Street in the evening again no longer possible.

How am I supposed to get a train as there is just no where nearby that I can be dropped off at?

I am unable to use the buses due to my health but it does seem that the bus timetables being on time seem to have been a major factor in your decision making. They are a commercial company and seem to be controlling our streets. The buses in Aberdeen are just far too expensive even if I could use them.

Accessibility of local residents is vital to the commercial viability of our city.

Currently we drive to Portlethen, Inverurie or Banchory to shop as they welcome people to spend their money there. We have even travelled to St Andrews to do Christmas shopping as they welcomed us.

The elections are fast approaching and the people of Aberdeen will share their options then loud and clear.

[REDACTED]

Sent from Samsung tablet.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 18:37
To: TrafficManagement
Subject: Bus Lanes

I strongly disagree with the bus lanes.

The city centre is very very quiet.
Businesses are closing.
Marks and Spencer is closing

This experiment has obviously failed and has not encouraged people into the city.

Our city centre is like a ghost town
It's very sad to see.

There might be additional money from fines but that will dry up when people get used to bus lanes.

Myself and my family have avoided the city centre as much as possible since the start of the gates.

A rethink is required

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 18:37
To: TrafficManagement
Subject: Objection to THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

Good evening,

Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

As a sight impaired city resident of the Adelphi, I write to add my objection to the above ETRO. I have consciously left my objection to the end of the consultation period to ensure that my objections represent a fair account of my lived experience as a local resident.

With that in mind, I raise objection to the continuation of this scheme for the following reasons:

- Since implementation of the scheme, and the consequent drop in road traffic and pedestrian footfall in the vicinity of the Adelphi, there has been a significant increase in antisocial behaviour in the area, most notably in the "tunnel" between Union Street and Adelphi, and in Adelphi Lane. As a sight-impaired resident living in the Adelphi, this has caused me to feel a significant danger to my safety, particularly during hours of darkness (which is not helped by persistent issues with street lighting in the Adelphi which I have complained about numerous times to no useful effect).
- Since implementation of the scheme, I have experienced numerous cases where the poor signposting and road markings related to the operation of the Bus Gate at the Market St. / Union St. junction have caused delivery drivers - particularly those who are part of the so-called "gig-economy" and use their own vehicles - to refuse to attempt delivery to my in the Adelphi, despite the Bus Gate still allowing access to Adelphi from Union Street. This places me at a significant disadvantage as I need to rely heavily on deliveries for day-to-day life, such as groceries and from online retailers.
- Due to the increase in antisocial behaviour in the immediate area (see my first point above), I no longer feel safe using the bus stops in the immediate vicinity of the Adelphi. This means that in order to access public transport in a way which is safe for me, with respect to my disability, I must now place myself at additional risk by walking to other nearby bus stops. This has in fact caused me to dramatically reduce the number of times I consider using public transport, leaving me in a position where I will now only go out when I know I will not need to travel by bus, or only where I will not be travelling alone.
- No changes have been made to any of the traffic controls for pedestrian crossings in the affected area. This, combined with the excessive (and growing) number of cases where the tactile safety device has failed, leads to extended wait times to cross roads which now have a reduced traffic volume. While the volume of traffic is low, it is still unsafe for a sight-impaired pedestrian to attempt to cross without the use of these pedestrian crossings, particularly given that the vehicles which do still use these routes are, by definition, larger vehicles. On a number of occasions while waiting at one of the pedestrian crossings in the area - while clearly using my white cane - I have had abuse from other pedestrians (some of which falls into the category of vitriolic abuse) for waiting for the crossing to clear.

As should be clear, the existing implementation of this ETRO is not fit-for-purpose, and leaves disabled people at a significant disadvantage to both their personal safety and their freedom of access to their properties and surrounding areas.

I have looked on your website, and I can find no mention of these - frankly obvious - impacts in any Equalities Impact Assessment taken in relation to this ETRO. Indeed, I cannot find *any* Equalities Impact Assessment in relation to this ETRO, and would therefore also object on the basis that you, and your elected members, have not properly accounted for either the Equalities Impact, nor taken due account of the Fairer Scotland Duty mandated by legislation.

I cannot therefore support this scheme continuing, and would ask that you closely take full account of the above objections when determining next steps.

--

Regards, 

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 18:41
To: TrafficManagement
Subject: Aberdeen Bus Gates

Hi

I feel as a life long resident of Aberdeenshire I need to voice my concerns & opposition to the city bus gates.

When I say I oppose I speak on behalf of my extended family, some who would not find the process to object easy.

Having all visited Aberdeen over the last few months and predominantly in December we are all flabbergasted to who would have actually passed such plans. They are not easy to follow, even for experienced drivers and as we are not familiar with the layout & to gain access to our son's flat we ended up covering unnecessary miles

Aberdeen City have achieved 2 things, one of frustration for drivers and secondly in killing the city centre even more.

Unfortunately we will choose not to visit Aberdeen city to shop, eat and to spend our money as the public transport we do have access to is overpriced & unreliable.

It's time that the Councillors pull their chairs in, bang their heads together and use good old common sense otherwise watch the city economy deteriorate even further which would be devastating for businesses.

As an Aberdeenshire resident I see the actions that have been taken by implementing the bus gate chaos as disappointing and a sad day for Aberdeen which is already looking run down & deserted We visited Aberdeen for an overnight stay last year and could not believe the undesirable atmosphere in the City Centre especially outside M&S Hopefully with enough resistance common sense can prevail and a complete review and overhaul of the bus gates is considered.

More buses less cars = less footfall = less spending and honestly you wonder how you can regenerate Union Street?

Yours sincerely

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 18:52
To: TrafficManagement
Subject: Aberdeen bus gates

I am writing to express my concerns about the new bus gates in Aberdeen. Aberdeen City Centre shops were already struggling and the implementation of bus gates will kill trade completely.

I, like many other Aberdeenshire residents no longer come into Aberdeen. It is difficult to get parked, we are scared we accidentally drive through bus gates and get a hefty fine! Public transport is so unreliable, with trains frequently cancelled and busses taking forever.

I know people who work in shops on Union Street/Huntly street and they have confirmed that the implementation of the bus gates has seriously affected footfall and business. I can't see Councils logic,- people stop coming to Aberdeen, businesses shut which leads to even more empty buildings which reduces Aberdeen City Councils income for rates. Bus gates aren't advantageous for anyone!

I hope for sake of the city centre and Aberdeen city businesses you reconsider the use of bus gates.

[REDACTED]

[Sent from Yahoo Mail for iPhone](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 18:53
To: TrafficManagement
Subject: BUSGATE SHAMBLES IN ABERDEEN

I AM TOTALLY AGAINST THE NEW SYSTEM WHICH IS KILLING OFF ABERDEEN AS A SHOPPING DESTINATION, FOR PEOPLE WHO LIVE IN ABERDEEN AND ALSO FOR PEOPLE WHO LIVE IN ABERDEENSHIRE AND BEYOND

THE DEMISE OF UNION STREET IS AMPLE EVIDENCE THAT IF ABERDEEN IS NOT TO CLOSE FOR BUSINESS SOMETHING HAS TO BE DONE AND MAKING IT DIFFICULT, NEAR IMPOSSIBLE, TO MOVE AROUND FREELY AND WITH CONFIDENCE THAT YOU ARE NOT GOING TO BE FINED IS THE LAST THING THAT IS NEEDED.

THE BENEFICIARIES : WESTHILL, INVERURIE, BANCHORY, ELLON, STONEHAVEN ETC

THE LOSERS | : RETAILERS IN ABERDEEN, AND THE RESIDENTS WHO WILL SURELY VOTE OUT THIS COUNCIL AT THE NEXT OPPORTUNITY

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 19:04
To: TrafficManagement
Subject: Bus Gate Consultation

To whom it may concern

I wish to express my objection to the bus gates across Aberdeen city centre. At a time where local businesses need our support more than ever the bus gates will keep customers away from the city centre and seem to serve no purpose other than causing cost, confusion & clutter. I desperately hope they do not become a permanent fixture.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 23 January 2024 19:16
To: TrafficManagement
Subject: Traffic Management Plan

I strongly object to the current plan to impose bus gates in Aberdeen City Centre as well as the continued anti car plans for the city. Not everyone is mobile enough to just jump on a bus, some people can only be transported into town by car. The bus timetables and locations of the bus stops are very random. My local bus in particular now involves walking all the way from Market Street up to the first available bus stop across from the Music Hall. The city centre is now a dead, no go zone for people, it's demise has been an absolute disgrace and with the implementation of these traffic restrictions, no one wants to travel into the city centre anymore, I for one would rather drive out to Inverurie to shop where it is easy to park and there are plenty of local shops available.

I hope there is a total reversal of these plans, less restrictions on taking cars into town and an immediate plan put in place to revitalise the city centre.

Regards
[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 20:25
To: TrafficManagement
Subject: Bus gates and traffic feedback- Aberdeen city centre

Hi,

Just emailing regarding feedback for the bus gate in Aberdeen city centre. They absolutely need to be gone as soon as possible. Instead of encouraging and making it convenient for people to come into town you have made it extremely difficult to navigate . You should encourage everyone to come and also open union street for cars. Traffic is good and people can window shop and encourages people to come. Also maybe have incentive to have the car parks free certain days for people to use without paying for parking . Please remove the useless bus gates and get ride of the upcoming low fuel emissions law too, this will make the city even more of a ghost town.

Thank you

[REDACTED]

[REDACTED]

[Sent from Yahoo Mail for iPhone](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 20:29
To: TrafficManagement
Subject: Feedback re bus gates

Hello

Feedback re bus gates

It is extremely difficult for rural Aberdeenshire residents to now come into city centre. You will understand that relying on buses is not an option due to cost and infrequency of the services.

These bus gates make it a longer journey to get to union square as now have to go to bridge of Dee then in via duthie park and into union square as before could go via denburn and in that way

You cannot drive down union street

There is a huge drive to prevent car owners accessing the city centre which is making Aberdeen unattractive to visit and giving people no choice but to shop online.

Not a good decision from Aberdeen city council

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 20:40
To: TrafficManagement
Subject: Re: Bus lanes

Thank you for responding.

I wish to suggest that bus lanes and/or gates are increasing the devastation and emptiness in Union Street. From driving in to the town once a week and spending time browsing/shopping/buying, for the last 30 years, I now wouldn't dream of driving in. The price of parking also takes the fun of a jaunt to the shops.

Regards,

[REDACTED] (Aberdonian).

Sent from my iPhone

> On 22 Jan 2024, at 11:08, TrafficManagement <[REDACTED]> wrote:

>

> Good morning

>

> Unfortunately, your e-mail has arrived without any content, can you please resend.

>

> Thanks

>

> Aberdeen City Council | Traffic Management and Road Safety |

> Operations and Protective Services | Operations Marischal College |

> Ground Floor North | Broad Street | Aberdeen | AB10 1AB

>

>

[REDACTED]

>

> -----Original Message-----

> From: [REDACTED] <[REDACTED]>

> Sent: Saturday, January 20, 2024 3:08 PM

> To: TrafficManagement <[REDACTED]>

> Subject: Bus lanes

>

>

> Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 20:49
To: TrafficManagement
Subject: Bus gates

I feel that with current bus gates in place Aberdeen City Council have killed the city centre.

I live in the countryside on the outskirts of Kintore so bus travel from here is not the easiest but now taking a car into town isn't either. As someone who isn't in town every week, i find it very confusing knowing what streets you can and can't use to get into the likes of union square or car parking in that area and takes longer to get to and from your destination.

Since the bus gates have been in operation - I have been in town less and this will continue with me taking my shopping to Inverurie and other out of town places.

I honestly think this whole idea should be re-thought!

Regards

[REDACTED]

Sent from [Outlook for iOS](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 20:52
To: TrafficManagement
Subject: Bus lane objection

Since the bus gates have been introduced to the city, i am no longer going to visit Aberdeen as I know of so many people who have inadvertently landed in a bus lane and been fined. My mother is unable to travel by bus due to disability and previously I could have taken her into Aberdeen if she needed anything, but now I am scared that I can't find my way into the city centre without ending up in a bus lane. I feel sorry for the shop keepers in Aberdeen that no doubt will be the losers due to this ridiculous system. I hope it will be reconsidered before irreversible damage is done.

Kind regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 20:52
To: TrafficManagement
Subject: Bus gates

These are very poorly sign posted

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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 20:56
To: TrafficManagement
Subject: Aberdeen Bus 'Gates'

Dear Sir/Madam,

Living in Aberdeenshire I have found less and less reasons to wish to travel into the city centre - closure of John Lewis as a focal shopping destination being a major deterrent. To then add to this the bus gates and further more the LETZ zone in the next few months will likely reduce our frequency further.

I found myself in the ridiculous situation of coming from the Rosemount area trying to get to Union Square, but having to go on a huge loop due to restrictions that normally I wouldn't have to make - thereby adding more pollution due to a lengthening journey.

Whilst for those in the city centre, the bus gates will have a little effect - as a previous city resident, I happily utilised the bus service when travelling to the shops.

However for the wider population this merely adds another reason to remain away.

Any marginal increase the promptness of buses, will surely be of less value than the reduction of footfall.

Kind regards

[REDACTED]

Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 21:00
To: TrafficManagement

Bus gates and general discouragement of drivers accessing the city.

The city centre was like a ghost town prior to your interference in this matter.

Those frequenting the city these days are drug addicts and a further motley crew of undesirables.

Emissions were nowhere near any unacceptable level of safety so that cannot be used as any kind of argument for your dubious cause.

Well done Aberdeen City Council. No upstanding member of the community wants to be anywhere near the mess you have made of this city. There is nothing, absolutely nothing, that would entice many of us to enter this city in its current state. Instead of going out of your way to make the town attractive and welcoming you are successfully pushing law abiding citizens further and further away from the unholy mess you have reduced this once beautiful and proud Scottish city to. You are an absolute disgrace. Forward thinking? You have no idea of what that is.

Wake up. Give yourselves a good shake. Make a difference for the better. I think it is beyond you. I think the city's downward spiral will continue unchecked. I think you, as a council, are unfit for purpose.

You should be hanging your heads in shame. You are not to be trusted with anything. You are completely unworthy. You are dangerous in your ignorance.

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 21:44
To: TrafficManagement
Subject: Bus Gate Consultation

Good evening,

I am writing in regards to the Bus Gate Consultation which closes today to share some general thoughts.

- It is not clear what problems the council were trying to solve by introducing bus gates, it is meant to be a traffic calming measure but it only seems to serve to dissuade people from coming into town at all, you can't have a huge point of interest (Union Square) and then make it more difficult to get to and expect people to continue coming into town to the same rate - I personally am much more likely to drive out of town now rather than visit town.
- The second goal I heard about was to try and encourage public transport usage but the public transport we have is shocking in the surrounding areas. I live in Bucksburn and it takes on average 45-50 minutes to take the bus into town, a taxi costs over £20 and a car journey takes around 12 minutes. The cheapest and most efficient way for me to get into town is to drive - if Aberdeen still has aspirations of being a major city well into the 21st century, then they really should be looking at expanding the public transport options to include things like better rail links, trams or underground systems.
 - Use cities like Glasgow, Manchester and Leeds as non-London examples of efficient public transport, all conveniently allowing competition and ease of entry to their taxiing side of public transport through Uber as well as having alternative transport methods such as trams, tubes and inter-city trains.
- Assuming the above options are too expensive for a council with the 7th most debt in the UK, then reducing the barrier to entry for the taxiing side of Aberdeen to encourage more taxi drivers into work would help, we're one of the only places that has a borderline exam to become a taxi driver when everywhere uses Uber and Google Maps anyway. Think about the points of interest in Aberdeen and where we want our people to be visiting regularly (Union Square, The Beach, Union Street, Union Terrace Gardens) and now compare how hard it is for people in Bridge of Don, Dyce, Bucksburn, Mastrick and more to get to those places, now compare it to what it would take in a car - none of these problems are solved by Bus Gates in the City Centre, all the Bus Gates do is force these people to go elsewhere rather than mess about in town.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 22:21
To: TrafficManagement
Subject: Bus Gates Consultation

I am writing to object to the current bus gate proposals and operations. It has only had a negative effect on the city centre. I own a business in the city centre reliant on people being in the city centre. Footfall in my business is undeniably down. Feedback from customers is that they find the bus gates confusing, they are too scared to come into town and they no longer know where they can and can't go. People have actually been phoning in to ask if I could deliver items because they were not willing to risk travelling. For those living in the shire there are now a number of other options such as Banchory and Inverurie which offer good alternative shopping and dining locations and people are selecting to go there rather than into the city centre.

What fails to be understood is that Aberdeen City Centre relies on people from the shire coming in as well as those within Aberdeen to keep businesses going. The public transport links to the shire remain poor resulting in people electing to drive. Now with these bus gates they are electing to drive to other places with no restrictions.

Union Square is doing well as a result of these changes but that is only further killing off the city centre.

Aberdeen City centre needs all the help it can get at the moment to regenerate. At the moment it is not a destination, there are hardly any people in the centre so why is the focus always on the pedestrian? The focus should be on getting people back into the city in every possible way. Once the centre is thriving again that is the time to look at restrictions such as this. The Council are failing the local population with all their decision making in relation to the city centre at the moment. I appreciate the other legislative pressures and climate change but in reality all that is happening is journeys are being displaced so whereas someone from Westhill might have driven into Aberdeen now they are just driving to Inverurie instead. The displacement of people is key to understanding that these changes are not actually achieving the purpose they are meant for. Emissions are still occurring just elsewhere, congestion might be down but that is because no one is coming into town. The buses and taxis will in due course be empty because there will be nothing for people to come into the centre for. You can not ignore the number of business closures.

Furthermore a lot of the changes and restrictions don't actually make sense, for example the no right turn from Union Terrace onto Schoolhill. What does that achieve and why is the road beyond Harriet Street closed?

There is also still a real problem with Deliveroo drivers who ignore all the rules and create dangerous situations.

The consultation does not also lend itself to easy responses. I think many people would have expected a survey which they can respond easily too, the fact people have to write their objections would I feel result in fewer people responding and therefore an unrepresentative outcome.

Please confirm that this objection has been received and will be considered.

Kind regards

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 22:38
To: TrafficManagement
Subject: Bus Gates

To whom it may concern,

Please take this email as my formal objection to the traffic management measures on certain roads in Aberdeen imposed by the 2023 Order referred to in the email subject line above.

It is having, and will continue to have, a catastrophic effect on the city centre and should not be made permanent.

Kind regards,

[REDACTED] Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 22:38
To: TrafficManagement
Subject: Objection to THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

Dear Sir/Madam,

I wish to have the following points noted as objections to the above order.

I lived out of Aberdeen on the north side of the city. Since the introduction of the bus gates and other restrictions, journeys which used to be relatively straightforward are now taking longer and are more complex. I would like to know why these bus gates and restrictions were introduced in this manner without any consultation? The city centre is not easily accessible, which must be affecting local businesses – I know that I am not coming into the centre of town now unless its absolutely necessary because I do not wish to get fined, and it is stressful having to remember where you are allowed to go.

Examples of this are

- Used to be able to travel up Schoolhill allowing access to Rosemount, HMT and the Loch Street Car park
- Travelling to the train station used to be via Virginia Street and guild street, now I have to take a longer route involving the mounthooly roundabout, spring garden, and accessing it from skene square and Woolmanhill, or St Machar Drive, Berryden Road and Skene Square.
- The bus gate on Bridge street appears to serve no purpose – why can traffic not come from Union Terrace onto Bridge street and then under the denburn or round to South College street ?
- Traffic in the virginia street / market street area is now heavily congested and made worse by the Union Street filter which people continually queue into the main road for, blocking a lane of traffic.

I can understand the rationale behind certain part of this – pedestrianisation of Union street for example which I'm sure would improve things for pedestrians if Union street were busy. But when you look at the entire scheme, there seems to be a lack of aligned thinking or consideration as to how traffic will flow. Other cities such as Edinburgh have successfully implemented schemes without affecting the city centre or bringing traffic to a standstill, why has Aberdeen not taken the same approach? A balance is needed between Cars, Buses and Pedestrians.

Bus transport in the North East of Scotland is neither cheap nor frequent, and doesn't get you to where you need to go. If I wanted to take a bus from Balmedie, I would need to get Stagecoach to Union Square, then onto a First Bus to continue my journey – neither of which is affordable or time efficient.

The have been thousands of comments on social media about these restrictions and how they have been implemented. I hope that someone in the council has been monitoring these and taking onboard the comments – the majority of people do not want them, they do not see the benefit and they are angry at the way this has been implemented. Furthermore, the underhand way in which you have gone about collecting feedback via this email has not been widely publicised. I have spoken to many people who were unaware of this and the closing date.

Sadly, I feel at the end of the day, none of this will make any difference because the public will be ignored and none of these restrictions will be lifted. But it has caused reputational damage to the council which I doubt will be reversible – the credibility of the current organisation is at an all time low and people have no confidence in the right thing being done for our City and its residents.

Kind regards

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 22:41
To: TrafficManagement
Subject: Experimental Traffic Order / Bus Gates in Aberdeen City Centre

I write to express my objection to the introduction of the bus gates in Aberdeen city centre.

These bus gates have not only made my journey worse, they are actually making me think twice of travelling anywhere near the city centre and, in my opinion, have been the final nail in the coffin for Aberdeen city.

People now have to go "all round the houses" to get from A to B, adding additional time to every journey and making journeys much longer which, in turn, is causing further harm to the environment etc.

Unfortunately, I see no improvement to buses running on time and as the cost of bus fares and car parking in the city centre continues to rise, and we see a sharp decline in shops due to there being less and less footfall, there is no appeal / incentive to travel into the city centre anymore as, sadly, it's just a ghost town. It's now more appealing to shop in another town or city like Dundee, Edinburgh or Glasgow.

The signage for the bus gates is also very poor and not very visible causing lots of confusion for locals, never mind visitors, especially the bus lane road marking on Bridge Street, from College Street.

Kind Regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 23:05
To: TrafficManagement
Subject: Bus Gates

The city centre business particularly at the north end of Union street and St Nicholas street areas are struggling, in fact many are now non existent. This is a serious problem for the city economy and I suspect the bus gates as installed and indeed, the partial Union Street closer, the Union Terrace right turning restriction and the confusing reroutings are discouraging driver from entering the city centre to shop.

Whilst appreciating the seriousness of global warming I imagine the closures and restrictions above represent a minuscule contribution to this matter and at this moment in time I believe these restrictions should be relinquished in an attempt to save the serious state of our city centre businesses, or lack of!

I am disabled and can't utilise public transport and sadly have now given up any attempt to access the city centre, in fact Union Street between Bridge Street and Market Street has been out of bounds to me for many years.

I would respectfully ask Aberdeen City Council to review their decision with regard to bus gates and reconsider opening Union Street to all traffic.

Kind Regards,

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 12:39
To: TrafficManagement
Subject: Bus Gates

The bus gates have been a disaster for Aberdeen City Centre, since they have been in place I have only ventured into town on 3 occasions to meet friends around the Christmas period. As a result I parked on the outskirts of the centre and walked to the venues, to my risk as it wasn't a pleasant experience.

I am now unable to reach Union Square from the North due to bus gates without detouring miles, therefore have also not shopped or had a meal in Union Square.

Previously Union Square was our go to place for shopping a meal then cinema, but we have now changed our plans and dine in the shire and also go shopping there, for specific shopping we shop in other cities as Aberdeen has no suitable clothing retail outlets. The city centre is not an attractive option due to difficulty navigating even getting to the parking lots have a high risk of a costly fine or a police matter and just not worth it. Abolish them and people may start thinking of supporting the city but until then it will remain a ghost town.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 24 January 2024 10:51
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT)
(EXPERIMENTAL) ORDER 2023

Hello,

I wish to make the following comment on the latest bus gates and traffic management restrictions.

The regressive traffic management order is progressively destroying the commercial centre of Aberdeen this is now evident in the Trinity, Bon Accord and St Nicholas shopping centres vacant units. Foot fall is reducing and people who would want to travel by car into Aberdeen city are put off by the prospect of bus gate fines. Surely ACC should be encouraging footfall by whatever means necessary. We now have the news that M&S are now closing their St Nicholas flag ship store and relocating everything into Union Sq again the inconvenience of walking from Union St Union Sq puts people off again. I work in Aberdeen City Centre and I have seen the steady decline of a once vibrant city centre. The further introduction of an LEZ will exacerbate the decline.

Please stop this and encourage people to travel into the city.

Regards,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 24 January 2024 22:23
To: [REDACTED] TrafficManagement
Subject: Re: Bus gates

On Wed, 24 Jan 2024 at 22:18, [REDACTED] <[REDACTED]> wrote:

I am writing to voice my opinion on the effect of the bus gates on the ease of passage through our city and the detrimental effects it is having on the city centre and businesses that are already struggling

Accessing areas of importance is not easy for local people and having had family up for Christmas it is not easily marked or obvious of alternative routes

I actually cannot see any benefit of these gates other than limiting entry to an already sad city centre and lining the councils pockets with £30

Please re think

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 25 January 2024 13:46
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

Hello,

I believe you are seeking feedback on the experimental traffic management order (or 'bus gates' as it is known informally).

I live near Banchory and used to shop in Aberdeen frequently. However, prior to Christmas, I inadvertently drove into a bus gate area and received a fine. Apart from a sign on the North Deeside Road saying that bus gates were in operation, there was no clear information about what bus gates actually are or where they are located. I'm afraid the negative experience of receiving a fine meant I did no further Christmas shopping in Aberdeen. Neither did I go into Aberdeen for the January sales.

I did have to go into Aberdeen last week and ended up taking a convoluted drive round where I thought the bus gates were so I could avoid a further fine. My drive was longer and likely produced more emissions.

At a time when Aberdeen city is losing retailers at a greater rate than other Scottish cities, I would imagine that drawing in consumers from surrounding areas would be a high priority for any Council. Instead, the confusing and unnecessary bus gate experiment has made 'a trip to the City' unappealing and stressful.

In my mind, I would rather pay £2/3 in shipping to an online retailer than risk a £25/30 fine. I didn't always feel that way, but I do since the introduction of the bus gates. And I'm not alone.

Your Shire friend,

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 25 January 2024 15:10
To: TrafficManagement
Subject: Traffic order/ Bus gates

I would like to comment on the experimental controls put in place by your council. They are proving to be a rather restrictive and create more havoc than the proposed improvements they are obviously trying to achieve. I came into town the first time in ages from King Street onto Union Street to drop my son to the bus station. Coming down Union Street thinking I would go down, as usual Market Street to realise that I had gone too far once passed the notice at the Adelphi, where exactly to you propose I turn off once I realised that I had come onto Union Street to this notice? It is pathetic as you have essentially made the entry to Union Street heading to either Union Square or The harbour via this route a dead end!. It really is not clear where you can get access. It will create bottle neck areas in smaller streets. Visitors to the town will have an absolute nightmare trying to navigate their way round or accessing the city, especially in light of the disaster of the town city and its demise to an almost third world country status!. We should be attracting visitors rather than making it a challenge for them to enter the city. There seems as usual very little thought to the strategy required to achieve the objectives to make the town centre a more attractive and safer place. Broad Street; Dead End. Bridge Street; Dead End you guys really need to get you thinking caps on and look at alternatives to these poor offerings.

Yours Sincerely

[REDACTED]
[REDACTED]

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www.couttsmennie.com



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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 27 January 2024 02:32
To: TrafficManagement
Subject: Objection to bus gates
Attachments: IMG_20231003_120530.jpg

You have made Aberdeen City Centre inaccessible to citizens by car and especially for disabled people with the mess of bus gates that have been inflicted on us. The system is completely illogical to navigate and how are visitors meant to cope with this spider's web of traps.

It is a nightmare to navigate anywhere down by Guild Street and the harbour now. People are terrified to go anywhere near the area and shops are losing trade by the minute. So much for regeneration. You move all the desirable shops down to Union Square and now you wonder why Union Street is a ghost town. There is nothing there for locals or tourists. What is left in the city centre worth taking a car anywhere near it.

I along with hundreds of others just do not bother to go into the city centre for anything now, you are forcing people to go on line and buy stuff. Hundreds of little white vans are rushing everywhere delivering Amazon goodies which is actually defeating the object of cutting down on pollution. When you go to the likes of Dundee and Glasgow there is nothing like these restrictions in operation you are slowly strangling the life out of the city. No point in waiting for a bus as they never come on time if they come at all. Most often than not as I have been caught out so many times.

And you seem to be obsessed with bikes - when was the last time you saw those white and red bikes going down Union Street they lie in piles at street corners. No one in their right mind would travel on a bike in this city apart from the danger element you are getting poisoned by disgusting fumes. Clean and green nonsense you are more likely to end up with a respiratory problem as well as taking your life in your hands.

Sad to say the city planners that have inflicted these unnecessary traffic measures that have done nothing but stop people accessing all areas of the city north and south should hang their heads.

I can remember a Union Street where you had to step off the pavement to get past people outside Boots and Woolies they were three rows deep not any more. No wonder people don't vote any more you don't listen so what is the point?

You closed all the libraries to save money and you are now employing two investigators at £160,000 to find out what happened to the missing Art Gallery stuff. It was lost on your watch through not proper procedures being implemented did any heads roll over it - no it all gets swept under the carpet. What about the guy who has been stealing up to a million pounds for years - where were your auditors - asleep. This council is an utter disgrace.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 27 January 2024 17:44
To: TrafficManagement
Subject: Comments on Aberdeen Centre temp bus gates etc

I have moved out of AB10 post code within the last 2 weeks, to Aberdeenshire. Various factors contributed to this decision but the demise of Aberdeen City Centre and the ludicrous decisions to make travelling by car as difficult as possible played a large part.

There really is no logic to the present routing of cars to travel within the vicinity of the city centre. The outcome is that cars are now using roads which add lengthy times onto journeys, often are jammed as they were never considered to be main routes, this therefore results in pollution (start/stop, in efficient slow speeds etc).

I feel that the people coming up with these drastic plans, must not actually work or live within the impacted areas. On paper some of this may look like a good idea to meet a certain agenda but the full impact on the city centre is obviously not assessed properly or monitored.

The road situation is very much hindering the city centre in terms of residents, shops and footfall. If the plan is to continue to kill the centre then you are doing a very good job.

You must reconsider these knee jerk actions and allow people to easily travel to Aberdeen to work, rest and plan and contribute to the economy.

Public transport (buses / trains) and bikes are not the answer as these are inadequate.

Regards
[REDACTED]

[Redacted]

From: [Redacted]
Sent: 29 January 2024 10:47
To: TrafficManagement
Subject: Anonymous Objection
Attachments: Scanned from a Xerox multifunction device.pdf; Scanned from a Xerox multifunction device.pdf

Please find attached a scanned letter received by post with no contact details.



[Redacted]

[Redacted]

Subject:

Bus Gates Consultation

OBJECTION

19/1/24

A very concerned residents' notes and observations re. Bus Gates and related matters :-

Very disappointing to see ACC install and advocate the use of Bus gates in Aberdeen, alongside LEZ or ULEZ, and other traffic congestion management, and market this as necessary or a positive thing.! It in fact fails to be necessary and fails on every level of its supposed benefit. It also connects with a wider agenda that is difficult to separate from this matter.

What this and other related schemes actually do is simply create unnecessary obstacles and access restrictions, without providing any of the perceived benefits they suggest at inception, and at a time when Aberdeen City centre desperately needs access to be encouraged. Cars and traffic are not the problem in Aberdeen. They in fact provide a vital means to connect for people that is otherwise not there, this now becoming very clear by the adoption of such schemes, which is now restricting or removing necessary freedom of movement in our society. The proliferation of 20 mph streets is also noticeable, but in whole swathes of areas that do not need them, why.?

The historic lack of public money invested in the Aberdeen City infrastructure, including roads and pavements, for the benefit of the community and business, is very clearly the problem, yet money can be found for these surveillance and travel restriction schemes when it could not be found to maintain the cities infrastructure for decades . Aberdeen has become a discouraging place to visit and is now increasingly a hub for homeless ?, drug abusers and increased crime. The awful truth is that Aberdeen City centre has been allowed to deteriorate and should be a jewel in the Northeast' cultural heritage, encouraging those from the city, Shire and beyond to visit and enjoy our heritage and culture. Our Forebears who designed the city showed clear foresight in its investment and layout for the people of the city, something that would frowned upon now with despair if they could see the state of our city centre now.! Union Terrace Gardens does not compensate.

Electric cars and so called 'public' transport (private profit-making organisations at the expense of public funds) are not the solution. Whilst a basic service is needed, they offer a poor overpriced service and cause much greater pollution per head, as if pollution is a problem, which it is not. Persons cannot visit retailers and then carry home their purchases in a bus or walk the streets with goods. ACC seem happy to follow the impetus and movement seen throughout the rest of the country to share unnecessary restrictions on social freedoms drawn down from the UN Charter and based on an ESG agenda (Aberdeen 2030 plan!). Aberdeen does not need , nor should adopt such overreaching policies that do not serve the purpose they are being sold under. The introduction of surveillance everywhere (on all transport routes within and out with the city centre) is concerning, and follows blindly the ridiculous polices adopted elsewhere in the country's cities, driven it seems, by the ethos of the Scottish Government, a UN agenda, WEF, etc... (Why is almost every arterial route into or out with the city now festooned with a globe style surveillance camera, it's not for traffic management or safety, so what's next with the use of these camera's and why are they there,? What information are they recording, and where was the consultation in the use of precious and finite public funds to install these.?)

Union Street desperately needs regenerated, and this has been the case for decades. These policies are being marketed and sold as being necessary and beneficial. This is unjustified, whereas real investment, where it's needed, has never been forthcoming. Residents and taxpayers continue to pay for more and more and get less and less, now we are being penalised for living, visiting, and working in our own City by unaccountable surveillance and what amounts to travel restrictions and freedom of movement. This cannot be 'for our safety' and wellbeing. If so, where are the Police, in dealing with actual, tangible crime and safety issues that the public can see all around us in our city. It is clear that the lack of investment in the city has led to a running down of the infrastructure that has in turn encouraged the increase in crime and degradation of society in what was a vibrant, safe, pleasant place to visit, meet, work and shop in. There is no culture left in the city centre and this is directly impacted by, and further attributable to, these polices. The adoption of these new Bus Gates and other polices is the polar opposite of what

is needed and should be reversed. Retail has shown its position by moving out or closing down, further impacting on the degradation.

Dundee has not benefitted from oil revenue and the benefits that Aberdeen has had, but their attitude to development and investment in their city eclipses Aberdeen.

Aberdeen does not have an air pollution nor traffic congestion problem. It has a lack of investment in traffic-based infrastructure, good roads, good car parks, easy access etc.. Where is the evidence to justify the spending of the public funds on these schemes without prior consultation.? Aberdeen city desperately needs to encourage people into the city. Above all it needs to be practical and enjoyable. People need to be able to carry passengers, the elderly, and be able to buy things they can transport home in their car, while its raining, windy, and snowing.... Businesses need to be accessed by workers, businesses need to be encouraged into the city, and visitors unimpeded. All of which will bring prosperity to the area, not excluded. The ideology muted now is based upon a spurious climate and control-based ethos seemingly propagated by the Scottish government and beyond. These do not reflect reality and Aberdeen is clearly just following this path to demonstrate its adherence to this.

Why is it acceptable and justified to spend taxpayer's money on all the cameras and surveillance and infrastructure to implement these policies , such as bus gates, but then close Libraries and other essential public services because no one can access them. The elderly in particular are badly let down by the city taking away their essential options for wellbeing. The very public who have generated the tax pounds that ACC are spending , the public who pay Council Tax because they invested in the city by buying homes in the city to live and work here, now being penalised for this. This was all to enable a vibrant city. Why have ACC spent all this money implementing a scheme before it's been fully consulted and agreed, as being beneficial or necessary.? This simply suggests a disconnect and disregard for Aberdeen City residents, taxpayers, businesses, and users.

Similarly, this policy, along with that of the 2030 transport plan, has only theoretically been offered for consultation to the public. These policies have not been fully marketed, publicised, debated and challenged before being considered for implementation. It is not acceptable to place a link on Facebook, that few will see, and treat that as a consultation.! It seems ACC are clearly committing to and implementing these schemes regardless of any perceived 'consultation'.!

The bus gates don't work, only hinder, are completely unnecessary, and frustrate what is already a difficult City to navigate. They are also completely unnecessary on the basis of their need as suggested by ACC, sadly it seems to be a copycat adoption of policies from a bigger agenda. The people who pay the taxes and live in the city should come first. There is no air pollution or congestion problem to justify these in Aberdeen. If there is, publish the unequivocal evidence and analysis that has been carried to out demonstrate this. A clear cost / benefit analysis and due diligence, including the negative impact of Bus Gates, should be made public for review and debate.

I sincerely hope that those in the position of making such decisions are not influenced by a popular agenda and act sincerely in the best interests of the tax paying residents who live here. The bus gates must be removed and the 2030 transport plan must be fully exposed to the entire Aberdeen public for scrutiny.

Regards,

Concerned Aberdeen City Resident.

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 06 February 2024 13:56
To: TrafficManagement
Subject: Bus Gates

To whom it may concern.

Who thought up this idea, post oil boom Aberdeen finds itself looking to encourage transit through and to locations within Aberdeen, and predominantly this is with personal vehicles, which in themselves become greener with each passing year. So why restrict movement of the masses in a city which is on its knees, create free parking outside union square, encourage lower lease rates on union street. Drive access and move pedestrian movement to the adjacent and through union street. I now know of three friends and colleagues who have returned to Aberdeen after working abroad only last week and all have been caught by the 'Bus Gates' . These are local people bringing money back into Aberdeen and with an aging retiring population this small example is going to increase disproportionately, what you have effectively done is create a fear of driving in Aberdeen to those that would pop into Aberdeen to meet friends, go for coffee, purchase an impulse buy, I cannot believe that the Aberdeen hospitality team, and the roads team got together on this and thought it was a good idea. I was born in Aberdeen lived here most of my life and it's sad to see how common sense has been replaced with what appears to be a complete lack of empathy, and joint up thinking. Now belief in others tells me somewhere there has been collaboration across council departments, there may even be a study looking at the benefits, and yes when Aberdeen was booming traffic measures would have been welcomed, but now we have a bypass, empty shops, or shops filled by charity groups, betting houses, or pop ups!

Encourage people coming to Aberdeen build a shopping zone from union square to the theatre, open up parking, don't restrict movement of the masses and persecute those that remain loyal to Aberdeen. I just read 5000 signatures in an article and you still went ahead. This is not Edinburgh, there you accommodate inconvenience because of what's on offer, here we have to encourage convenience in hope that it will encourage prosperity. Increasing what's on offer.

Why did I write this because, because I'm saddened that Aberdeen will in time become Tulsa and it could have been so very different

Your sincerely

[REDACTED]

Sent from [Outlook for iOS](#)

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 04 March 2024 16:54
To: TrafficManagement
Subject: Formal Objection to Bus Lanes

I am emailing to formally object to the Bus Lanes introduced this year. They are making life a nightmare for any driver wanting to enter the city centre. They are destroying the trades for shops locally. Why on earth they were introduced in the first place is a mystery. Was it done to intentionally annoy anyone and everyone who wants to enter Aberdeen City Centre! Make the u turn now before you have protests on the streets.

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]



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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 August 2023 09:17
To: TrafficManagement
Subject: Bus gate

Dear Sir/ Madam,
I am writing to object to the bus gates in Aberdeen city.

I run a small family business, and customers are finding VERY difficult to get to us. We have been in the same premises for 30years, and since the introduction of the bus gates and road works sales have fallen dramatically. With these in place, you're pushing everyone further away from the town centre, and will buy online. You are not encouraging people to take the bus...Can you imagine going shopping on a bus with 20 bags of shopping and 2 kids? Never going to happen I'm afraid.

You've spoken about bringing Union Street back, but this is another nail in the coffin for businesses.

Drop this idea straight away to save the town centre and the little shops left before they go under.

Best regards

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 15 December 2023 13:49
To: TrafficManagement
Subject: Traffic Management Bus Gates objection

Hi,

Just wanted to convey the message we consistently get from our customers on a daily basis, about how detrimental the road restrictions in the city are, particularly new bus gates, as our customers are reiterating their unwillingness to shop in town because of restrictions.

Whilst I appreciate these are to increase reliance on public transport, it just doesn't work for a city with so many rural towns around as the bus network is not extensive or reliable enough to convince people to use it. Our customers do not want to drive to a park and ride, then have to wait on slow public transport to get them in and out of town, much preferring to come straight to the city. The bus gates have also impacted our customers with mobility issues, the city centre needs to more accessible for everyone.

Previous concerns raised at the last BID meetings have not been heeded, re clearer signage instead of just "new bus gate in operation" on city peripheries. There needs to be clearer communication about the locations of the bus gates and what their purpose is as nobody knows what they are trying to achieve.

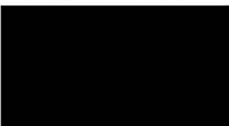
Our customers perception is that they would rather avoid Aberdeen city centre in its entirety and instead travel a considerable distance to other Scottish towns/cities to do their shopping.

Thank you for listening,
Kind regards,

[REDACTED]

Regards,

ABERDEEN
ABERDEEN BRANCH MANAGER



slater
MENSWEAR

50
1975
2023
Years

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 10 January 2024 21:47
To: TrafficManagement
Subject: Feedback on Bus Gates
Attachments: Screenshot_20231104_170955_Shopify.jpg

Hello,

I understand that the council are open for feedback on the bus gate measures put in place.

I'm the owner of Style for your Shape based at 2 Schoolhill Aberdeen. The shop has been open since July 2022 and the business was going from strength to strength.

In September & October there was a steady decline and then drastic drop in footfall to the city centre and to our store. Our sales plummeted and upon speaking to several other local businesses in the area its being felt all round. Our early Nov sales were also behind last year by 30%.

I've attached a graph representing our sales from May-Nov 2023 and its represented in the blue line. The dotted line is from same period last year.

I recently did a survey with my customers as to any reasons why they are being put off coming into city centre. Overwhelmingly the response was due to the bus gates and second after that was the expensive parking, followed by the exit of John Lewis and other stores.

As someone who lives in the city centre I am used to the bus gates, but those who aren't always in the city aren't familiar with it and it's putting people off. You can see the timing of the bus gates vs the drop in sales. I know there are other factors at play, but I need to feed this back to yourselves and have already given feedback to Aberdeen Inspired. The lack of clear comms at the time has scared people away from the centre and its evident from any posts on social media that it's been a significant factor in the reduced numbers shopping in town, which had already been impacted since the loss of John Lewis & Debenhams.

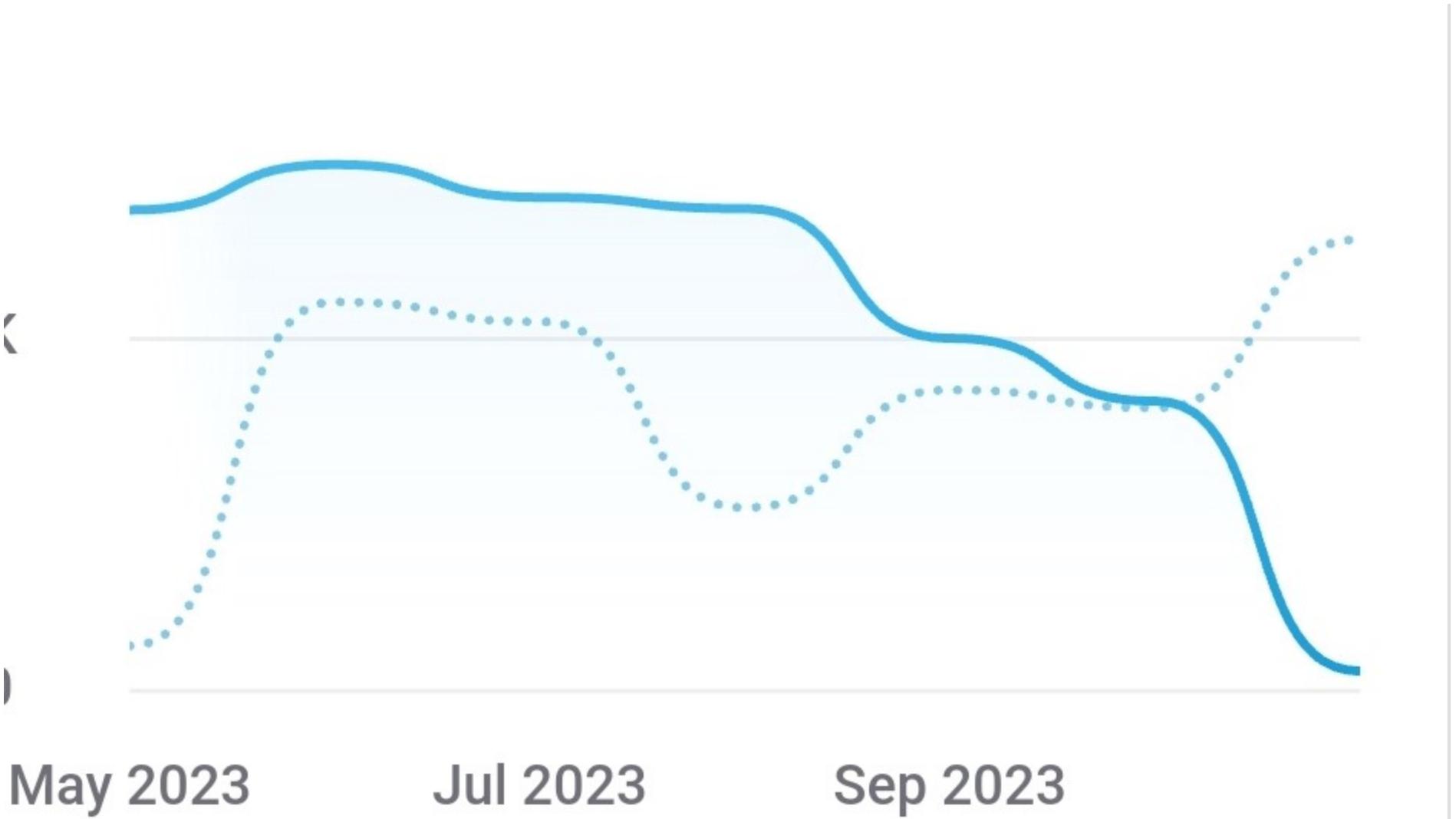
Recent incentives have been announced for other cities who are offering free parking in city centre locations (this was in run up to Christmas). I've since seen information on free bus travel at weekends in January.

The continuous 10 week period of loss making when it is usually a steady busy period has really hit the business hard and I'm unsure how long Style for your Shape and other business will be able to survive. Just this week we have seen the announcement about Haigs no longer making profit to run their premises at Schoolhill. Once our lease is up in Jan 2025, it's highly likely I will need to exit the city centre as customers aren't travelling as frequently into town.

I'd be happy to meet up and have a discussion over some of these topics in person too.

Thanks

[REDACTED]



[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 12 January 2024 16:11
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

I'm not even sure why I am wasting my time writing this - as it looks like the civil servants who run the council have already decided what is going to happen to this once beautiful city. They are intent on killing the city centre completely.

Since the re-introduction of the "bus gates" we have seen a shocking decrease in footfall. So worrying is the decrease in footfall - I can not see our business surviving in it's current format, for another year. Yesterday - we estimate we had as little as 10 customers in the shop all day! This is a disaster for us. The months of September through to February are the months that create the profits to keep us going all year. This year - that hasn't happened.

I feel subjecting us to an "Experiment" after getting through what is easily described as the most difficult time for retailers - is just cruel. Do you seriously want to kill off all remaining retail on Union Street? If so - you are doing a great job.

How do our customers from the North of the city get to the closest car park to us which is the NCP Shiprow car park? (Yes I know - a three mile detour!). Utter nonsense.

Everything you are doing seems to be for the benefit of First Bus and Union Square - intentionally taking traffic and ultimately footfall and pushing it down to Union Square. This totally stinks of corruption, I am not surprised that there is such little respect for the civil servants who seem to be intent on ruining this once beautiful city.

Union Street is a mess - we have seen dramatic changes since Teso moved in next door. Beggars, drug dealing, underage drinking, vaping, general anti social behaviour everywhere we look. Never a day goes by without the police having to attend. Staff being scared to leave the shop at certain times - due to well "know characters" in the area. The pavement is filthy with gum - and embarrassingly dirty over weekends.

Our end of Union Street is feeling like a dead end - you have effectively made the east end of Union Street a bus gate, scaring off customers and trapping drivers who are not local to Aberdeen.

I hear First Bus figures are up - well please take it from us - FOOTFALL is well down!

How are locally owned companies going to be compensated if your Experiment fails?

[REDACTED]

For and behalf of Annie Mo's Ltd



[REDACTED] || [REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 13 January 2024 11:22
To: TrafficManagement
Subject: Aberdeen City Traffic Route Complaint

Good morning,

I am writing to you to express my major concern regarding the recent road routes and bus gates within Aberdeen City Centre and the purpose of this email is to encourage the council to rewind on the damage which is already becoming apparent.

I personally require my car for work as I need to attend sites throughout my day which can be miles out of Aberdeen, therefore other modes of transport are not possible. However I would be open to using the bus on weekends if it were to be cost effective.

Since the bus gates and part closure of union street to cars I have had to change my route to and from work. This has resulted in a longer driving time and more mileage on the car i.e going against what your efforts are of reducing pollution. This extra 10 minutes on what used to just be a 10 minute journey has meant I no longer get to my gym class and have had to cancel due to frustration of always having to rush to get there.

Unfortunately the common conversation at the moment in my workplace is that people don't bother to go in to town because they don't want to risk a ticket which is extremely concerning considering these are local aberdonians who you'd think would be completely comfortable driving in the centre of their hometown. This to me confirms it must be even harder for visitors navigating their way round and just so uninviting and unpleasant which it shouldn't have to be. For example if my extended family now visit from the Scottish borders I would opt to drive them around to ensure they don't get unnecessarily fined!!!! (good, working people visiting Aberdeen, trying to see the place and happy to spend money, being put off entirely by a high chance of being fined). There's TOO many restrictions and it's damn right robbery in my opinion. We're already being charged to park outside our own house! (Another reason for people to move out of town). If this becomes a trend this will be doing worse for the environment!

The routes are pushing cars away from the city centre parking and in turn people are deciding to instead shop online or visit towns out of Aberdeen (who can blame them?). This frustrates me greatly as my family have a business on Union Street (Annie Mo's) of which they own the property. It has been a totally stressful time maintaining hope over what have been a bad few years in retail. My sister whom works full time for the business tells me of the decline in footfall and unpleasant characters (older males taking money from children to buy them vapes etc. (assuming keeping the change!) hanging around outside, ambulances coming for the same suspects overdosing almost daily, known drug deals (All of which has been reported to the police and council - however police say it's a council matter, council say it's a police matter and nothing seeming to get done about it). However keeping to the topic of the transport we both think since cars are not going past and the footfall decline of people getting in to the centre to go shopping it's having a more and more dangerous feel and shoppers feel almost in the minority against people hanging around which is a major turn off. (Most people coming in to the shop are commenting and are in agreement with my comments above).

From a business perspective obviously we need deliveries. There is no rear access to our building so the only way is the front door. The business is struggling as it is, so deliveries within a certain window is simply unaffordable for the business to pay for. We obviously cannot dictate an external courier to when they can deliver - coming up from down south they'll arrive when they arrive. If they have to stick to certain windows that'll again cost even more to the company, by double handling every delivery from the warehouse again which it cannot afford. I've had naive comments in the past where people assume because my mum owns a company she must be 'well off' - personally for the stress she's had to endure I wish she was. No nice cars or big houses, no summer holidays to show for 30 years in business just the pressure and stress of keeping a long standing business afloat. No help given during covid or with business rates. It's little wonder there's so many empty units because it's just not worth the stress.

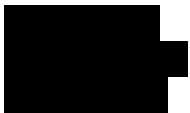
Then we look at cycle lanes? How will that work with deliveries and the danger of that? That's something that will need thought out, as surely can't be a repeat of the beach. (Passenger door opening on to cycle lane).

To summarise if the council were serious about clean air they'd be looking at the harbour rather than putting cars on loops of Aberdeen. All that's happening is a knock on effect and a bigger incentive than ever for people to support your chain retail parks, drive through McDonald's, amazon deliveries etc.

Changing topic, are you able to confirm when plans for relaying the cobbles in Carnegies brae will be happening? Is there anything preventing this being done before the completion of the new market or will it be done later in the programme? Or is it ever going to be done? Already established businesses 'The Tunnels' on Carnegies Brae and presumably Unit 51 too, are two operating businesses facing challenges of trip hazards on their doorstep. I think redoing this would be of huge benefit to the safety of nightclub users.

Generally I don't have a major issue with the very central part of union street being closed to cars but open to busses and taxis but everywhere else should have the restrictions done away with. Busses should not be allowed to stop outside The Tivoli as this was the main issue with tailbacks that started this problem in the first place. The road was not purpose made for more than one bus to be stopped there at any one time.

Appreciate an acknowledgment of this email and look forward to response in due course.



Sent from my iPhone

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 14:18
To: TrafficManagement
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023 - Objection

Hello,

I write in response to the above experimental order.

I live in the city centre. I am a personal proponent of walking and cycling but this is not suitable for all people, at all times. I do have to and choose to traverse the city by car on occasion. In a free society people should be able to choose their method of transport.

I run a legal consultancy in the city centre which has personnel who travel in from countryside locations in the shire and also have caring responsibilities, the combination of which require car transport.

I have concerns that ACC is using a legal framework which expends tax payer funds on 'acting now, checking it is ok later'.

This aside, the bus gates / lanes are choking off many city centre routes and access points. I find it near impossible to drive from east back to west, having to do much additional mileage to circumnavigate. The route videos published by ACC on various platforms are subject to the derision they deserve. Given that the LEZ has been implemented to apparently reduce emissions, this all seems to be at odds.

One might conclude that ACC is intent on turning the city centre into even more of a ghost town than it already is.

Kindest regards

[REDACTED]

[REDACTED]

Director / Principal Consultant



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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 18 January 2024 18:12
To: TrafficManagement
Subject: Bus gates

As a business in town that is Finnies we feel the bus gates are especially preventing the older generation as well as all other potential customers from coming into the city centre. Please get rid of them they are assisting in destroying our city centre. Many thanks. [REDACTED].

Kind regards

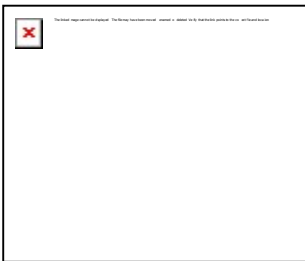
[REDACTED]

[REDACTED]

Email: [REDACTED]

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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 09:09
To: TrafficManagement
Subject: FW: Objection to Traffic Management Order

Good morning

I would like file my objection to the traffic management experimental order 2023 as I believe the new roads management set up will have a negative impact on our futures business.

My main issues are as follows;

- The overall communication of this experimental order to businesses and the general public has been very poor, and caused a lot of confusion
- Access to the hotel is very difficult for guests that do not know the area, and we are receiving a lot of negative feedback from our guests, especially those coming from north of the city
- The signage was initially very poor, and although this has been slightly improved, visitors to the city are struggling to see the signs until it is too late
- Accommodation guests, events and meetings are looking at out of the city venues rather than the Aberdeen Douglas Hotel for future events as access is deemed to be difficult
- This will potentially cripple an already under pressure city centre retail market, especially Union Street
- People will not automatically move to public transport, and cars should still have better access to the city centre, and businesses within the city
- The hotel is investing heavily within Shiprow Village, trying to promote and improve the area, and these restrictions are making it more difficult to secure the trade professionals that we need to complete works with some unwilling to come into the city centre, and this is before the LEZ comes in from June 2024

These are my thoughts, and opinions of some of our guests on behalf of our business.

Regards

[REDACTED]

[REDACTED]



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[Redacted]

From: [Redacted] <[Redacted]>
Sent: 19 January 2024 15:01
To: TrafficManagement
Cc: [Redacted]
Subject: Feedback on Road Layout Proposal - Aberdeen
Attachments: Aberdeen Council Objection to Bus Gate 180124.pdf

Please find attached a letter in response to the planned road layout change including the bus gate in Aberdeen.

We look forward to receiving a response in due course.

Kind Regards,

[Redacted]

[Redacted]

[Redacted]
E [Redacted]
[Redacted]

Q-Park is a registered company – No. 1721817. Registered UK office; 1 East Parade, Leeds, LS1 2AD



Q-Park Ltd.
1 East Parade
Leeds
West Yorkshire
LS1 2AD

Transport Strategy & Programmes
Aberdeen City Council
Ground Floor North
Marischal College
Broad Street,
Aberdeen
AB10 1AB

18/01/2024

Dear Sir/Madam

Road Layout Proposal – Aberdeen

We write regarding the recent proposal to change the layout of the roads into Aberdeen City Centre.

Q-Park are the parking operator for The Trinity Centre and offer a safe and secure parking experience for all parkers who visit the shopping centre and the wider city. As an award-winning operator of 677,000 parking spaces spanning 7 countries, we understand the need to improve the liveability of urban environments which can involve alterations to road layouts and traffic flows. We also understand how quality parking locations can support those goals.

In our opinion the changes that you are proposing will result in a net disbenefit to city centre visitors. Those travelling from the west of the city to the Trinity Centre parking facility cannot access the site in the most logical way. The introduction of a bus gate will mean that visitors traveling from the west will no longer be able to turn right from Union Street to the car park. This change will not only impact on the Q-Park facility but also impact other car parks in the close vicinity of the Trinity Centre.

We understand that the Shopping Centre have already submitted a detailed summary of the wayfinding challenges and we fully support the detailed feedback that has been given. In addition to the logistical aspect of the change we also need to highlight the economic and societal challenges that the change will make.

Congestion – Trinity Centre is a key destination which attracts a large majority of parkers who are not regular visitors and it's important, especially in the current climate, that visitors have an easy access route to the city. If the route is not logical for visitors in an unfamiliar city the outcome will be the creation of search traffic around the area, thus creating more congestion and so adding to the environmental issues that we're all trying to minimise.

Public Safety - The Trinity Centre attracts many families and if visitors are forced to park further away and walk then that will involve crossing multiple busy roads heading into the city. Public safety should be paramount.

Economic - The economic impact of this proposal will not only damage Q-Park but also the retail sector within The Trinity Centre and beyond with a resulting reduction to the public purse. Shoppers travelling by car have a larger spend than those walking or travelling by public transport. The impact of this change is likely to reduce the number of tenants within the centre and therefore a reduction in business rates payments.

We look forward to receiving your feedback and we hope that you can support the businesses and visitors that make Aberdeen a thriving city by amending the scheme accordingly.

• Kind Regards



Head of Commercial – UK&I

[Redacted]

From: [Redacted] <[Redacted]>
Sent: 22 January 2024 12:43
To: TrafficManagement
Cc: [Redacted]
Subject: THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023 - Objection obo National Car Parks Limited
Attachments: NCP Shiprow Aberdeen Objection.pdf; Shiprow alterantives.jpg; Shiprow only access now.jpg; Shiprow previous access.jpg

Good afternoon,

Please find attached comments submitted on behalf of our client National Car Parks Limited, in relation to THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023.

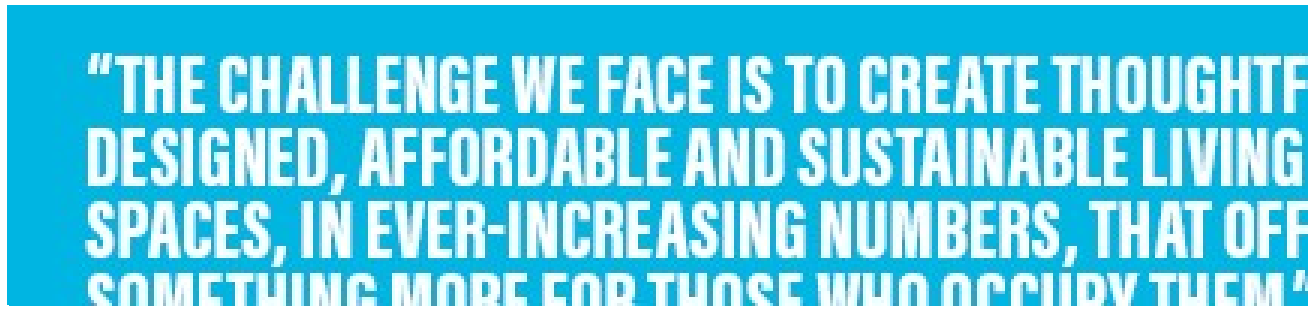
I would be grateful if you could confirm receipt.

Kind regards,

[Redacted]

[Redacted]

[Redacted]



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Montagu Evans LLP is a limited liability partnership registered in England and Wales. Registered number OC312072. A list of members' names is available for inspection at the registered office 70 St Mary Axe, London EC3A 8BE.

Traffic Management and Road Safety
Operations and Protective Services
Aberdeen City Council
Business Hub 11
Second Floor West
Marischal College
Broad Street
Aberdeen
AB10 1AB

22 January 2024

Dear Sir or Madam,

ABERDEEN CITY COUNCIL

ROAD TRAFFIC REGULATION ACT 1984

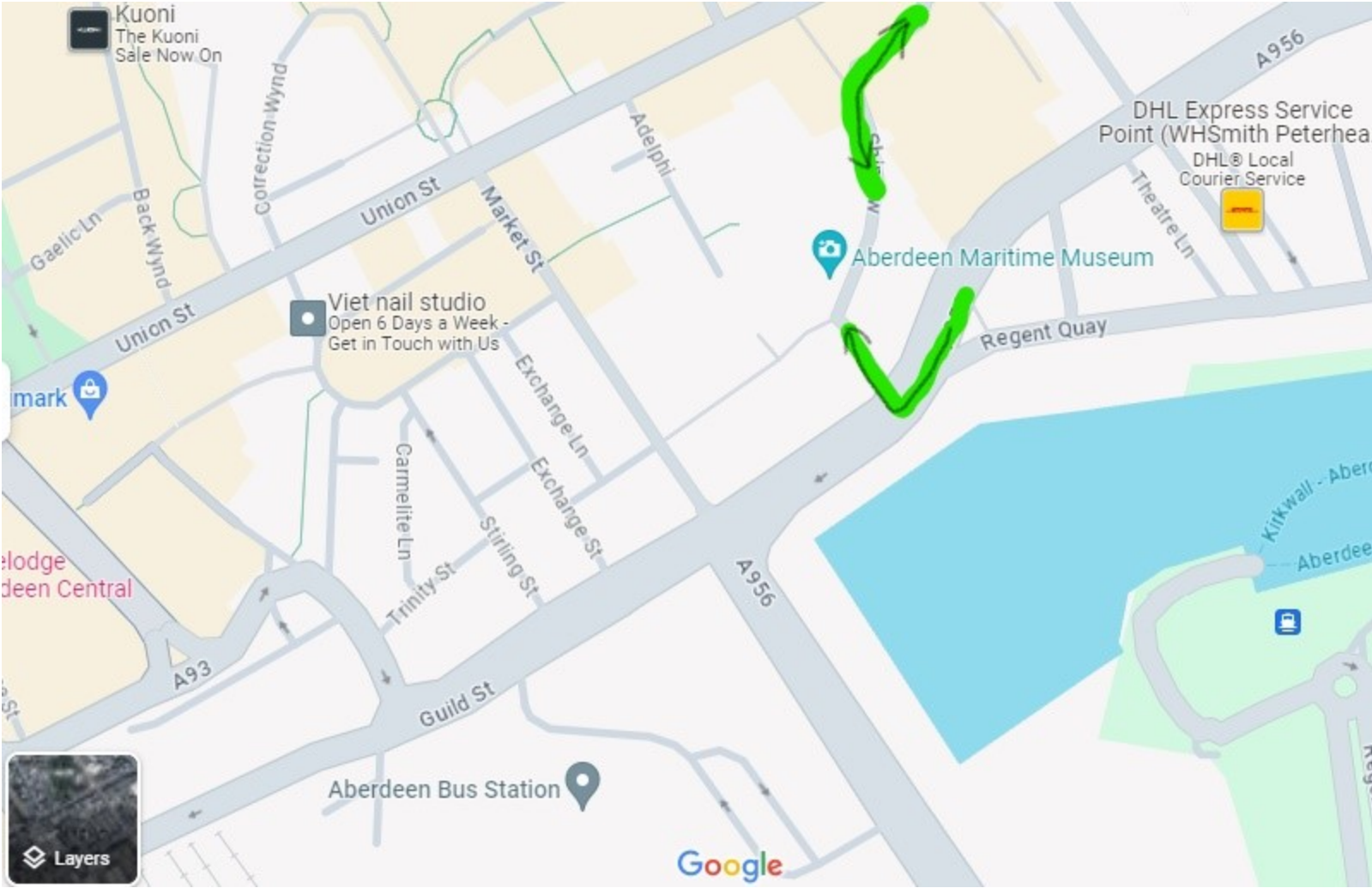
THE ABERDEEN CITY COUNCIL (CITY CENTRE, ABERDEEN) (TRAFFIC MANAGEMENT) (EXPERIMENTAL) ORDER 2023

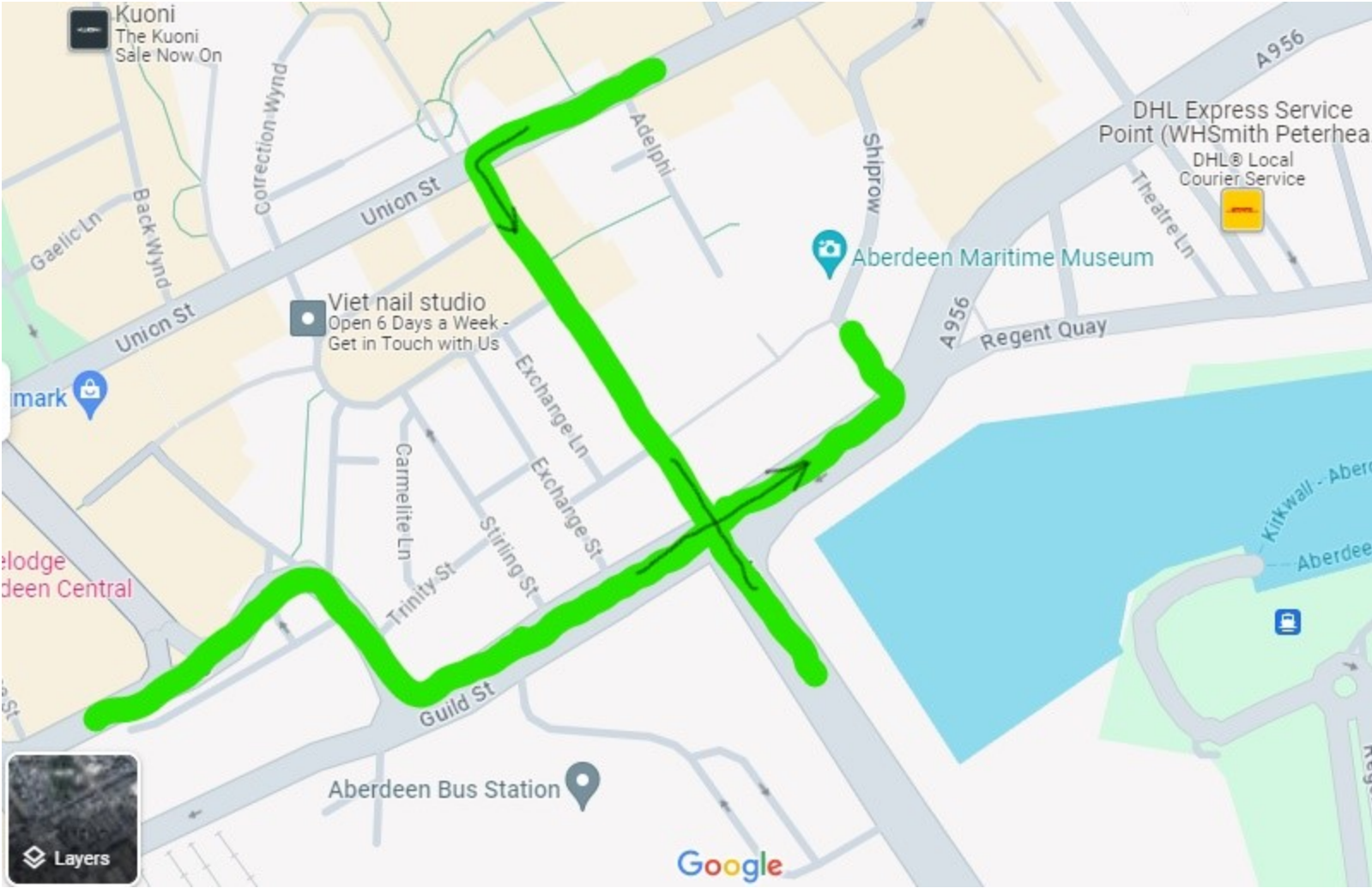
Montagu Evans LLP act on behalf of National Car Parks Limited (NCP) and write with reference to the above Order. As the Council will be aware, our client operates the NCP car park, Shiprow, Aberdeen.

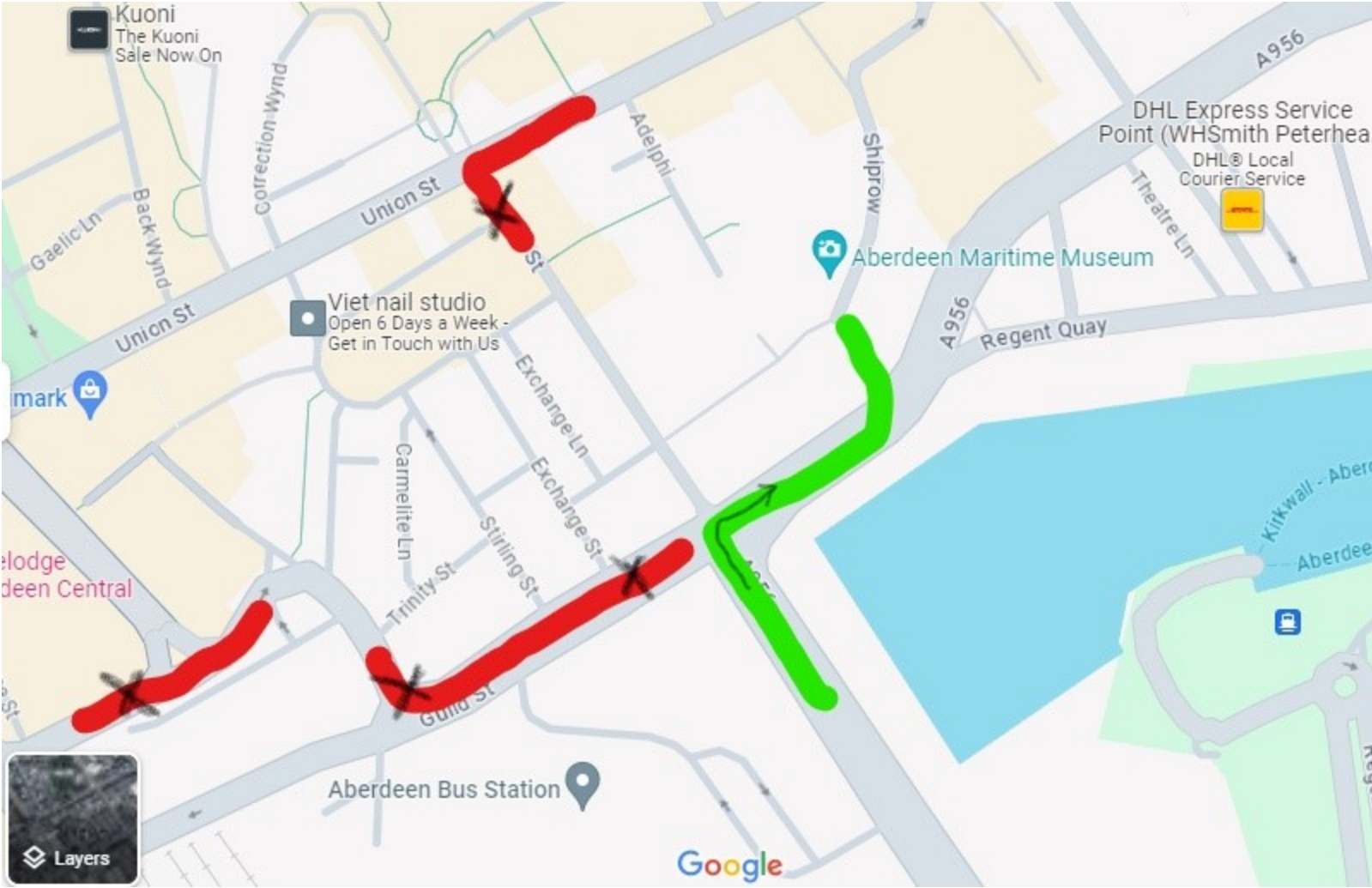
Briefly stated, since the introduction of the Order our client's operation have been significantly adversely affected as a result of the imposition of access and egress restrictions locally.

Consequently would make the following objections:-

- NCP Shiprow is one of Aberdeen City Centre's key car parks serving a variety of business and tourist traffic. Access to city centre for a variety of users, including those that are reliant on the private car, is paramount in ensuring vital and viable city centres, both sustaining footfall and generating income. The operation of the Order significantly impedes access to and from the Shiprow site.
- As the attached plans demonstrate the introduction of the changes to the access and egress to the car park have been significant and have already been seen to be significantly affecting patronage of the car park with evident longer term issues for its continued operation. We have attached 3 copies of the map surrounding the Aberdeen Shiprow Car Park; the first shows the previous access routed prior to the new bus gate changes; the second shows the current available routes and the third shows possible alternatives including right turn access from Virginia Street on to Shiprow or Shiprow becoming 2 way from Union Street down to Shore Brae.
- As it currently stands the access to the City Centre as a result of the Bus Gates / Lanes is marked and is having a noticeable impact on the operation of the carpark which has already suffered in recent years due to the economic downturn.







From: [REDACTED] <[REDACTED]>
Sent: 19 January 2024 18:50
To: TrafficManagement

OBJECTION TO THE EXPERIMENTAL TRAFFIC MANAGEMENT ORDER

The current experimental traffic management has had a major negative impact on business levels at the Aberdeen Douglas Hotel. The new bus gates on Market St have made it so difficult to get to our hotel and although there are alternative routes to get here they are very long, complicated, restrictive, confusing etc, I understand that GPS guidance now includes the Bus Gates, however it is still proving almost impossible to direct customers over the phone as to how to get here to drop off people or luggage.

I understand the need to reduce vehicle emissions and to improve air quality in the city centre, however **people** make a city, and by introducing these measures we are deterring visitors to Aberdeen. Our Hotel relies heavily on business generated from within a 1 hour radius of the city, with many guests familiar and knowledgeable of the roads layout. Since the roll out and poor signage, people are afraid and generally confused, as to how to legally access their destination, ultimately making the decision **not** to come at all.

Aberdeen's ongoing economic challenges and uncertainties are a major concern for us, we are working hard to sustain the business we have built over the past 18 years and I fear the effect of these experimental traffic measures have not been fully thought through. I fear we will continue to see a drop in people using our city centre, as we already see businesses shutting on a monthly basis I am really worried for the future of Aberdeen City Centre



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[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 21 January 2024 16:14
To: TrafficManagement
Subject: Aberdeen city centre bus gate objection

Hello

I am writing in regards to the consultation on the aberdeen city centre bus gates and wish to offer my objection.

As a local business owner (Gamola Golf on Market St), we have seen a decrease in public footfall coming into store since the introduction of the bus gates, with many customers complaining of confusion on how to come into Aberdeen whilst avoiding the bus gates. Many have stated that they have chosen to go elsewhere instead of Aberdeen to avoid the bus gates. This is having a negative impact on our business.

On a personal level, living in Newburgh, Aberdeenshire and commuting into the city centre on a regular basis the bus gates have caused significant access issues to myself and other staff within business, causing diversions and detours. This is causing longer journeys and increased pollution. Unfortunately for me personally the public transport on offer from Newburgh is not adequate/regular or reliable to be able to use and alternate

Overall I do not see any benefits of the bus gates and only have negative concerns caused by these.

Following on from covid and reduced footfall in the city centre we should be doing everything to make the city more inviting and accessible for all. The bus gates in my opinion do not offer this and instead are acting against this.

If you require any additional information, please get in touch

Best regards

[REDACTED]

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 22 January 2024 20:43
To: TrafficManagement
Subject: Aberdeen City Bus Gates

I am writing to lodge my objection to the current implementation of bus gates in Guild Street and connecting roads. As a business owner in the harbour area, Aberdeen Tile Distributors Ltd, I have seen a significant reduction in footfall since the bus gates were introduced. Not only do they discourage local customers from navigating the alternative routes they discourage potential customers from surrounding Aberdeenshire to actually coming into the city centre. Our premises are in Virginia Street which as you will note is not served by any bus route but realistically our product is too heavy for clients to carry on a bus and have to be transported by car or van. Even our own delivery vans are having to follow diversions to avoid the bus gates which obviously adds to our fuel costs and in turn increases the fuel emissions, which is the main reason that the planners are using for the implementation of said bus gates.

I have emailed Councillor Michael Hutchison three times, twice before the bus gates were introduced and once since they became live to voice my concerns but unfortunately he has not replied to me.

Surely those appointed by the citizens of Aberdeen and their paid employees must consider the views of those they represent and realise that the only outcome of continued bus gates will see a further decline in our city centre. In recent weeks we have seen local business close down citing the implementation of the bus gates as being one of the reasons. Unless we can encourage more people to come into the city then many more local businesses will be forced to cease trading making many more unemployed.

The Council use the emission readings at Market Street / Virginia Street as there main excuse for the bus gates.

Obviously the emissions are high at this point as you have the harbour, train station and bus station all in the same area, not just vehicles.

The decision makers in this city should be honest with the public and admit that bus gates are just another tax on the citizens and visitors of Aberdeen.

Signed :

[REDACTED]

Sent from my iPad

[REDACTED]

From: [REDACTED] <[REDACTED]>
Sent: 23 January 2024 23:16
To: TrafficManagement
Subject: Bus gate objection

Hello

I am writing as someone who is involved in two family businesses, Annie Mo's and Cafe Drummonds I hope this email will make a difference and that the bus gates will be removed.

With having two family businesses within the stretch of the mile of Union Street I can tell you the daily struggles that we are facing. Less foot fall and customers scared to visit us as they worry about getting a ticket or where to park. The last 5 years has been hard as a business with Covid, brexit, scaffolding outside the shop, cost of living crisis and this is yet another thing that feels like it is trying to destroy us. At this time we really need help and support from the council but it's the worst we have ever had with footfall at an all time low. Thank goodness the business has a website or else we would be another shop to be boarded up and closed. We have customers that travel from across Scotland to visit us and they are struggling with new road layouts, how to get to the shop and on occasion recently have received tickets for merely driving past the shop (on a route their sat nav takes them). Our like for like sales for January this year compared to last year are sitting at half of the value and the bus gates lowering footfall is one of the main things impacting this.

Please can you rethink the effect the bus gates are having on local and independent businesses. As someone who will eventually inherit the company the current situation is giving me a lot of anxiety and is a daily worry. I walk from Great western road to Annie Mo's 6 days a week for the last 8 years of working in the shop. I've noticed the stretch of union street getting increasingly dirty. The stretch where there is bus only is scary and when cars could go along here it felt significantly safer. I often get harassed by drug users and teens not to mention the fact that the street lights in that area have not been working for the last 6 months. The trial was set up to improve the pedestrian environment and this is just not the case. The pavements on union street are very wide already and unnecessarily widening them won't make a bit of difference if there is no one there to use them.

Widening the pavements and adding separated cycle lanes will significantly impact most businesses on union street who only have the capacity to load and unload into the front of their premises. With our business we have large items moving in and out of the shop every day and crossing cycle lanes will be an additional safety hazard.

Your aim is to reduce pollution in the city but yet cars are having to drive a much further distance to avoid the city centre. I hear people on a daily basis in the shop and online air their views that there is nothing to come into the city for yet we are expected to pay very high rates. Aberdeen city centre is in a state of emergency and I know if you had a business in the area you would also be crying out for help. Please get rid of the bus gates and let us compete with out of city retail parks in order to see our city centre back with a buzz and people wanting to visit.

I don't want to see my home city like this, unsafe and boarded up due to self inflicted restrictions. I don't believe the reduced bus travel times comes anywhere close to balancing out the negative impact of low traffic. Any help would be greatly appreciated.

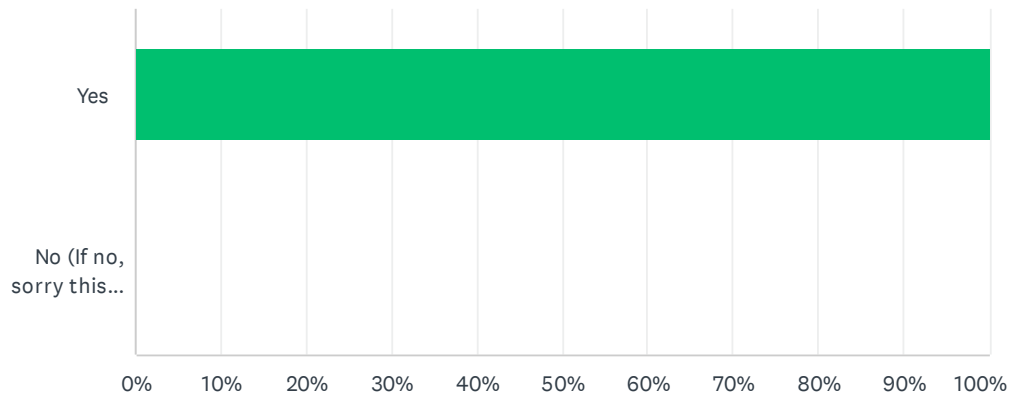
Kind regards



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Q1 Are you an Aberdeen levy payer?

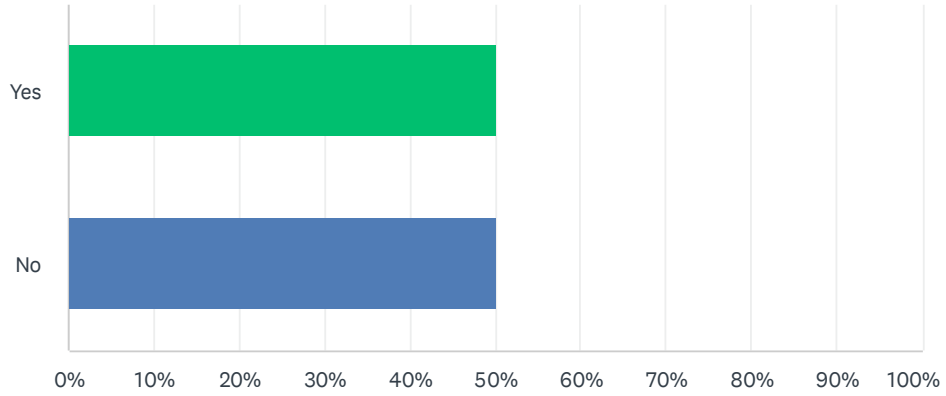
Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	36
No (If no, sorry this survey is only for Aberdeen BID levy payers. Please exit the survey.	0.00%	0
TOTAL		36

Q3 Do you, or your business, regularly attend the quarterly Aberdeen Inspired Business Improvement District (BID) meetings?

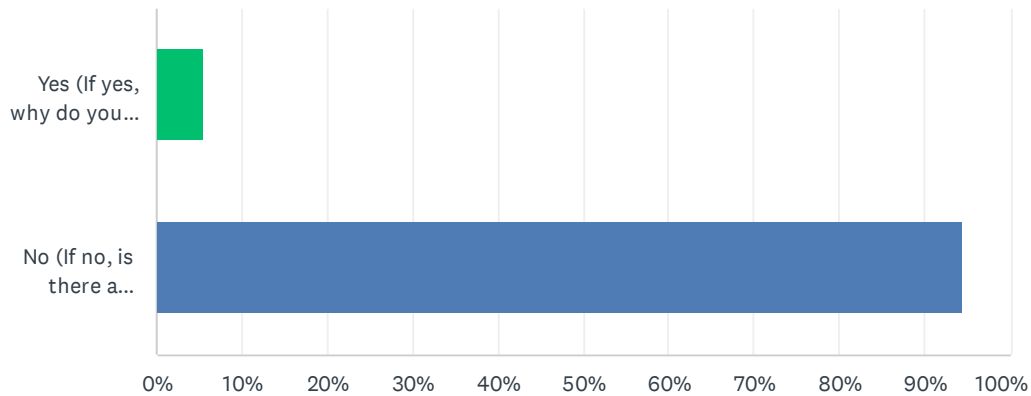
Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	50.00%	18
No	50.00%	18
TOTAL		36

Q4 Is your business supportive of the road layout changes in the ETRO?

Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes (If yes, why do you approve of the changes? Please comment below).	5.56%	2
No (If no, is there a particular change to the ETRO you would like to see amended or removed and why, please comment below).	94.44%	34
TOTAL		36

#	PLEASE COMMENT HERE.	DATE
1	It has made it very difficult for our delivery drivers and customers to easily access the store.	1/22/2024 8:30 PM
2	Whilst this response is certainly not the unanimous view of everyone here, it is clear something to revitalise the city centre needs to be done, therefore until proven otherwise it would sensible to give this plan chance to prove itself.	1/22/2024 4:26 PM
3	We chose Union Street for our new boutique as it is considered centrally important to the city. The ETRO has had a very negative effect on encouraging people to the City Centre. We compete with the convenience of online shopping and the ETRO has put up another barrier to people visiting the 'High Street'. Poor communication of the Bus Gates has put fear of penalty to the road user. The Bus Gates and the extent of pedestrianisation should be reconsidered to make it easier for visitors to navigate the city.	1/22/2024 11:24 AM
4	Remove the bus gates. They are causing people who are infrequent users of the city centre to be afraid of coming in as they are scared of getting a fine. This is having a huge affect on our footfall.	1/22/2024 11:21 AM
5	Bus Gates reducing footfall in city centre	1/20/2024 10:37 AM
6	Bus gates removed, putting customers off coming into the city centre by car	1/19/2024 10:29 AM
7	Restricted roads are confusing, it's driving customers away for the city center. It is hard for people who are not using public transport to get to carparks and MSQ area.	1/18/2024 2:14 PM
8	Removal required - they discourage people from visiting the city centre	1/18/2024 8:46 AM
9	Removing the bus gate on Bridge street, allowing right turns on Union Terrace so you can drive toward school hill and lift ULEZ as the reduced cars in the ULEZ area has already addressed the emissions issue.	1/17/2024 11:30 PM
10	The scheme is confusing for customers and workers alike, it is in general restrictive to business going on in the city centre	1/17/2024 5:08 PM

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11	Difficult to navigate, makes some parts of the city difficult to get to and from without an extraordinary long diversion.	1/17/2024 4:46 PM
12	Bus gates opened, then x3 times union terrace has been closed making the bus gates on Bridge Street pointless. Memembers of staff unable to get to work - paying full fairs to get to work but having to get off at Berryden and walk into the city centre. Staff also having to take detours home as they cant turn right end of union terrace. Customers unable to access trinity parking or union square parking. Footfall started to decline when union street was pedestrisated after covid and progrssivly got worse over past 3 years	1/17/2024 4:38 PM
13	I would like the bus gate on market street and guild street removed	1/17/2024 4:14 PM
14	All of the bus gates removed and more support to get shoppers back it to the city centre. It's been awful for business. No one has the confidence to come into Aberdeen and the customers who have been given tickets has been totally put off. At this difficult time we want the council to be supporting us not putting more challenges in our way. Just when we are trying to recover from Covid sales more obstacles have been put in our way. Almost half sales based on the same time last year. It's impossible to compete with out of road retail parks when cars came pull up outside. How do the council expect people to come and purchase items such as lamps, heavy mirrors etc when they can't get anywhere near to collect. If we didn't own the building we would be another shop moving out of the city centre.	1/17/2024 4:13 PM
15	Has moved congestion to other routes	1/17/2024 4:12 PM
16	Considering ease of access, there is little logic in road closures that inhibit moving West to East without a wide detour. You cannot move West to East on Guild Street, Union Street, turning right from UnionTerrace towards Schoolhill or turning right from Rosemount Viaduct onto Skene Street. Driving from College Street Car Park to King Street (these points are examples for illustrative purposes), results in travelling to John Street or N Esplanade W. Drivers who do not know to turn left off Union Street before reaching Union Terrace, find themselves driving up to Rosemount Place to be able to turn right. This is confusing for residents until the get used to it, but very confusing for the visitor economy. The illogicality ha potential to damage Aberdeen as a visitor destination and encourage locals to talk down the city centre.	1/17/2024 3:48 PM
17	Our footfall and furniture orders have plummeted. This year alone we are down an agonising and 75% on the same period last year. Due to bus gates and customers not understanding or wanting to understand the new routes - we are now out of site and out of mind. We NEED the experiment to end ASAP. We also need to know how the planning department are going to compensate us for lost revenue during this disastrous experiment. Get rid of the Adelphi to Market street bus gate immediately as it is killing our business.	1/17/2024 3:46 PM
18	Bridge St bus gate has created inequitable routes for access to the city centre	1/17/2024 3:32 PM
19	The negative impact of poorly thought out changes is making city centre trading extemely tough. No though appears to have been given to the nature of Aberdeen's rural and geographically widespread catchemenr population	1/17/2024 12:18 PM
20	No provision for Deliveries. We use "just in time" manufacturing to allow us to get glasses and hearing aids to our patients in the quickest time. Our courier travels up from Glasgow on a lunch time delivery. We now have issues in that deliveries can only be made <10am >4pm. There is little to no provision on flourmill lane for them to stop, which in turn has led to many orders being delayed and customer complaints. Less mobile patients can no longer be dropped off/picked up at the door unless traveling by taxi and in turn have a long walk from the carparks	1/17/2024 11:18 AM
21	its not accessible for our disabled members	1/17/2024 11:17 AM
22	Get rid of the whole idea, can't believe this was implemented with no prior consultation or consideration for businesses and footfall in the city centre	1/14/2024 6:46 AM
23	tail wagging the dog. cars should be the priority	1/12/2024 3:47 PM
24	There is no easymeans of moving bewtween the various quarters eg. a regular shuttle bus. All efforts are on getting people in, but not helping people move around except by foot or bike.	1/12/2024 12:54 PM
25	The bus gates have had a massive negative backlash on the city centre and hugely discouraged Shire residents in particular from visiting the city. This will have far outweighed	10/30/2023 10:48 AM

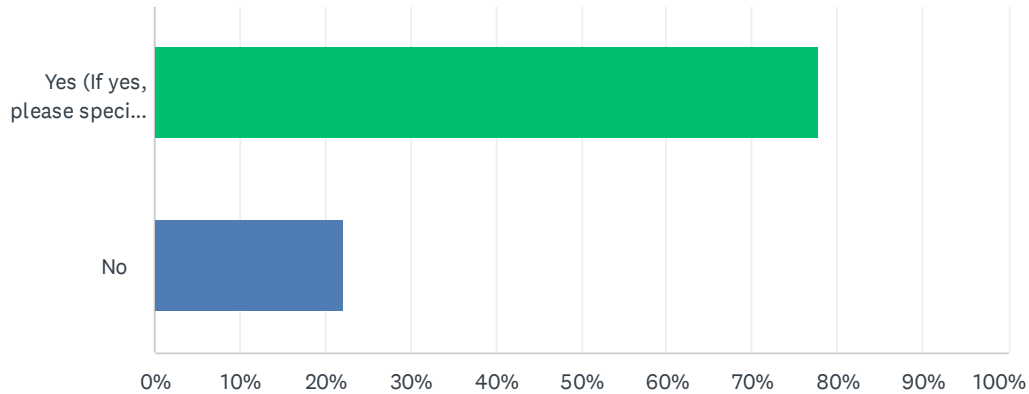
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any potential more travellers using buses to visit the city and therefore negatively affected city centre footfall for businesses. The last thing businesses need during the difficult climate

26	I've said No because I had to pick one from yes or no, in reality my true response is more somewhere in between the two. I support the idea of changes but I think the roll out has been pretty lamentable. There is too much confusion and it is leading to people avoiding the city centre - to the detriment of city businesses.	10/17/2023 4:26 PM
27	Inability to turn right into Market Street is causing some difficulties in terms of extending travel and time	9/28/2023 5:18 PM
28	what a load of absolute rubbish keeping more people out of town	9/18/2023 10:56 AM
29	Respectfully, restrictive access acts as an impediment to enjoyable shopping at a time when the city centre is already meeting serious challenges and the inevitable result will be business closures and the inability to maintain the current infrastructure	9/15/2023 2:44 PM
30	The ban on right turns from Union Terrace onto Rosemount Viaduct is nonsensical. It makes getting to our business, the theatre and the Bon Accord Shopping area unnecessarily difficult from the south.	9/15/2023 2:43 PM

Q5 Have you noticed any initial impact on your business since the new bus priority route went live on Tuesday, August 22nd, 2023?

Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes (If yes, please specify the changes you have seen, and if these changes can be evidenced. (revenue or footfall changes in the comment box below).	77.78% 28
No	22.22% 8
TOTAL	36

#	PLEASE COMMENT HERE.	DATE
1	We have see a consistent decrease in sales since the new restrictions have been in place	1/22/2024 8:30 PM
2	Whilst footfall has been considerably down on previous years its not possible to attribute this directly to the new priority route.	1/22/2024 4:26 PM
3	We opened our Boutique on 1st December and have been disappointed with the level of footfall on Union Street and people entering the shop.	1/22/2024 11:24 AM
4	Drop in footfall and drop in turnover - 9%. Our service department which relies on passing trade has seen a noticable drop it turnover.	1/22/2024 11:21 AM
5	Reduced footfall in city centre.	1/20/2024 10:37 AM
6	Decrease of number of guests coming through our doors. Guest count down 10%.	1/19/2024 10:48 AM
7	we recieve phone calls and emails consistently from people saying that they don't want to come into the centre and they don't know how to get down to the shop with the bus gates being in place	1/19/2024 10:29 AM
8	I've had a number of customers complaining. Plus a few email have been sent to Mackie's of Scotland complaining about access to the shop. In general you can see there are fewer people in the town. It's easier and cheaper for people to go to Union Square.	1/18/2024 2:14 PM
9	20% down on pre-enforcement footfall	1/18/2024 8:46 AM
10	Both footfall and revenue has drastically been down and if it continues to be down these measures alone we will be force us to close the venue.	1/17/2024 11:30 PM
11	Drop in footfall as recorded at 10% with this impact building from the point of the introduction	1/17/2024 5:08 PM
12	Avoid going to see clients in certain parts of town. Colleagues report confusion about where	1/17/2024 4:46 PM

Aberdeen Inspired – New Bus Priority Route Levy Payer Survey

they can go and when. And, from a personal point of view I now try to avoid coming into town at weekends.

13	YES my business has not hit monthly targets since last July. YTD sales worst in my district, Inverness and Perth stores perform better than my store since all of these changes have happened.	1/17/2024 4:38 PM
14	Yes. Much less footfall. I can't express how much it has made such a negative effect. We are really trying to keep positive but it's difficult.	1/17/2024 4:13 PM
15	Clients visiting drive and allow more time	1/17/2024 4:12 PM
16	The Aberdeen hotel room sales market is declining year on year. Anecdotal evidence that cannot be attributed to the ETRO.	1/17/2024 3:48 PM
17	Our furniture orders for the month to date are down from £55,849.00 last year to £11,472.00 this year!!! This is a disaster for us. There are so few customers actually coming into the shop. There was a day last week we counted 10 customers all day!	1/17/2024 3:46 PM
18	we have seen a significant impact on our car park occupancies with October to December numbers showing 25% decrease in usage	1/17/2024 3:32 PM
19	Mostly anecdotal. Customers telling us they are making fewer trips into the city centre because they are 'scared' of fines. We have just started recording footfall as general data is not provided by Aberdeen Inspired	1/17/2024 12:18 PM
20	We are seeing slower growth vs the stores surrounding the city - around 2ppts lower vs the rest of the North. Prior to the introduction our YoY growth was equal to the rest of the region. East. Some franchises such as Stonehaven have now had to start 6 day a week late trading due to their increase in demand, being driven in part from patients not wanting to travel into the city centre	1/17/2024 11:18 AM
21	Yes footfall down 50% as a result we have had to close our shop	1/14/2024 6:46 AM
22	negative	1/12/2024 3:47 PM
23	Footfall in the Upperkirkgate/Schoolhill has dropped due to the negative road closures. If there is no work imminent, leave the vehicular access open. Upperkirkgate has had NOTHING done since it was closed.	1/12/2024 12:54 PM
24	Lots of customer commentary whether it be in-store about apprehension coming in and limiting their visits to Aberdeen or online seeing general public's opinions of the bus gates and not wanting to travel to Aberdeen as well as customer calls asking us about the new road changes and being worried about being fined if they come to shop with us	10/30/2023 10:48 AM
25	I've had customers tell me they will stop coming into the city centre as its "impossible to navigate around the closures", or they have said that they will choose to shop in the outlying towns. I've had suppliers request that I collect goods rather than them being delivered as they found it difficult to get around the city centre now. I've seen shop revenue drop compared to previous years although online has increased - supporting customer comments about avoiding the city and choosing alternative shopping modes.	10/17/2023 4:26 PM
26	As above as we are regularly travelling between sites, access into Hadden Street area (from the East) is restrictive due to no right hand turn to Market Street for local access	9/28/2023 5:18 PM
27	less and less people keen to come and visit us at our office as they dont trust the road network	9/18/2023 10:56 AM
28	reduction in Turnover and Footfall	9/15/2023 2:44 PM
29	Regular complaints from visitors to the city about how difficult it is to navigate in the city both generally, and to the hotel.	9/15/2023 2:43 PM

Q6 Any additional comments?

Answered: 22 Skipped: 14

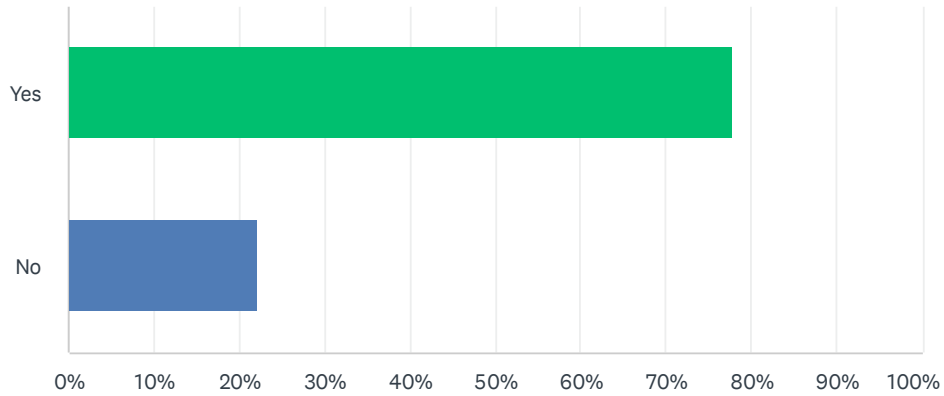
#	RESPONSES	DATE
1	Taking away direct routes has made it very confusing for the general public, making it clearer of where they can and cannot drive would be very helpful. Buses are also very inconsistent.	1/22/2024 8:30 PM
2	The bus gates are a hugely neagtive message. The poor communication and interaction from the council before they implemented of this major change to the city centre has created another downturn in the city centre.	1/22/2024 11:21 AM
3	Signing is insufficient and I personally have not visited the Union Square area for months as I don't wish to drive now in the city centre - I now shop in out of town stores or the likes of Inverurie. Union Street and the surrounding area seems dead now in terms of footfall.	1/19/2024 1:18 PM
4	real time feedback from our customers, employees and 3rd party contractors is that since the installation of the bus gates they avoid the city centre whenever they can due to the confusion and hassle of trying to get to a car park. Feedback from our staff coming to work by public transport is that buses are still delayed as other areas in Aberdeen are still congested so defeats the purpose of trying to improve public transport. You can see from footfall that people are showing their feelings on the bus gates by shopping elsewhere and this is certainly evident with people in the shire. We should be doing everything we can to make the city centre as accessible for everyone and this includes people wanting to visit via car. If bus gates remain I believe it will be the end for many businesses in the town as without people making visits to the town centre it will die.	1/19/2024 10:48 AM
5	People have been used to taking their car into Aberdeen from outlying areas, they don't feel confident about coming into Aberdeen and would rather avoid it. They would sooner take a trip to Dundee, Edinburgh or Glasgow and spend their money there. People are telling us stuff like this all the time and we have to reassure customers that it is possible to get into us and talk them into coming in.	1/19/2024 10:29 AM
6	It's evident with all the business closing down in the city center that people need to be encouraged into town and not put off by one way systems, bus gates and roads closed. Carparking prices also need to come down in town. People will just go to Union Square in the evening for the cheap parking. More people would use the bus if the fares were cheaper. In Edinburgh you can jump on the bus for £1.30 it costs me £5 return from Berryden into Aberdeen.	1/18/2024 2:14 PM
7	We all understand what the council is trying to do here, but these measure are further hurting city centre businesses outside of large shopping centres. Its hard enough at the moment with no rates relief, energy costs and staff costs - hospitality needs footfall and this is hurting it	1/18/2024 8:46 AM
8	Of the experimental implementation has not proven positives to businesses over the past 6 month it should not be implemented. Getting people into the city centre is not a positive if there are no people wanting to go into the city centre due to closures.	1/17/2024 11:30 PM
9	Sally lease is up Dec 2026. The 2015 masterplan is still in progress meaning another 2 years of construction and this will again impact footfall even further. Only the people whom live within the city centre are the footfall on Union St, we are lucky to put more than 20 sales through the till daily. Our weather is also really bad, so again no one wants to stand and wait for public transport when the weather is bad. Union terrace is currently closed again until the 2nd Feb, so again the bus gates on bridge street are not being used - and no one has communicated that to the public as people are still standing at the stops daily waiting for buses (they don't know they need to go to Guild St to get to Cove and Torry) and there is no signs at the bus shelters either, so people standing waiting for buses that are not even coming down from union terrace.	1/17/2024 4:38 PM
10	No	1/17/2024 4:14 PM
11	We are at risk of losing a business that has taken 30 years to build. Do the planning department care at all? Why are they intent on destroying our once beautiful city?	1/17/2024 3:46 PM

Aberdeen Inspired – New Bus Priority Route Levy Payer Survey

12	In summary to the introduction of the new city centre road layout, we feel that the city is being divided and segregated into unbalance travel chaos for not only local residents who has extensive knowledge of travel variants to traverse throughout the city and the options available to them, But to the visitors that we are striving to attract into our city these measures are portraying a narrative of the City Centre is closed to vehicles. We should embrace the culture of creating a better city centre scape for the benefit of all, but it has to be exactly that the benefit of all. If we cut out the option for customers and visitors to travers with relative ease, we will not create an environment where we can create a street scape for us all we will be pushing our customers and visitors elsewhere. These measures cannot be implemented successfully without a robust plan for culture change.	1/17/2024 3:32 PM
13	The execution has been poor. Communication to the public dismal. The battle of public opinion is well and truly lost and just adds to the negative perception of the city. Until there are cheap, reliable and plentiful public transport options for Aberdeen’s catchment population to access the city centre, punitive traffic measures should not be in place.	1/17/2024 12:18 PM
14	There is insufficient signage on wapping street underneath the bridge where you turn left at the lights. The lane priorities have changed and due to the very small signs, most cars in the right hand lane incorrectly merge over to the left before they are fully around the corner. Better signage indicating lane priority changes needs to be implemented for this to safely work as only the minority seem to notice. I no longer drive home this way due to too many close calls with other drivers almost crashing into me.	1/17/2024 11:18 AM
15	Again I’m really disappointed this was introduced without prior consultation, it’s evident by all the social media posts the public have not welcomed these changes and have stopped visiting the city centre, remove these measures before you loose anymore businesses	1/14/2024 6:46 AM
16	All promotion seems to target hospitality at the expense of retail. The continued development plans for non city centre expansion eg the Beach, extending Union Square all pulls possible revival of the city centre out of reach. Supporting the night time sector is all very well, but what about daytime ie. Retail???	1/12/2024 12:54 PM
17	Email: thakuryashhh@gmail.com Sending digital reward gift card🎁	1/12/2024 11:31 AM
18	While i’m sure the new road changes were implemented with good intentions, it has been poorly rolled out and communicated which has led to reduced visits to the city and more retail customers going to places like Inverurie etc where they can get cheap parking and no hassle road layouts to spend their money. While i apprecaite that there’s a push for eco friendly and nett zero, we must face the reality that the majority of general public still want to use their car to visit the city centre to go shopping, cinema, restuarants etc., this is despite horrific parking charges, the LEZ and now bus gates etc. The councils push to move people from cars to buses & cycling has been to extreme to quickly and we need to think of more gradual steps to change the transport mindset of general public as current thinking is just going to stop people coming into city centre rather than converting to more eco friendly methods.	10/30/2023 10:48 AM
19	Under the Experimental Traffic Order are there guidelines on how it will be judged to have been successful or unsuccessful?	10/17/2023 4:26 PM
20	No	9/28/2023 5:18 PM
21	I understand the requirement to reduce emissions and a sustainable transport option but with the alternative out of town shopping options the City centre will unfortunately continue its demise	9/15/2023 2:44 PM
22	NA	9/15/2023 2:43 PM

Q7 I would/would not be happy to be contacted to discuss my responses further.

Answered: 36 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.78%	28
No	22.22%	8
TOTAL		36

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Aberdeen City Council – online consultation:

The main purpose of the experimental order is to support the City Centre Masterplan by establishing a priority route for buses, while still maintaining access for pedal cycles, taxis, goods vehicles, and authorised vehicles (namely, private hire vehicles). This will enhance bus reliability and travel time, thereby encouraging bus services as a sustainable transport option. Similarly, the removal of general through traffic from the roads concerned will establish an improved environment for pedestrians and cyclists, while facilitating future streetscape improvements. In this regard, the order also maintains the 'Pedestrian and Cycle Zone' that has been established on Schoolhill / Upperkirkgate between its junctions with Back Wynd and Flourmill Lane.

In support of the changes there have been recently completed improvements to South College Street that will take account of re-routed general traffic and corresponds with the local roads hierarchy which was updated in 2019. Further information can be viewed at the following link: -

<https://www.aberdeencity.gov.uk/services/roads-transport-and-parking/south-college-street-junction-improvements-project-phase-1>

Accordingly, the B983 (Denburn Road, Wapping Street, College Street, South College Street), Palmerston Place, the A956 (North Esplanade West, Market Street, Trinity Quay, Virginia Street and Commerce Street) will provide alternative routes for general traffic that previously used the roads where bus priority measures will be established.

Why your views matter

In due course, the Council will consider whether or not the provisions of the Experimental Order should be continued in force indefinitely. Within a period of six months beginning with the day on which the Order came into force, or if any or all of the Order provisions are varied or modified by the Council, beginning with the day the latest variation or modification came into force, any person may object to the making of an Order for the purpose of such indefinite continuation. Any such objection must be sent in writing to trafficmanagement@aberdeencity.gov.uk, or to the address at the end, stating the grounds on which the objection is being made.

Any person who submits an objection to a traffic regulation order should be aware that any objection made will be available to members of the Committee, available for inspection by members of the public, distributed to the press, and will form part of the agenda pack which is available on the Council's website. To that extent, however, they are redacted, with names, addresses, telephone numbers and signatures removed from this correspondence. For information on why and how we use your data please see the Traffic Regulation Order privacy notice on our website <https://www.aberdeencity.gov.uk/your-data/why-and-how-we-use-your-data>.

Overview of research:

- In October 2023, as the enforcement of city centre road network changes in Aberdeen were being implemented, Aberdeen & Grampian Chamber of Commerce (AGCC) undertook an initial online survey into the current and anticipated travel habits of people in and around Aberdeen City centre.
- The survey received a good response rate, with 206 taking part.
- The anticipated impact of the road network changes to Aberdeen City centre was 85% negative with respondents expecting, across the board, to visit Aberdeen City centre less often for; Business deliveries; Business meetings; Business other; Commuting; Leisure/Shopping; Education or Accessing Services (legal, professional, council).
- In January 2024, in order to gather information for AGCC to submit insight on the 6-month consultation of the city centre road network changes a repeated and extended survey was conducted over 5 days, achieving an extraordinary 1,091 responses.
- This was promoted via Morning Bulletin (daily subscribers 17,000) and a wide range of social channels
- The survey consists of quantitative and qualitative questions around respondents travel habits in and around Aberdeen City centre.
- It provided a fully objective question set that enabled those taking part to demonstrate positive or negative impacts from the changes
- It asks for common travel methods and frequencies, including in the January survey a follow-up question for those who use the bus or train less or more often and what might encourage them to use these travel methods more.
- It explores the impact of these changes to the respondent on a scale of positivity/negativity with an explorative question listing both pros and cons of particular impacts as options.
- Themes from October were further explored as routed questions so only those who said they would visit less often were asked which other consequences they felt held true based on this – these additional options were all taken from original survey response patterns.
- In order to best inform the consultation questions also explored signage; accessibility; asked for specifics on routes taken pre-and-post changes and some additional thoughts of respondents on the Low Emission Zone and its upcoming enforcement date.

Headlines:

- 61% of people are unaware of the ACC consultation with a further 19% knowing of the consultation but unaware of how to respond.
- 94% of respondents (1,022) usually travel by private car when they visit Aberdeen City Centre. (Note there were no barriers to those using public transport completing the survey)
- 90% of respondents say that the changes to the road network have had a negative impact on their usual activities within Aberdeen City centre. (65% substantially negative, 25% slight negative).
- 74% of respondents (805) say that they are still unclear about where and when they can drive around Aberdeen City centre.
- 66% (720) think that the signage still needs improvement and 57% (622) believe that the road markings still need improvement.
- Due to the road network changes:
 - o 79% say they visit less often
 - o 53% have had a change of preferred route
 - o 51% have longer travel times
 - o 38% spend more on fuel
- Of those who said they would visit the city centre less often (864):
 - o 95% (825) said they would also spend less money in the city centre
 - o 73% (634) said they would spend more money online instead of city centre businesses
 - o 59% (509) said they would travel to towns in Aberdeenshire more frequently for shopping or leisure
- When asked about parking in the city centre since the changes came into effect; when comparing the average weekly parking figure from October 2023 (£30 per week), respondents in January 2024 reported a drop in weekly parking spend of around 60% (Jan 2024 average parking charge estimates ~£12.30 per week).

Themes from Qualitative / Open responses:

- Puts me off going to town / I avoid going to the city centre / only go in if I have to
- Not clear where I can drive / unsure where I can drive
- I now have longer journey times / more complicated route / more traffic
- Using more fuel / costing me more on fuel
- Shopping more on the outskirts of Aberdeen / in towns in Aberdeenshire instead of Aberdeen City centre
- Remove the bus gates (specifically the restrictions on Guild Street)
- Better signage / information / communication – signage still needs improved
- No viable alternative / improve public transport
- Causes stress / anxiety / makes me more anxious

Public Transport:

Since the road network changes were introduced, with regards to public transport / active travel options (1,091):

- Around 19-25% of respondents have used the bus, train or cycled less often.
- Between 67% - 78% have used the bus, train or cycled about the same amount.
- Almost a fifth of respondents (19%) have walked more.

Transport	More	Less	About the same
Bus	9%	24%	67%
Train	5%	22%	74%
Walk	19%	14%	67%
Cycle	2%	19%	78%
Other	4%	16%	80%

Of those who have used the bus less often or about the same amount since the changes came into effect (989), 55% said that better reliability/dependability would encourage them to use the bus more and 48% said lower bus ticket prices would.

Of those who used the train less often, or about the same amount since the changes came into effect (1,041), 39% said that better reliability / dependability would encourage them to use the train more. Concerns were also expressed about access to Aberdeen Rail station.

City centre business owners:

4% of respondents, (47) were city business owners – this is a low base but high enough to be indicative of trends that may require further investigation.

- 81% (38) of city business owners say that they have had less footfall since the introduction of the road network changes.
- 55% (26) indicate they have had less income.
- 32% (15) and 34% (16) respectively have had to change delivery schedules or incurred higher delivery costs.

Positive themes:

Although the volume of positive comments is dramatically lower than other types there are some themes around:

- *Greater feeling of safety walking / cycling in the city centre*
- *Bus travel running more smoothly / on time / better*
- *More pleasant moving around the city centre*

There are a number of contractor statements to the above, unknown if the volume of occurrence would dictate a 'theme' – but mentions of:

- *Gangs of kids along union street making people feel unsafe*
- *Parking further and walk in and out of the city (particularly for lone women) making them feel less safe*
- *Antisocial behaviour on buses has been mentioned*
- *Comments that some buses aren't actually running on time any better*

A range of responses received:

– full comment sets available in questions 12, 17, 25....:

“I’ll go anywhere but Aberdeen City centre if possible”

“Currently evaluating other cities to base business in”

“I conduct business meetings online instead of travelling to the city centre for in person meetings”

“I do not volunteer as much as I did, supporting a refugee family”

“The road network changes are only part of the problem. Currently, and there are many positive actions being taken to address this, there is little to draw anyone into the City. As we know Union street is a mess. Previously we would always visit John Lewis so there as a walk between Union Square and JL, with potential to see and visit other points of interest, stop for a coffee or drink etc. Now it’s a visit to Union square and then back out the road to Aboyne.”

“I will park at the Queens Terrace gardens instead, pay a large parking fee and walk in. Not ideal in the evenings when it is dark and I am walking on my own as a female.”

“I was not aware of these changes and took my usual route - I used to have a city centre office and managed to get 2 fines 2 minutes apart just before Christmas. This has been very upsetting not to mention expensive and I will think twice about going into town again. I also feel that these changes should have been more widely advertised and were not clearly sign posted... It feels like a scam by the council to make money. I am not someone who would deliberately go into a bus lane!!”

“Inconvenience of restricted access times to area where my business is located. But most significantly is a 20% drop in footfall compared to prior to the bus gate implementation. Meaning less customers in my shop. An increase in online sale has offset but this comes with its own additional costs.”

“Also this means that I can see less clients, therefore earn less. I now have to do more than one thing when I travel to Aberdeen to avoid coming again. This means my trips are very stressful and, instead of stopping at cafes for teas or lunches, I always rush to finish tasks. It’s very unpleasant to go to Aberdeen on business these days”

“As I’m self-employed the more time spent on non-billable hours has a direct impact on earning capacity and ultimately income. When you need to travel to multiple business meetings using the bus or walking is not time efficient or effective”

“More time away from family”

“The introduction of Bus Gates by Aberdeen City Council has had several specific impacts on my daily routine. The longer journey times resulting from these changes have necessitated adjustments to my working pattern and childcare arrangements. The longer commute has required me to either leave home earlier in the morning or return later in the evening, affecting my overall work-life balance. Additionally, the altered route due to the Bus Gates has impacted my ability to car-share effectively. The restrictions and changes in traffic flow make coordinating with fellow commuters more complex, leading to a less efficient car-sharing arrangement.”

“The recent changes in regulations have significantly impacted my daily life The extended journey times to the city centre, coupled with the risk of fines, have forced my family and me to reconsider our regular visits. This has not only disrupted our leisure activities but also affected our social interactions and shopping habits.”

“The longer journey times have necessitated adjustments in my working patterns, as commuting to the city has become more time-consuming. Moreover, the heightened restrictions have prompted many of my family members, who reside outside Aberdeen, to refrain from meeting or shopping in the city altogether. This has not only altered our family dynamics but also contributed to a shift in our consumer behaviour.”

“The impact extends beyond personal inconveniences; I've witnessed the closure of businesses owned by friends in the city. It's disheartening to see entrepreneurs, like a close friend who runs a butcher shop, facing the grim reality of shutting down despite significant investments in their ventures. The economic repercussions of these changes are palpable and are leaving a lasting impact on the community.”

“The ripple effect on working patterns, social interactions, and the local economy underscores the far-reaching implications of these changes.”

“The entire city centre should be easy to access - the bus gates are a major hinderance.”

“I am unaware of the major drivers for the bus gates, but I assume chief amongst them to be air cleanliness. Should this be the case, I have no idea why, ...private electric cars users should be penalized or inconvenienced by bus gates. In addition, private electric cars users typically have higher levels of disposable income - should these not be the people ...targeted by city centre initiatives?”

“I would very much like to see statistics as to the overall benefit to the city as a whole, i.e. city centre shops/commuters/city centre businesses/visitors to the city/traffic reduction on targeted streets/traffic increases in surrounding streets/changes to air quality in city streets/changes to air quality in surrounding streets.”

“My elderly parents who are able enough to be driving but no to walk the distance to catch the bus are resigned to never visiting the city centre again. they have the change banks, opticians etc”

Related coverage:

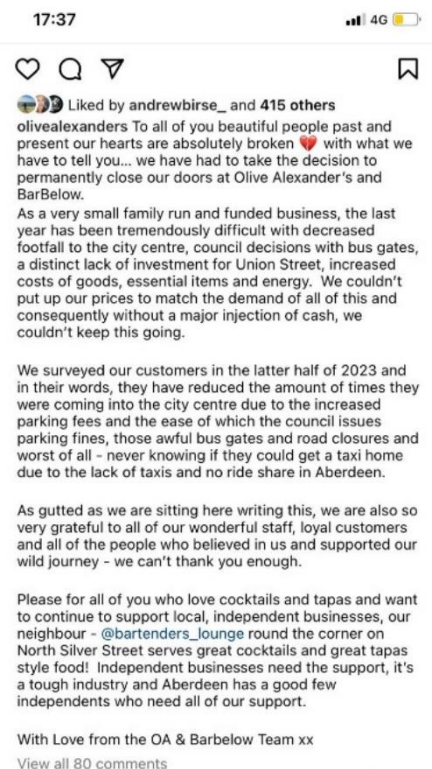
[Aberdeen bus gates 'confusing' and concerning city shop owners - BBC News](#)

[Aberdeen bistro Olive Alexanders permanently shuts \(pressandjournal.co.uk\)](http://pressandjournal.co.uk)

“We surveyed our customers in the latter half of 2023 and in their words, they have reduced the amount of times they were coming into the city centre due to the increased parking fees and the ease of which the council issues parking fines, those awful bus gates and road closures and worst of all – never knowing if they could get a taxi home due to the lack of taxis and no ride share in Aberdeen.”

[M&S Aberdeen closure confirmed in major city centre blow \(pressandjournal.co.uk\)](http://pressandjournal.co.uk)

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Initial insights in reference to Traffic Order specifics:

Traffic Order – ACC with analysis narrative points.

Aberdeen City Council has made the above-named order in exercise of the powers conferred on them by Sections 9 and 10 of the Road Traffic Regulation Act 1984 and of all other enabling powers and after consultation with the Chief Officer of Police Scotland in accordance with Part III of Schedule 9 to said Act and having complied with the statutory requirements of The Local Authorities' Traffic Orders (Procedure) (Scotland) Regulations 1999, as amended. The Order will be experimental to allow the Council to modify or vary the scheme at short notice once in force, should circumstances require. The effect of the order, which will come into operation on 1 August 2023, is to impose the following traffic management measures on certain roads in Aberdeen: -

- 'Bus Gates / Lanes' will be established: -

- ♣ on the southbound carriageway of Bridge Street, between its junctions with Bath Street and Wapping Street.

- **Referenced in qualitative comments**

- ♣ on the inside northbound lane of Bridge Street, between its junctions with College Street and Bath Street.

- ♣ on the eastbound carriageway of Guild Street, between its junctions with Stirling Street and Market Street.

- **Referenced in qualitative comments (but perhaps not as much as westbound, see below).**

- ♣ on the westbound carriageway of Guild Street, between its junctions with Exchange Street and Market Street.

- **Frequently referenced in qualitative comments.**

- ♣ on the inside northbound lane of Market Street, between its junction with Guild Street and a point 63 metres or thereby south of its junction with Guild Street.

- **Frequently mentioned in qualitative comments.**

- ♣ on the northbound carriageway of Market Street, between its junctions with Hadden Street and Union Street.

- ♣ on the westbound carriageway of Union Street, between its junctions with Market Street and the Adelphi.

- ♣ on the outside westbound lane of Trinity Quay, from its junction with Market Street and a point 72 metres or thereby east of its junction with Market Street.

- **The lanes on trinity quay aren't necessarily referenced – but access onto guild street comes up frequently.**

The classes of vehicles permitted to use the sections of road specified above will be buses (a vehicle manufactured or adapted to carry 9 or more passengers, exclusive of the driver), pedal cycles, taxis, private hire vehicles and goods vehicles. As usual, vehicles associated with the Police Scotland, Scottish Ambulance and Scottish Fire & Rescue services will also be permitted access in accordance with performing statutory duties. To complement the 'Bus Gates' there will be a prohibition on left

turns from Adelphi to Union Street, Exchange Street to Guild Street, Hadden Street to Market Street, and Market Street to Guild Street, while similarly there will be a prohibition on right turns from Bath Street to Bridge Street, and St Catherine's Wynd to Union Street, albeit these prohibition on turns will not apply to the vehicle classes exempt from the Bus Gates / Lanes.

- The existing Bus Gates on Union Street, section of eastbound carriageway east of its junction with Bridge Street / Union Terrace, and section of westbound carriageway west of its junction with Market Street, currently restricted to buses and pedal cycles only, will be amended to provide exemptions for taxis, private hire vehicles and goods vehicles.

- *There is a desire to let traffic 'flow' in the city centre.*
- *Along union street / around the area.*
- *There is a theme of support for areas of pedestrianisation but only if fully pedestrianised – i.e. no vehicles at all (buses, taxis, delivery vehicles).*
- *Feel that people are probably used to not being able to drive down Union Street now but by putting the restrictions in the surrounding area it's caused major disruption for people ...*
 - *What viable contingencies does it leave for roadworks / traffic blockages (accidents, breakdowns) if displaced traffic is focused to particular streets?*

- Motor vehicles, unless for the purpose of taking access, will be prohibited from all or certain lengths of Bath Street, Bridge Place, Bridge Street, Broad Street, Carmelite Lane, Carmelite Street, Castle Street, Concert Court, Guild Street, Exchange Lane, Exchange Street, Exchequer Row, Green, Hadden Street, Imperial Place, King Street, Lodge Walk, Marischal Street, Market Street, Queen Street, Union Street, Shiprow, Shoe Lane, Shore Brae, Stirling Street, Trinity Lane and Trinity Street.

- *People are confused about this access – when they can, where they can, if they can....*
- *Signage still comes up as not adequate.*
- *Information from Council throughout is referenced repeatedly as not adequate – both in terms of communicating the changes to adhere to, but also in terms of the justification and objectives of the changes.*
- *Simplifying the information / rules / scheme would likely help.*

- Vehicles on Union Terrace will be prohibited from turning right onto Rosemount Viaduct, with the exception this restriction will not apply to buses, pedal cycles, taxis, and private hire vehicles.

- *Has been commented on quite regularly. Also, given the other access roads to allow traffic to this area the justification for this restriction is unclear to people.*

- There will be a prohibition on motor vehicles at any time (a 'Pedestrian & Cycle Zone'), except for loading from midnight to 11.00am, and from 4.30pm until midnight, on Upperkirkgate, between its junctions with Schoolhill and Flourmill Lane; and on Schoolhill, between its junctions with Back Wynd and Upperkirkgate.

- *Business deliveries / moving of goods etc. has come up as an issue with knock on consequences – such as businesses having to put up costs for delivery or not doing deliveries or not working in these areas...etc.*
- *People are also generally unclear about the different zones for local access / delivery and the times at which they can / cannot drive there without penalty.*

- There will be a 'one way' restriction on Schoolhill, between its junctions with Belmont Street and Upperkirkgate, whereby vehicles, with the exception of pedal cycles, will only be permitted to travel in an easterly direction.

- *When referenced – this change is often commented on along with the restriction from Union Terrace to Schoolhill and the lack of full pedestrianisation.*

- There will be a 'one way' restriction on Upperkirkgate, between its junctions with Schoolhill and Flourmill Lane, whereby vehicles, with the exception of pedal cycles, will only be permitted to travel in an easterly direction.

- *Isn't an issue with regard road network access etc – but people do prefer for pedestrianised areas to be fully so – and there are so many deliveries and access for delivery vehicles in this area that people don't find it idea...*
- *This is also the access area for the parking under Marischal Square.... It appears that 'local access' rules are different on different streets / in different areas? and this further adds to public confusion on what restrictions apply when.*

- The layby area on the south side of Schoolhill, located on a section of the road between its junctions with Belmont Street and Back Wynd, will function on any day, between the hours of 7 and 11am, as a bay for the exclusive use of goods vehicles actively loading goods or burden. At all other times the bay will function for the exclusive purpose of disabled parking.

- There will be a 'one way' restriction established on Trinity Street, between its junctions with Carmelite Street and Stirling Street, whereby vehicles will only be permitted to travel in an easterly direction.

- *Doesn't seem to be a referenced area, but on analysis of this change, there is a query on the local access and if people could use this to 'rat run' West to East? The consensus is that 'local access' definition is unclear, but equally - how is local access monitored?*

- There will be disabled parking bays established on Carmelite Lane (1), Exchange Street (1), Flourmill Lane (2) and Stirling Street (1) – The number in brackets following the road names indicates the number of standard 6.6m length bays to be established on each of the stated roads.

- *The additional disabled parking spaces are not referenced (based on analysis to date) – not sure who is aware of these really as they were not indicated on the map and the public would have to read the full traffic order to find out.*
- *Question the accessibility of these spaces - the ones on Carmelite and Exchange Street are on cobbled streets / streets with uneven pavements?*
- *Also assumption that these are blue badge only?*
- *It comes up often that access to places is an issue – either because someone is elderly / mobility restricted or to drop / off, pick-up large shopping purchases etc... - again confusion likely on the 'local access' meanings...I suspect 'drop-off and pick-up' zones would have welcomed. If present – need better communication / signage.*

- A mandatory 20mph speed limit will be established on certain lengths of Bridge Street, Carmelite Street, College Street, Guild Street and Wapping Street.

- There will be a prohibition on vehicles loading goods and burden on the south side of Guild Street, between its junctions with the accesses that serve the Bus Station and the Railway Station.

• There will be certain revocations with respect to traffic management measures provided by previous orders relating to the roads specified above. A copy of the Order, the relevant plans, and a statement of the Council's reasons for making the Order has been deposited at the address specified at the end of this notice, while additionally these documents may be examined online via the internet link specified below: - <https://consultation.aberdeencity.gov.uk/operations/citycentre-experimental-tro-2023>

- *One of the largest qualitative responses given across the board is in reference to people are avoiding / not going into the city as often.*
- *There's evidence to argue this 'avoidance' is to a lesser extent than predicted or perceived, however, cumulative data points do still support an impactful drop in 'footfall' to Aberdeen City centre.*
- *One conclusion here, with qualitative notes considered, is that people are coming in only when they must (no alternative) and only staying as long as they have to / doing what they need to and then leaving.*
- *In turn, there seems to be a notable reduction in 'browsing / leisurely trips with extra spending'— which could have huge consequences culturally and economically both in terms of those who live here and with regards to tourism or attracting people to the area.*
 - *Q4 – perceptions and reality / Q12 –impact points that come out largest...*

Closing thoughts:

Cities are a finely balanced eco-system of retail, culture, hospitality, residential and offices with people at their heart. If any of them are out of balance, then the others are likely to fail.

Even before the crippling impact of COVID-19, UK high streets and town centres were already being hit hard by the perfect storm of out-of-town retailing and workplaces, the rise in online shopping and other changes in consumer behaviour.

The High Streets & Town Centres in 2030 report by Sir John Timpson in 2018 concluded: *Unless urgent action is taken, we fear that further deterioration, loss of visitors and dereliction may lead to some high streets and town centres disappearing altogether.* Some forecasts at the time warned that we would lose 30% of bricks and mortar retail in the next ten years. And this was all before the pandemic with experts now suggesting that this timeline could be accelerated fivefold.

And the challenges are being exacerbated by many organisations retaining remote workplace policy when this was in fact an emergency public health measure, keeping people at home and out of the city-based support businesses there to serve them.

This has been reinforced in Aberdeen by the closure of Debenhams and John Lewis leaving the people of the North of Scotland with not a single department store. And the forthcoming shift to Union Square of M&S, although positive news, is a further blow to the heart of Aberdeen.

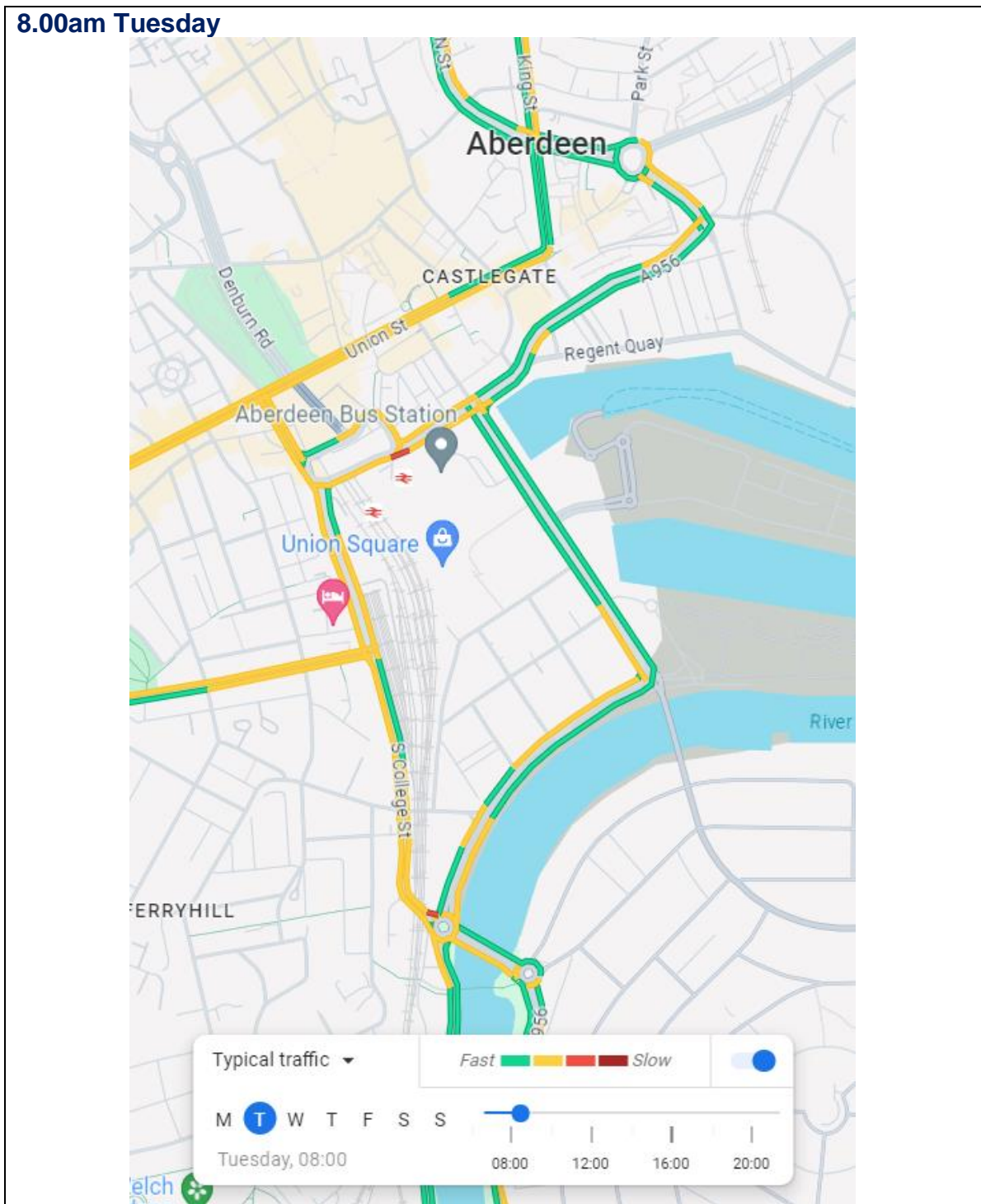
Successful cities have been responding to these issues with strategies to create exciting, cool, attractive multifunctional places that people choose to live, work and spend their leisure time and the Masterplan projects in Aberdeen have all been excellent additions to our civic realm. But the overall narrative is massively negative and this needs to change.

To enable our economic vision to be realised, we need people and organisations to bring investment, innovation, skills and jobs here. And to retain those we already have. Current barriers to this include the recently introduced traffic measures and continuing challenges around confrontational (rather than collegiate) planning and building control practices.

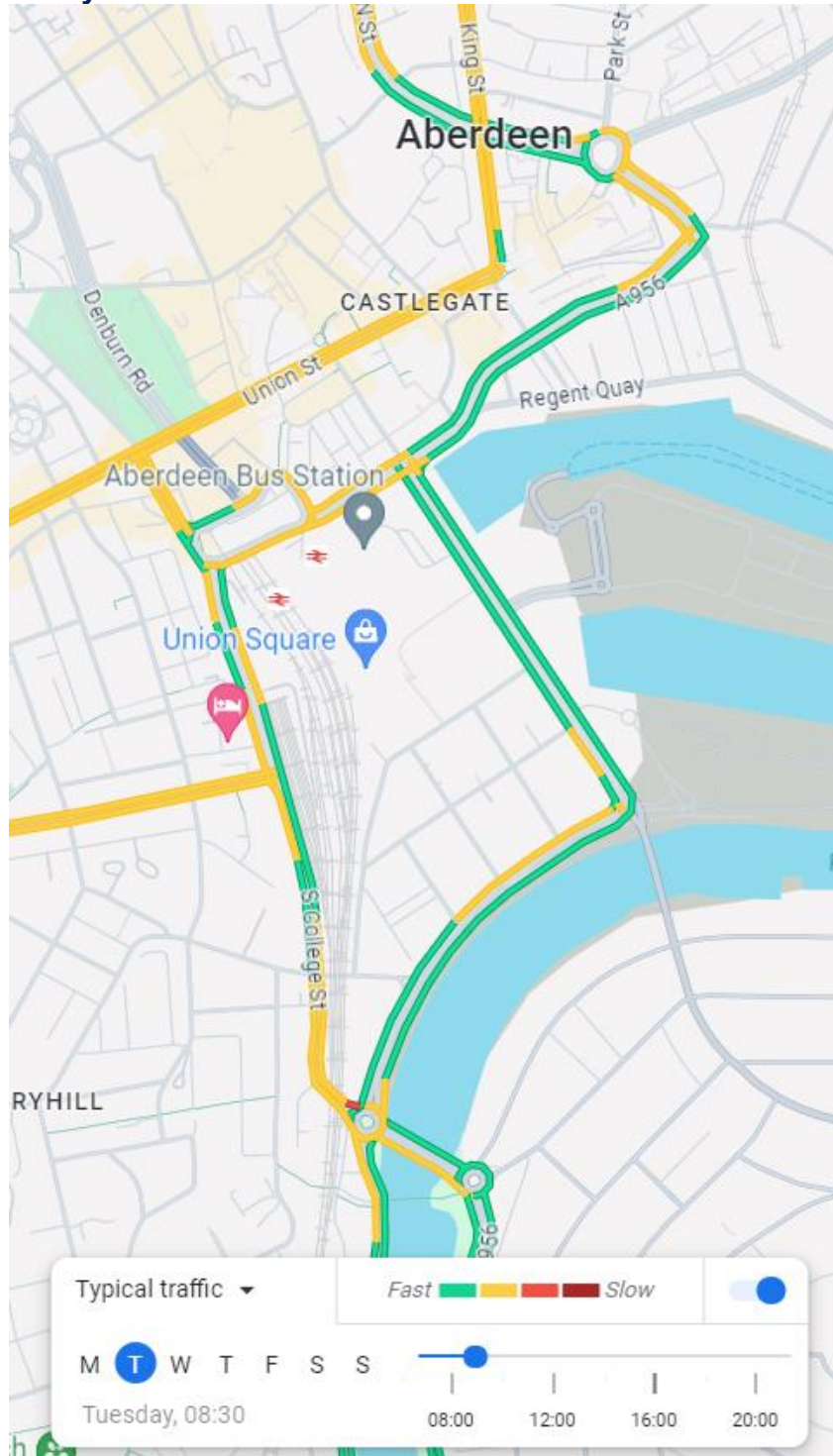
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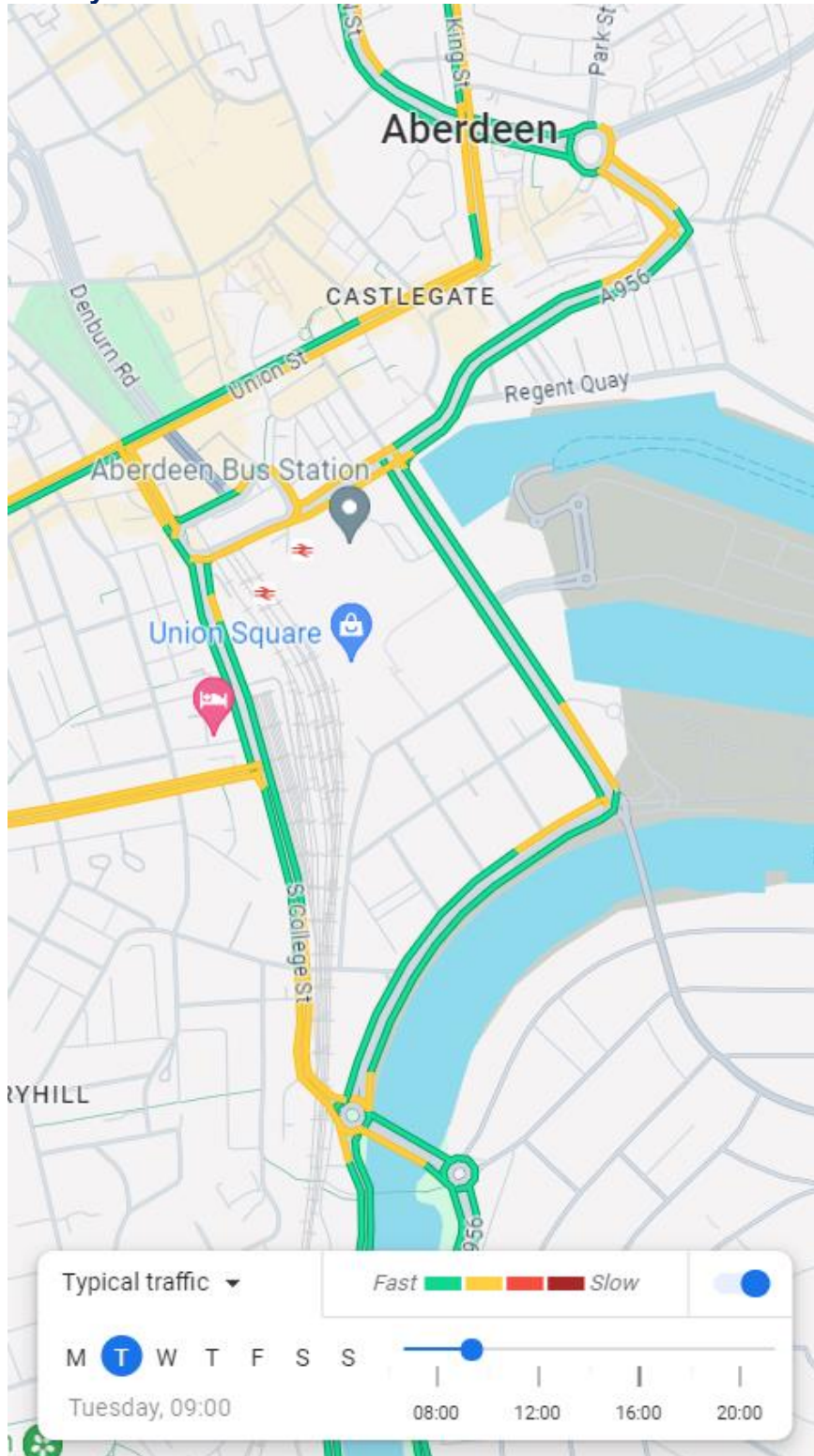
Appendix H Typical traffic flow in Aberdeen city centre at am and pm peak times on a weekday (Information courtesy of Google Maps – 9 May 2024)



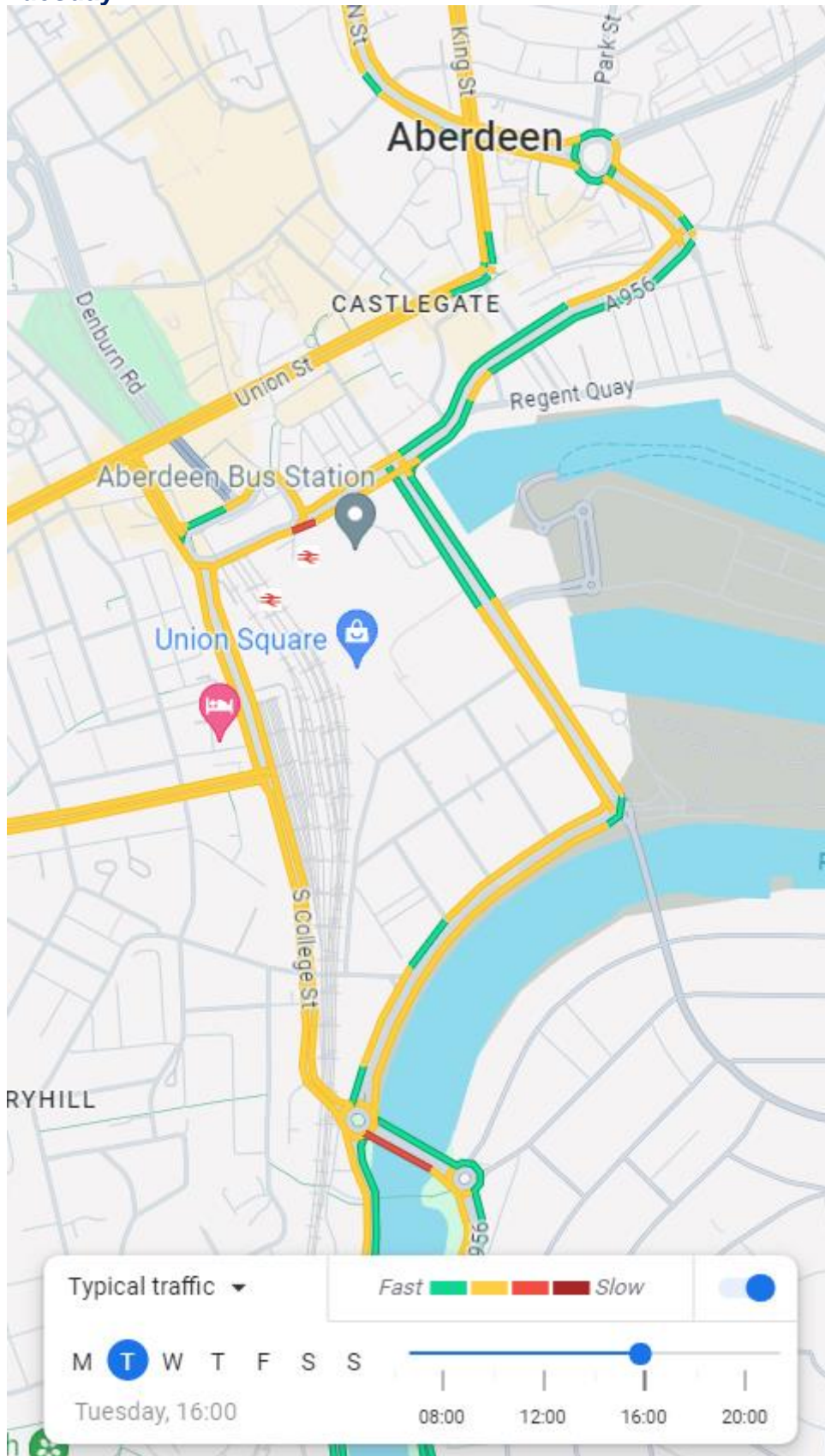
8.30am Tuesday



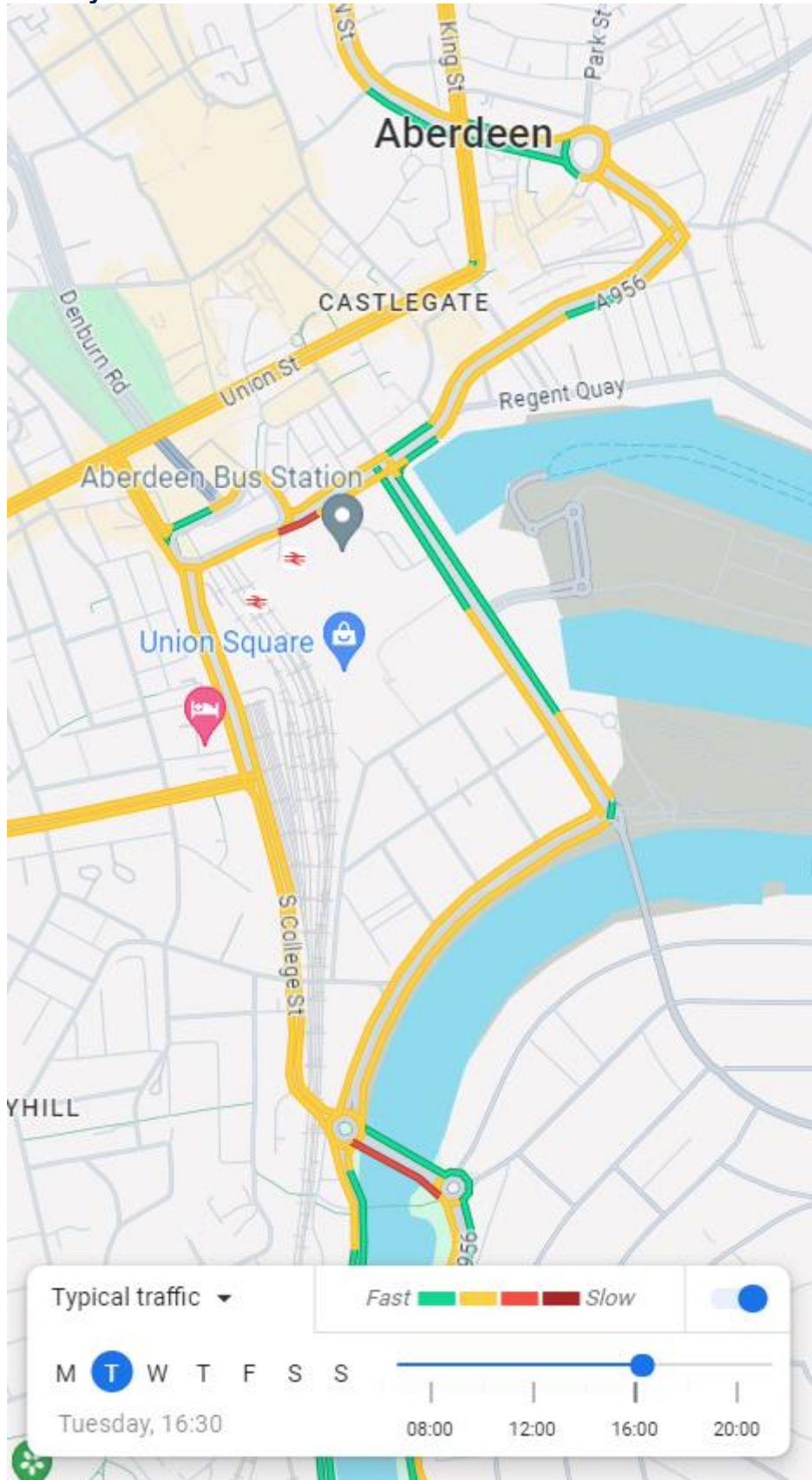
9.00am Tuesday



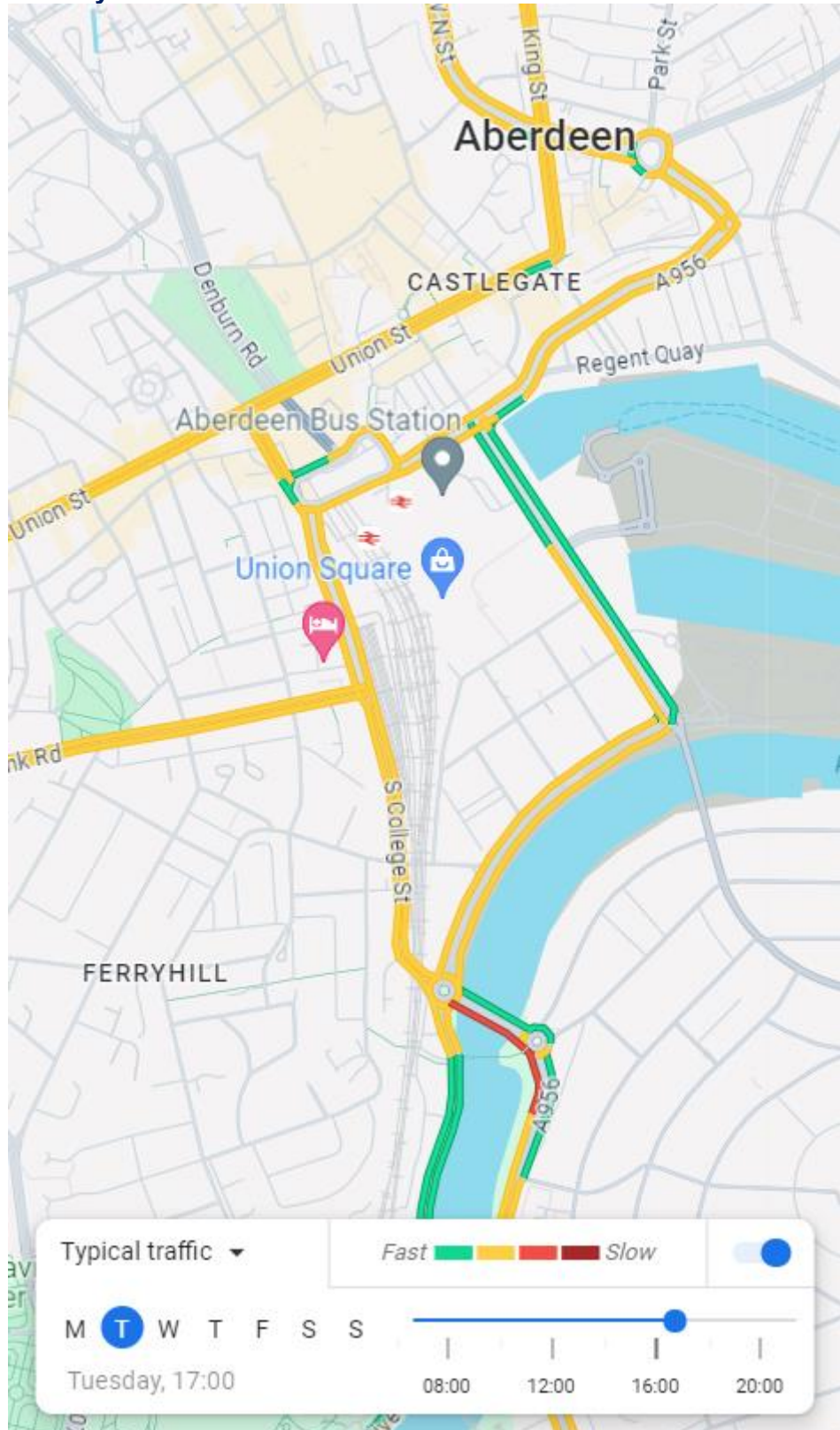
16:00 Tuesday



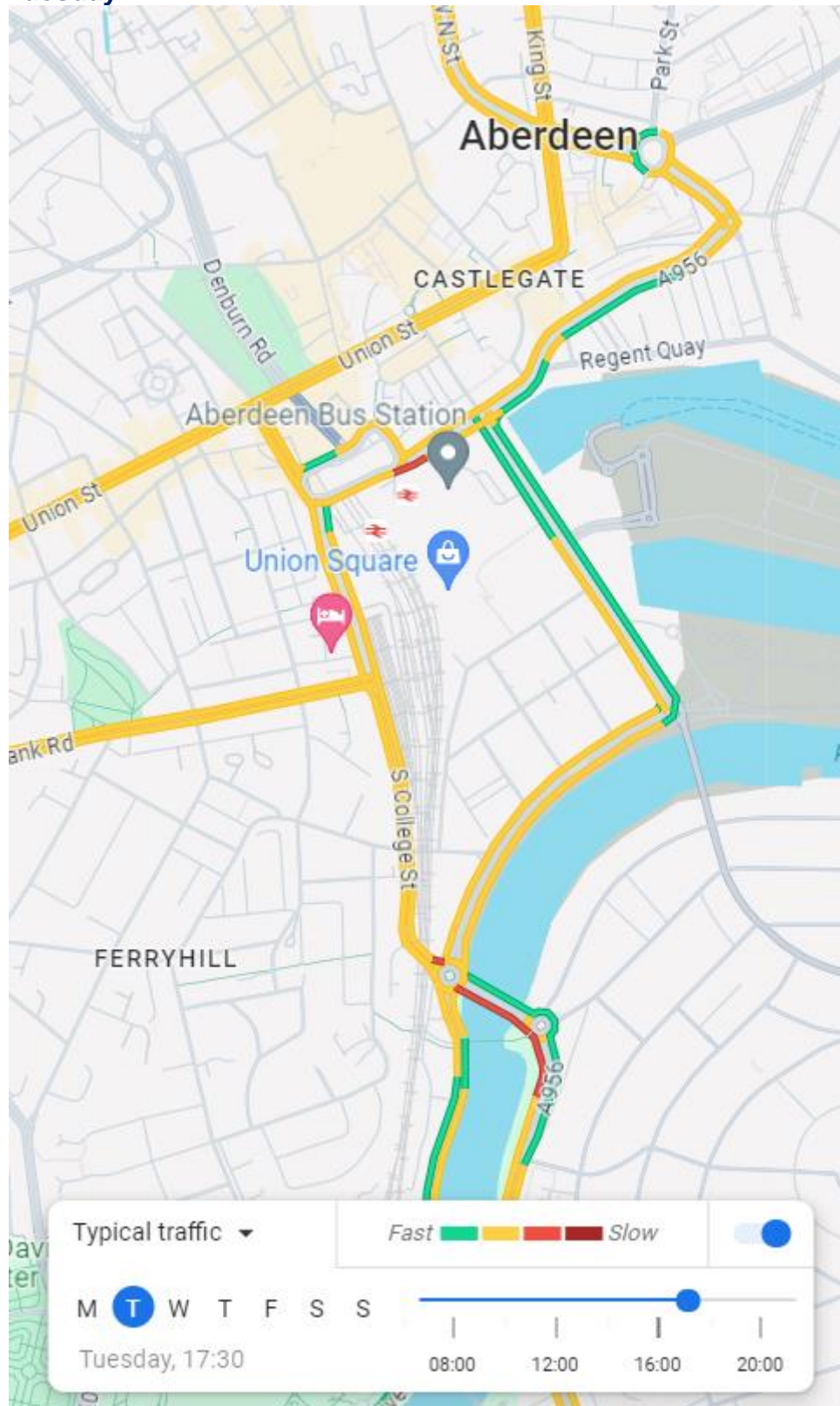
16:30 Tuesday



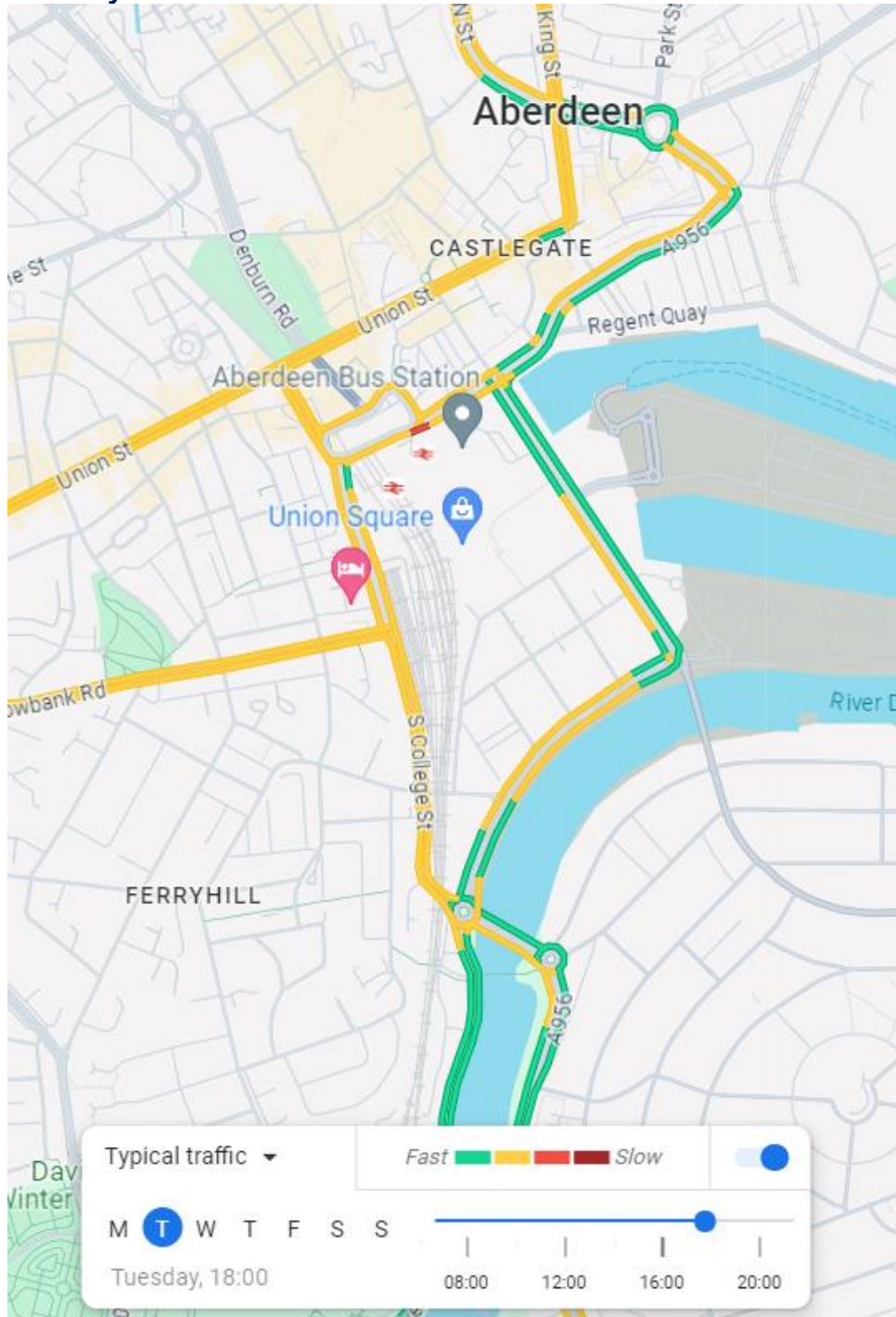
17:00 Tuesday



17:30 Tuesday

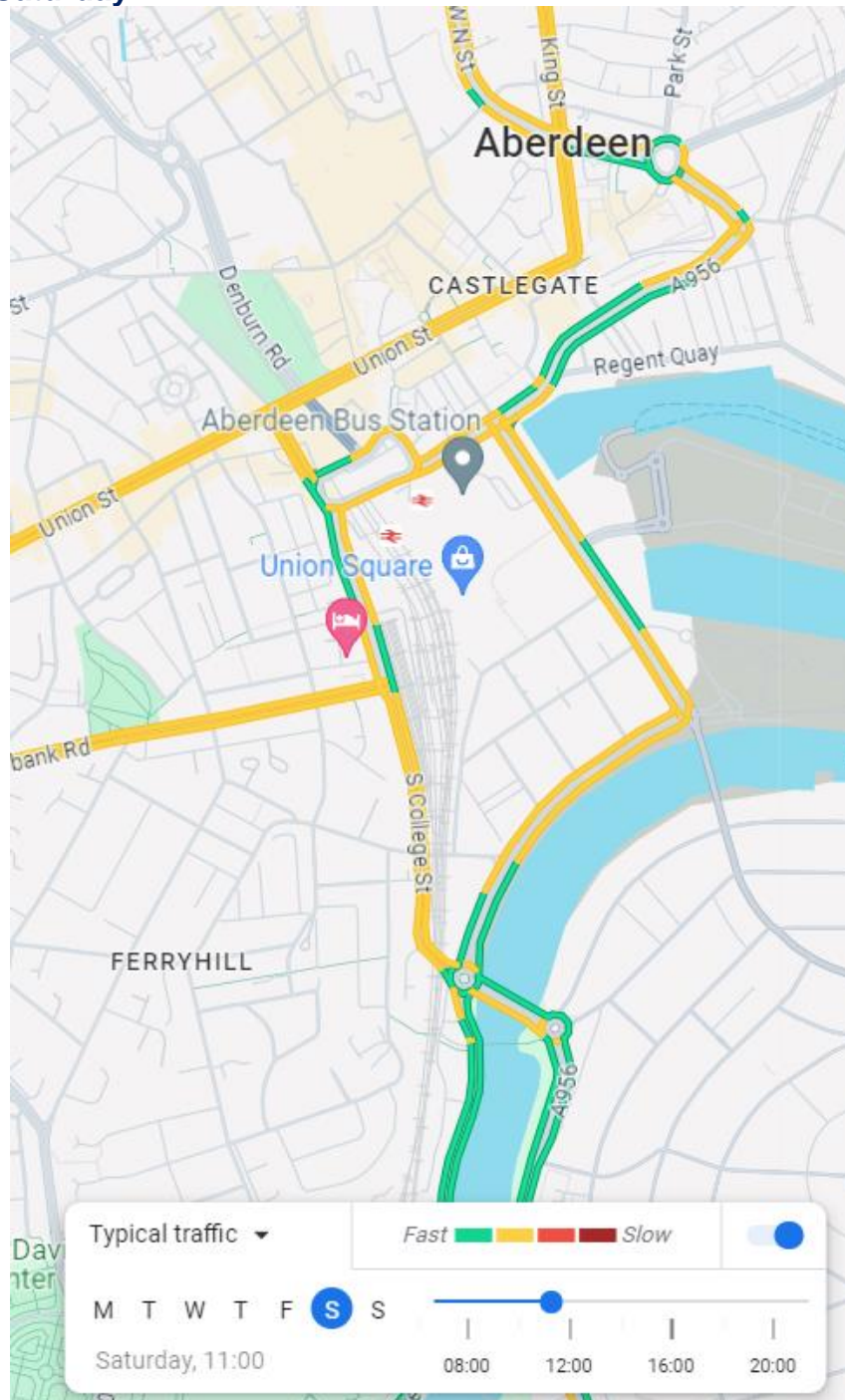


18:00 Tuesday

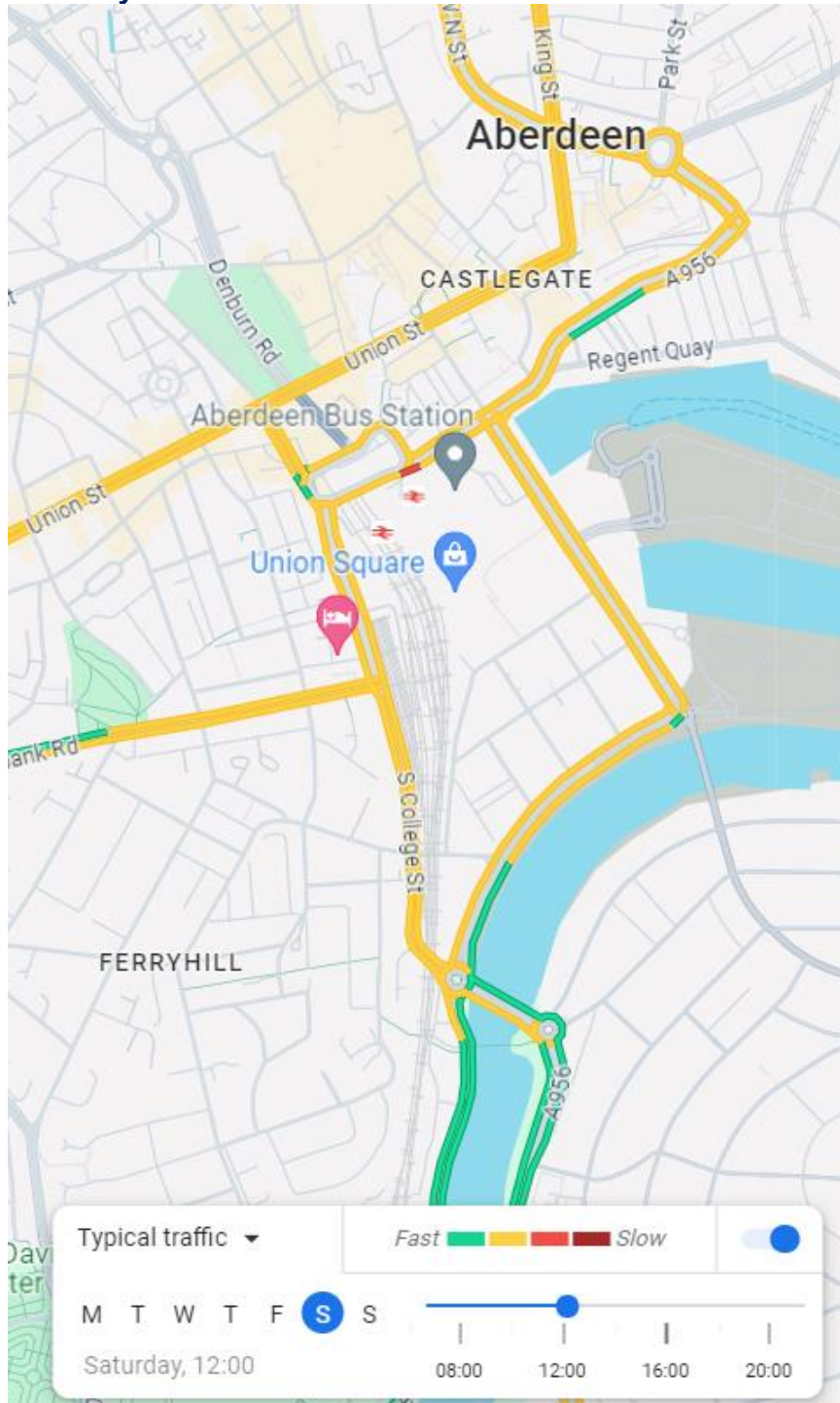


Appendix I Typical traffic in Aberdeen city centre on Saturday at peak times (Information courtesy of Google Maps – 9 May 2024)

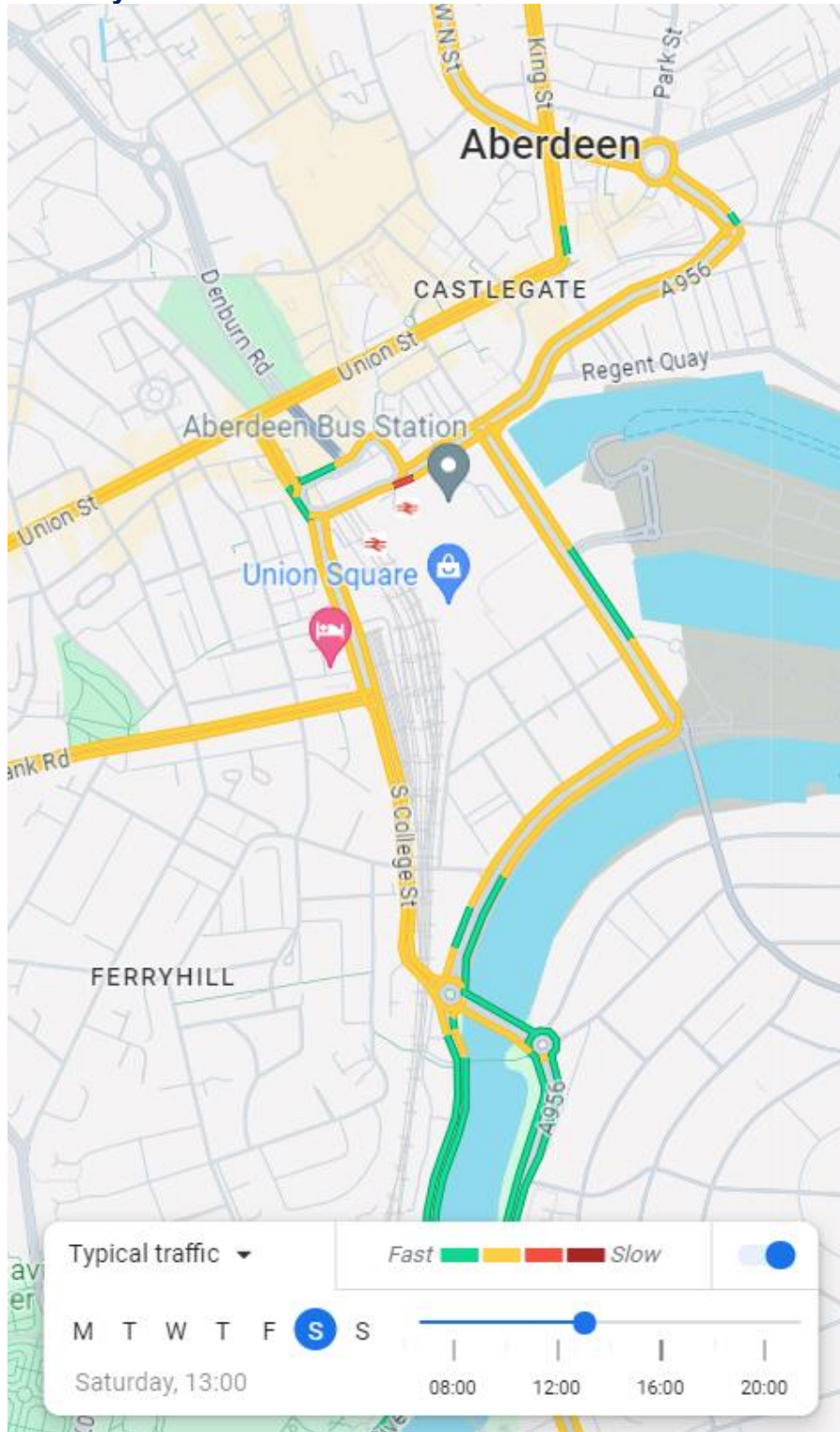
11.00am Saturday



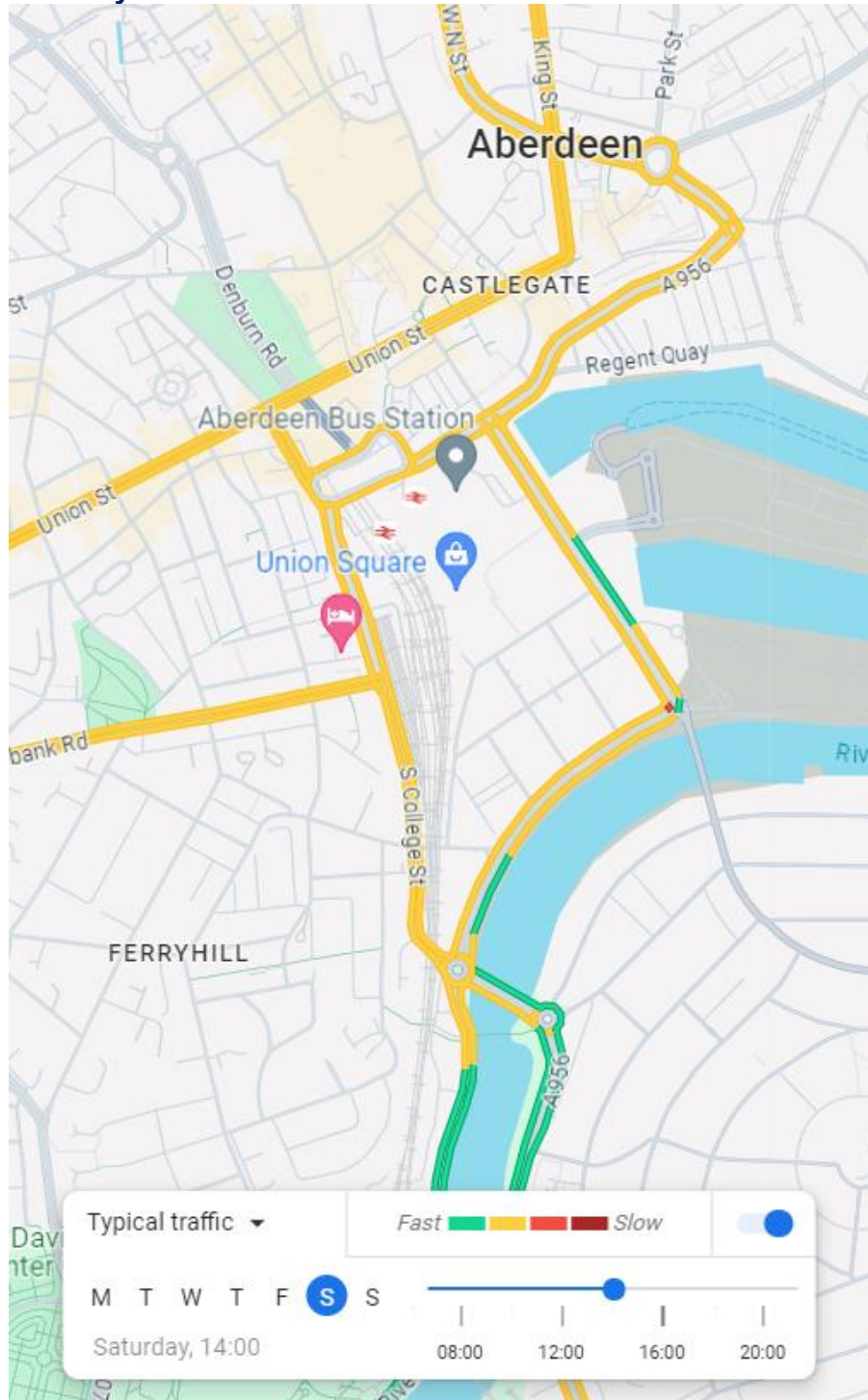
12.00pm Saturday



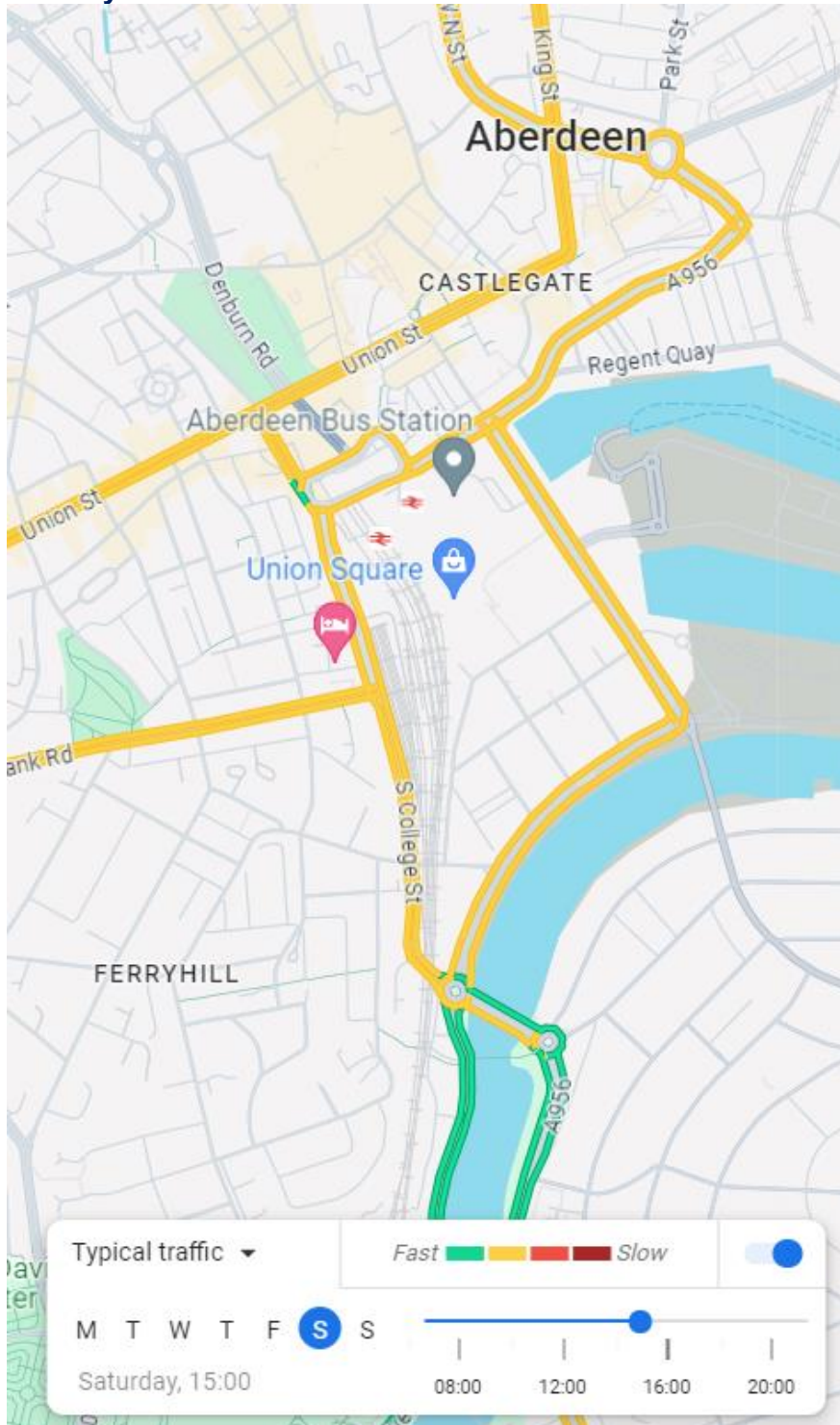
1.00pm Saturday



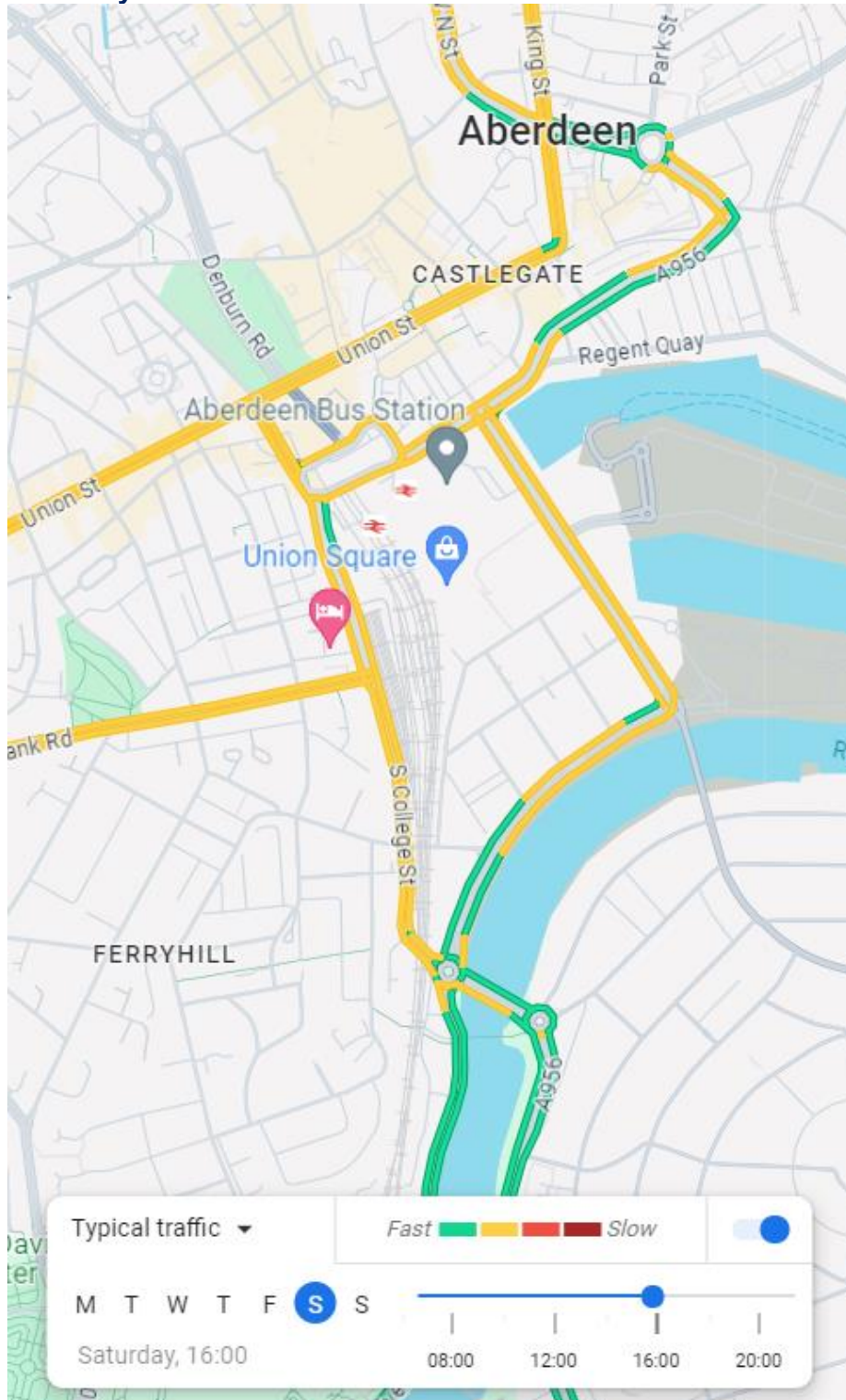
2.00pm Saturday



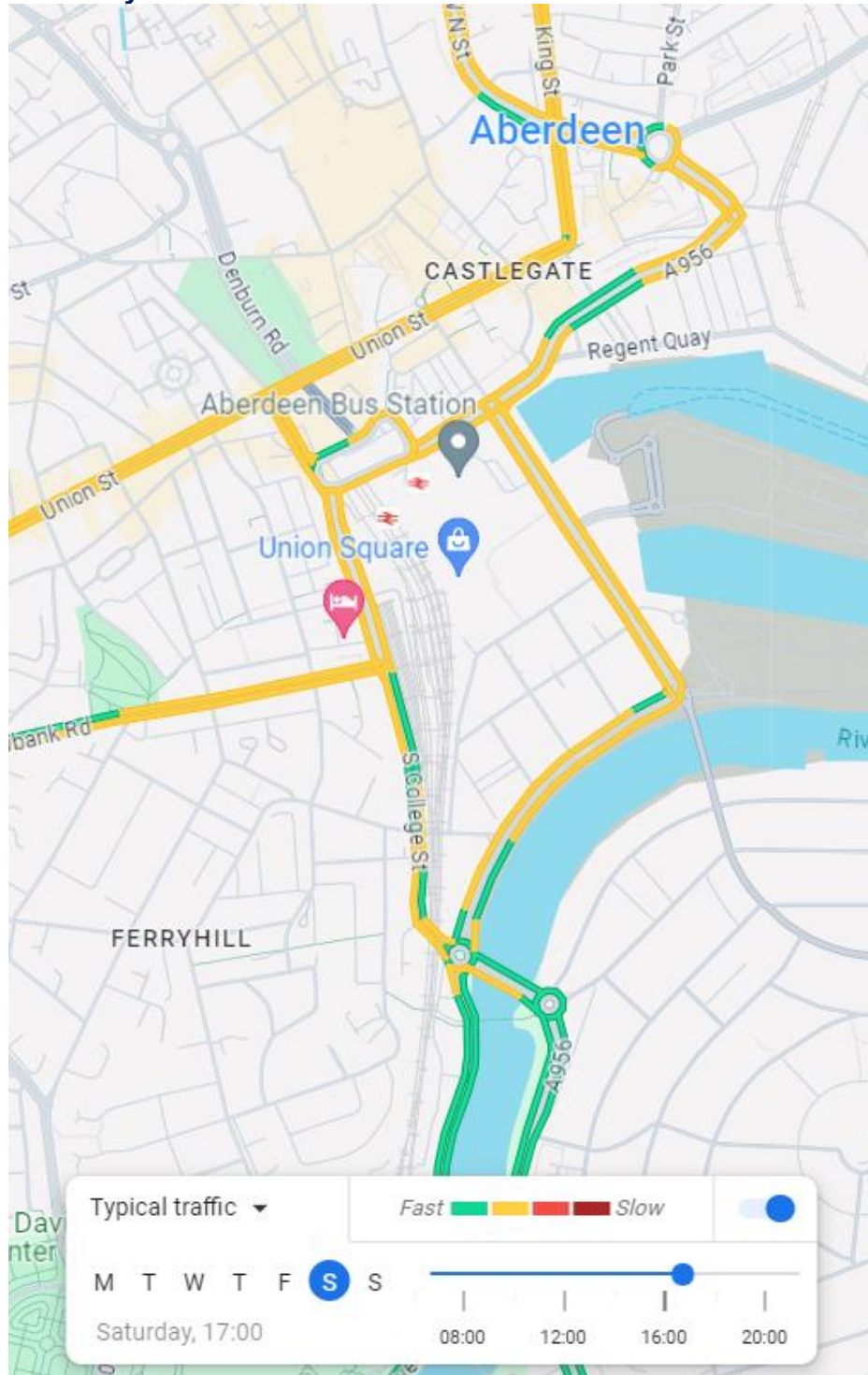
3.00pm Saturday



4.00pm Saturday



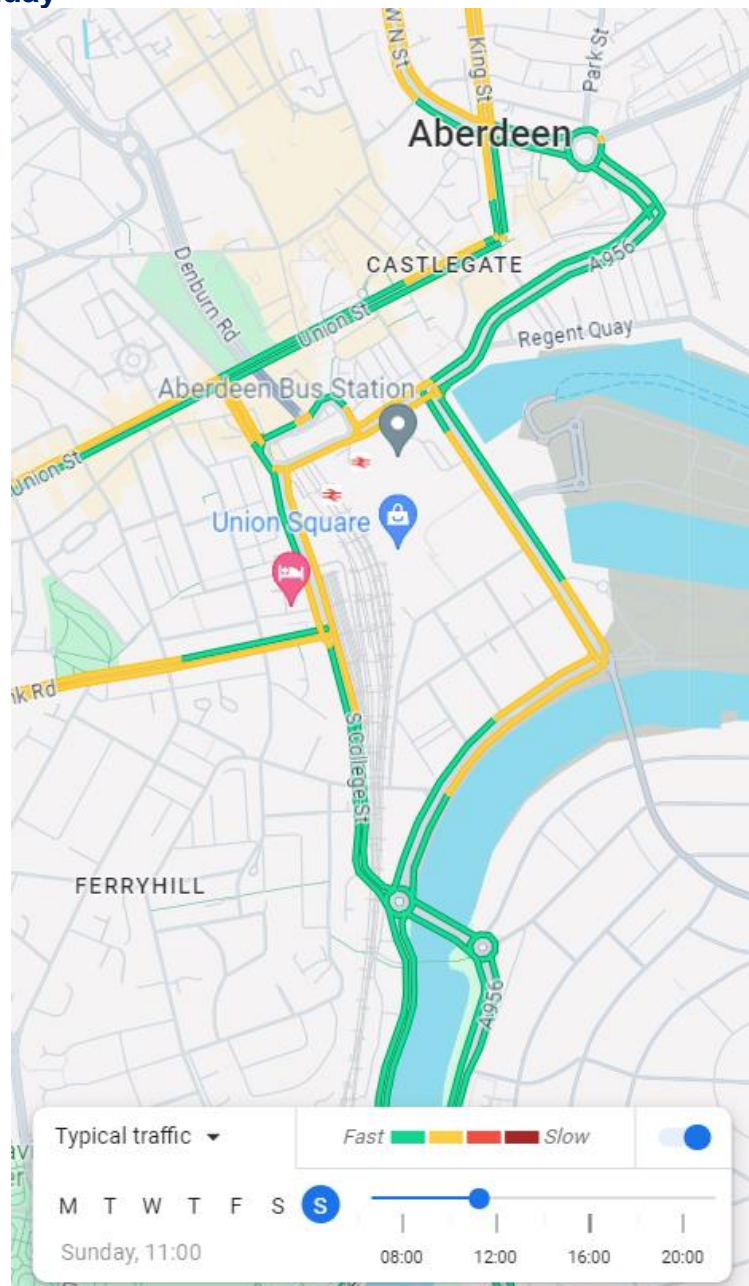
5.00pm Saturday



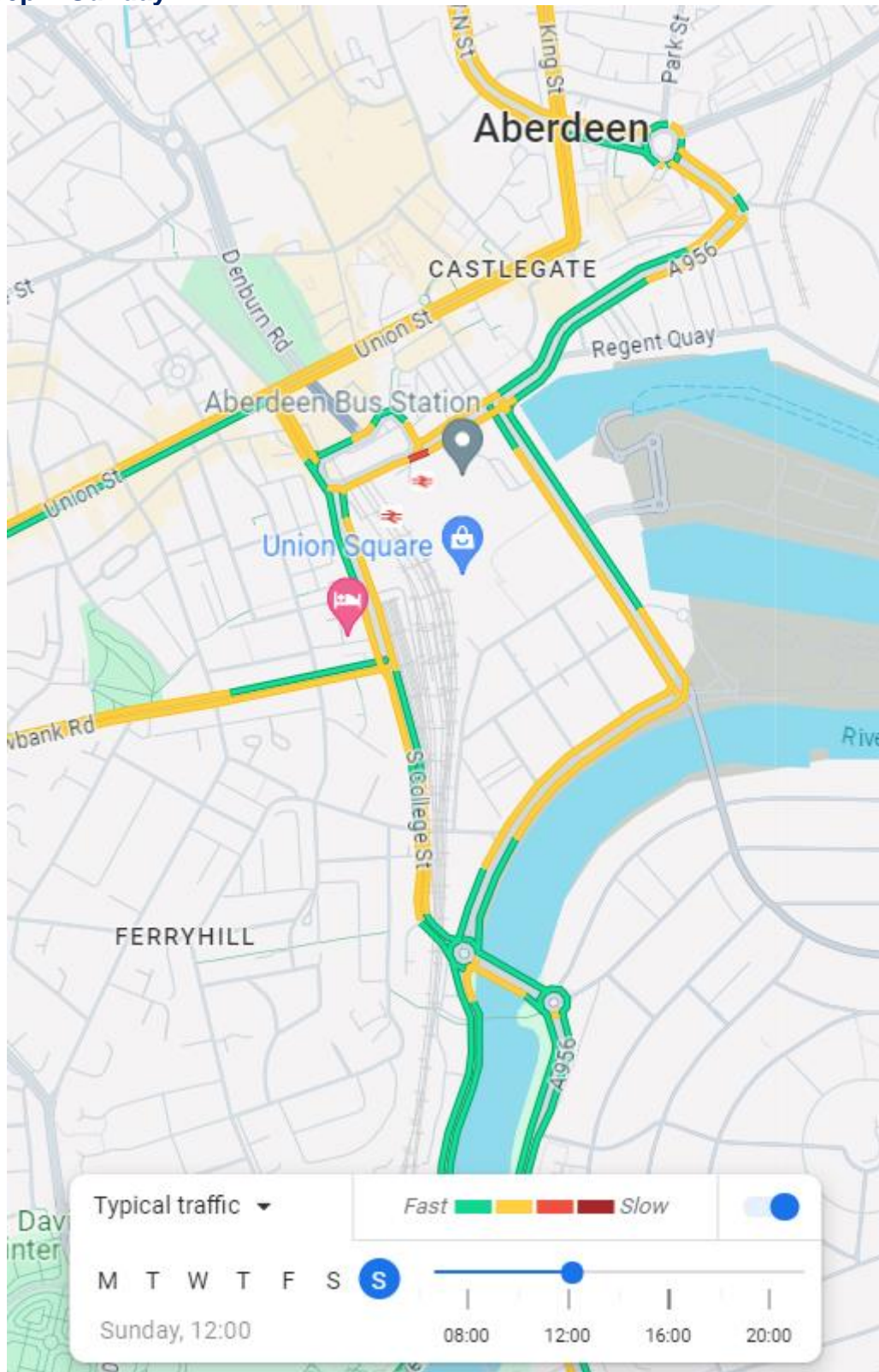
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Appendix J Typical traffic in Aberdeen city centre on Sunday at peak times
(Information courtesy of Google Maps – 9 May 2024)

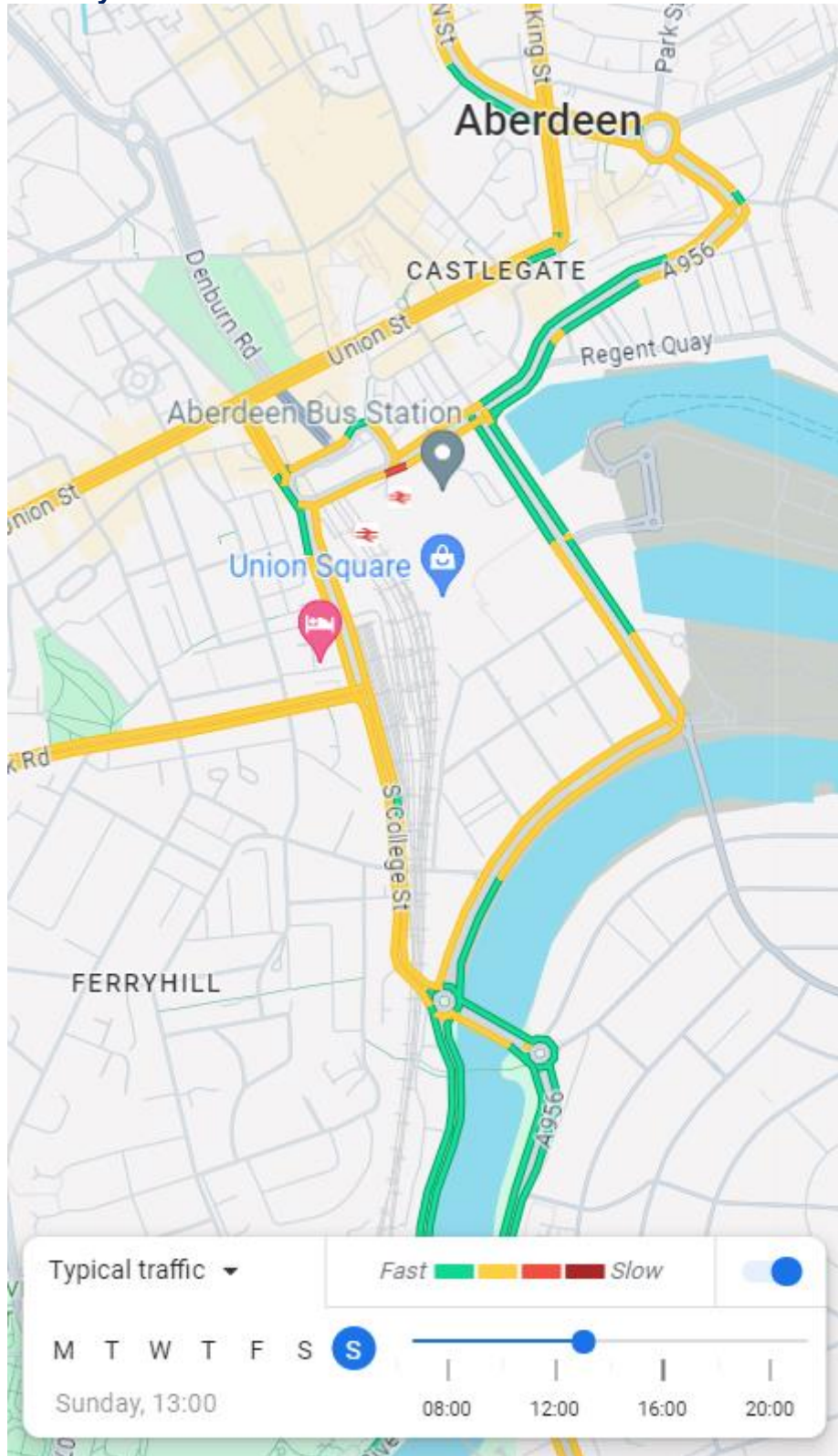
11.00am Sunday



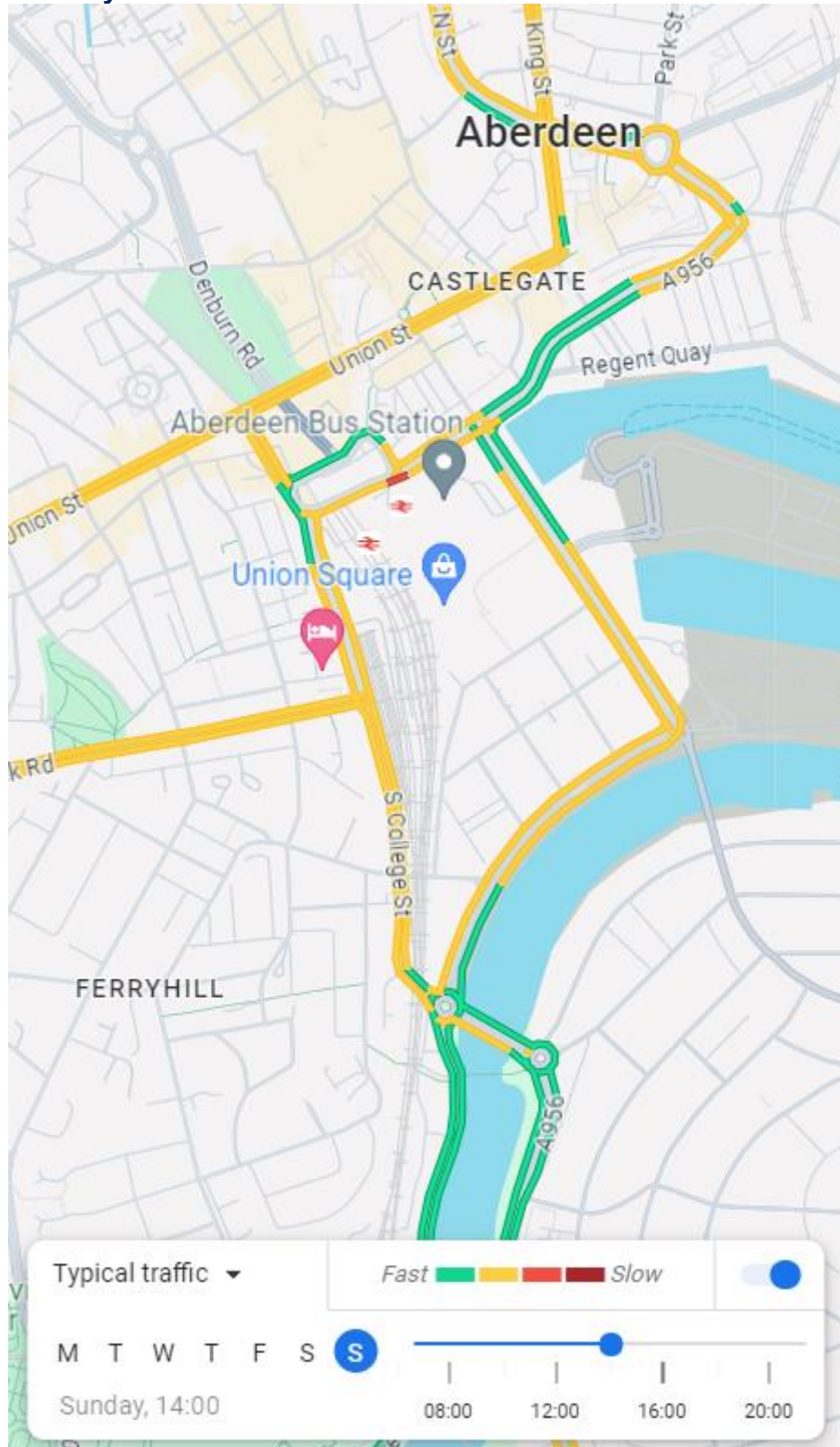
12.00pm Sunday



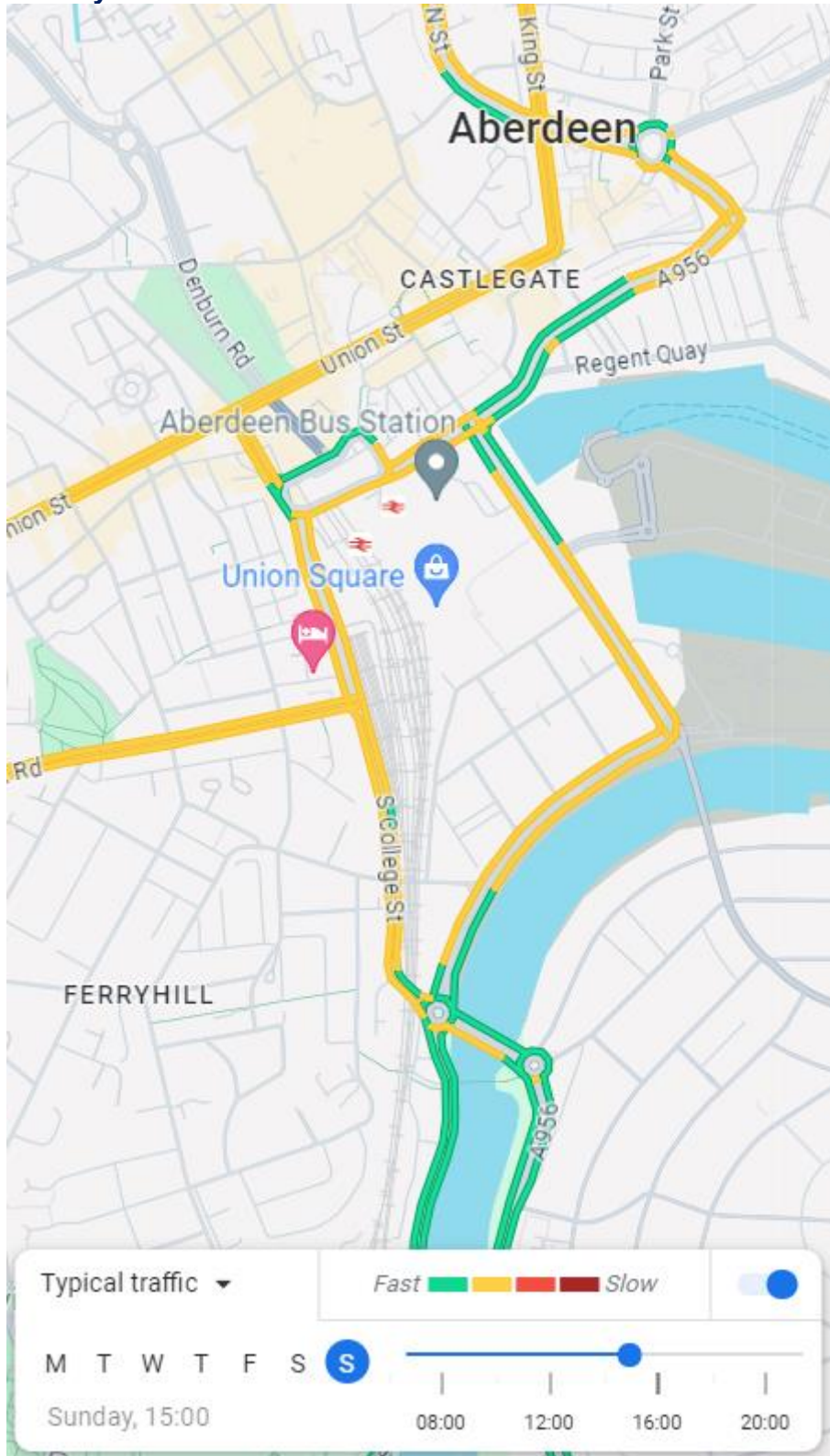
1.00pm Sunday



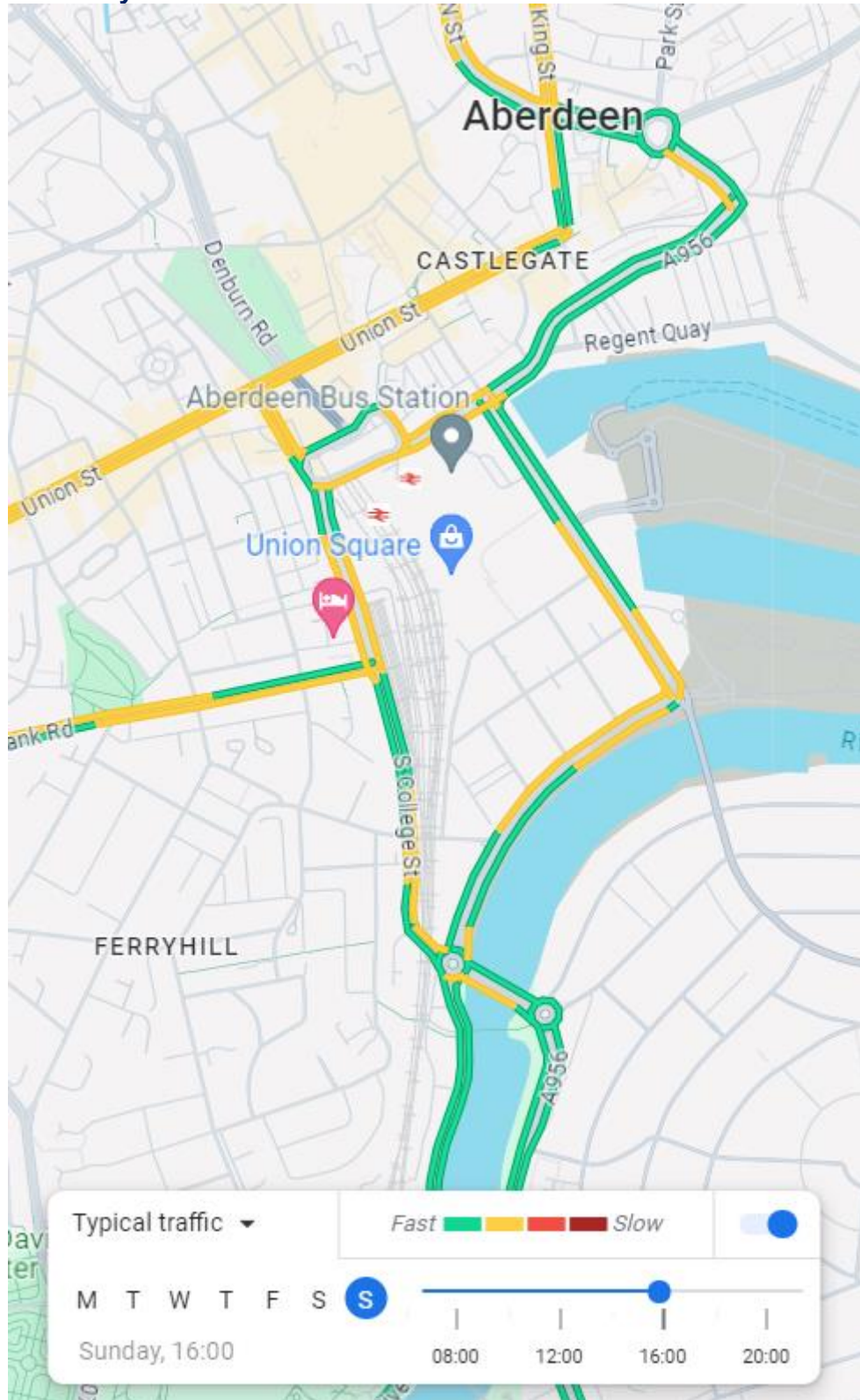
2.00pm Sunday



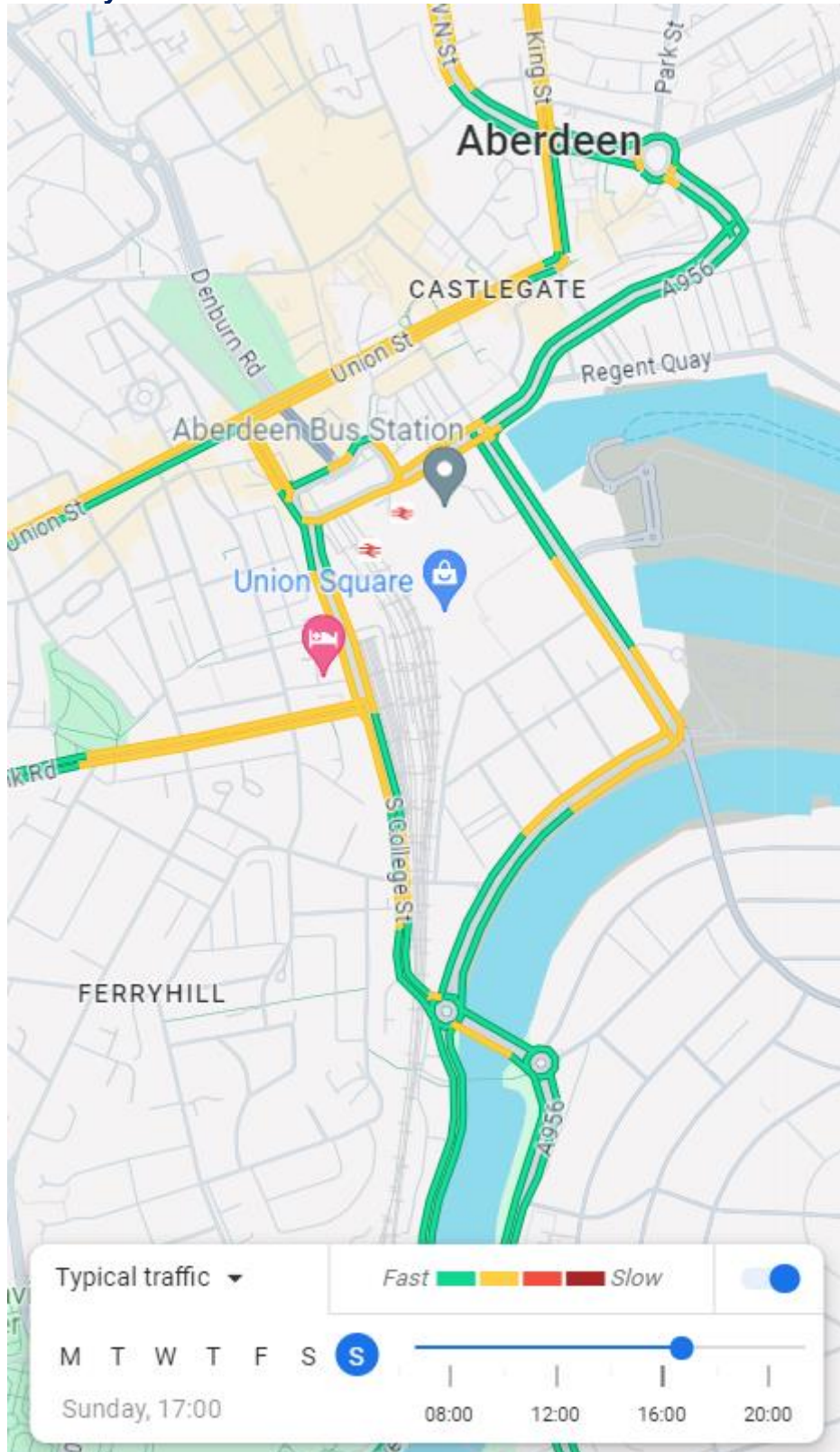
3.00pm Sunday



4.00pm Sunday



5.00pm Sunday



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ANTI-POVERTY AND INEQUALITY COMMITTEE

12 JUNE 2024

The Committee had before it a report prepared by the Locality Manager on Accessing Money Advice Services.

The Executive Director, Corporate Services introduced the report and responded to questions from Members.

The report recommended:-

that the Committee note the recommendations at 3.12 of the report to support the development of access to money advice services in Aberdeen.

The Convener moved, seconded by Councillor Hutchison:-
that the Committee:

- (1) Instruct the Executive Director – Corporate Services to bring a report to a future committee to consider with partners the provisions of other advisory services in the city; and
- (2) otherwise approve the recommendation.

Councillor Tissera, seconded by Councillor Watson, moved as an amendment:-
that the Committee:

- (1) agree the recommendation contained within the report;
- (2) agree the SNP gives a whole new meaning to dither, delay and defer given the Committee instructed a report on 30th August 2023, with the report due no later than summer 2024, noting that there are no specific recommendations contained within the report on the actual issues faced by people in poverty in relation to accessing advice services and financial services and the impact this had; on the services available in Aberdeen; on the unmet need; and no specific recommendations for council services and other organisations to address this unmet need; and
- (3) instruct the Executive Director – Corporate Services to bring a report to the next committee detailing exactly what was asked for on 30 August 2023 in order to give confidence to those who may need help in this matter.

On a division, there voted:- for the motion (5) – the Convener, and Councillors Davidson, Henrickson, Hutchison and Mennie; for the amendment (4) – Councillors Brooks, Kusznr, Tissera and Watson.

The Committee resolved:-

to adopt the motion.

In terms of Standing Order 34.1, Councillor Kusznr intimated that he would like this matter to be referred to Full Council. Councillor Kusznr was supported by Councillors Brooks, Tissera and Watson.

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ABERDEEN CITY COUNCIL

COMMITTEE	Anti-Poverty and Inequality
DATE	12 June 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Accessing Money Advice Services
REPORT NUMBER	CORS/24/149
EXECUTIVE DIRECTOR	Andy MacDonald
CHIEF OFFICER	-
REPORT AUTHOR	Paul Tytler
TERMS OF REFERENCE	1.12

1. PURPOSE OF REPORT

- 1.1 This report presents to the Committee work undertaken to determine issues faced by people in poverty in relation to accessing advice services and financial services, and to make recommendations on how that might be improved.

2. RECOMMENDATIONS

That the Committee:-

- 2.1 Note the recommendations at 3.12 to support the development of access to money advice services in Aberdeen.

3. CURRENT SITUATION

- 3.1 On 30 August 2023, the Committee resolved: to instruct the Chief Officer - Early Intervention and Community Empowerment, in partnership with the External Advisers, to report back to a future meeting of the Committee, no later than summer 2024, on the issues faced by people in poverty in relation to accessing advice services and financial services and the impact this had; on the services available in Aberdeen; on the unmet need; and specific recommendations for council services and other organisations to address this unmet need.
- 3.2 An initial meeting was held on 15 November 2023 with key advice providers in the City – Citizen's Advice Bureau, CFINE's SAFE team, Grampian Housing Association's SMART team and the Council's Financial Inclusion Team. Christians Against Poverty (CAP), a nationally funded advice service but with support staff based in Aberdeen, joined subsequent meetings of the group. The student led legal projects at both universities were invited to participate or contribute but were unable to do so.
- 3.3 The scope of the exercise was determined as:
- City-wide access to advice services
 - Assessing the extent of unmet need

- The potential for developing a place-based approach and working more collaboratively
- The impact of national services
- The role of community services providing first line advice and support

The scope included consideration of data that might be available around caseload levels, demand and waiting lists, targeting of the six priority groups of families at risk of child poverty and people presenting as homeless.

3.4 The initial meeting highlighted the following issues for further development:

- Some providers do have waiting lists, ranging from 2-3 weeks to 5-6 weeks (although initial triage will prioritise urgent need);
- There is a range of community-based outreach delivery that would benefit from being mapped more clearly;
- A number of providers use AdvicePro, which is a web-based case management system developed specifically for advice organisations, capturing client personal and socio-economic details and casework information. It's use is a requirement of bidding for Scottish Government funding. There is scope for improvements among providers including online referral forms and wider use of digital signatures to improve efficiency;
- Develop understanding of the reasons people don't engage and stop engaging with money advice provision;
- Support for first line advice services in use of eg benefit checkers;
- Review promotion of services and engagement with customers;
- Explore opportunities for Scottish Government [debt advice levy funding](#)

Place based approach

3.5 Developing a place-based approach to debt advice provision will involve tailoring debt advice and support services to specific geographical areas or communities. This approach recognises that different locations may have unique socio-economic characteristics, which can influence the types of debt issues individuals face and the resources available to help them. The key elements and benefits of a place-based approach to debt advice provision are:

- **Understanding Local Needs:** By developing better data, money and debt advisors will better understand prevalent debt issues within a community. This understanding helps in developing targeted interventions and support services.
- **Community groups:** Collaborating with community groups and third sector organisations will strengthen the effectiveness of debt advice provision, enabling more comprehensive support networks and outreach work, including financial education
- **Tailored Services:** Customising debt advice services to align with the specific needs and challenges of a community will help increase engagement.

- Community Engagement: Engaging with local residents through outreach work can increase awareness about debt management and available support services. This will help encourage individuals to seek assistance.
- Data: developing better data will help in identifying trends and patterns related to debt issues within a particular area. This information will ensure effective targeting of resources and tailoring of interventions. The development of local data

Access to advice services

- 3.6 There is no readily accessible information on accessing money and advice services in Aberdeen. The mapping of services is in development with an initial list of services on the [ACC Website](#). Providers are further developing the list and this will develop an interactive map. Consideration is being given to integrating this with other available maps for emergency food, free period products and warm spaces.
- 3.7 The Scottish Government have allocated £1.3m funding for the development of [advice in accessible settings](#) managed through Advice UK. The funds were announced on 18 April 2024, with a submission deadline of 30 April. Through the working group, CFINE led a bid with support from the Council's Financial Inclusion Team and Grampian Housing Association for funding to support the development of case management systems and the further development of outreach services. The bid was approved on 10 May 2024 and will deliver the following:
- Health settings will include outreach at the NHS Grampian Vaccination Hub, which CFINE already has a presence at, and build on existing relationships at Royal Aberdeen Children's Hospital where emergency food parcels are provided.
 - Community settings will include outreach sessions at local charities and community organisations including community and family centres. These sessions will focus on the priority areas within Aberdeen, ensuring that disadvantaged and vulnerable individuals can access support locally

Unmet Need

- 3.8 The assessment of unmet need is challenging, as [research](#) by the Scottish Government in 2018 highlighted. The UK [Money and Pensions Service](#) publish an annual [Need for Debt Advice](#) survey at local authority level. The 2022 survey, published in October 2023, showed that 16.47% of people in Aberdeen had a need for debt advice.
- 3.9 Some local providers do have waiting lists, at times ranging up to six weeks. However, initial triage of applications prioritises urgent cases. There are opportunities to improve this through the development of a place-based approach explained above.

National Providers

- 3.10 In addition, the Scottish Government allocates [debt advice levy funding](#) to national providers for the free debt advice sector in Scotland. The levy is applied to the financial services industry by the Financial Conduct Authority, based on the proportion of adults in each of the nations of the UK who are indebted in the previous year. The amount of funding available varies from year to year and there Scottish Government are currently exploring the availability of data at local authority level.

Community Providers

- 3.11 There are many community and third sector organisations that provide initial advice and support on benefits and money matters, but relatively few organisations are able to provide regulated debt advice.

Key Recommendations

- 3.12 It is proposed that the working group established to develop this report continues with the developments already started:
- Mapping of community money and benefits advice services. Consideration of development of an 'Aberdeen Hub' to improve access for people, improve efficiency of direct referrals to services
 - Continued development of outreach services following the success of the funding bid led by CFINE;
 - Development of consistent data to help quantify unmet need and the impact of services, including:
 - improved engagement with people and understand the reasons for non-engagement with services. This will include questions through Citizen's Voice and engagement with lived experience groups; and
 - measure the impact of financial gains in lifting people out of relative poverty.
 - Develop capacity of community organisations, building on work of [North East Scotland Advice Forum](#) (led by ACC FIT team) to build capability around use of online benefit checker, referrals to regulated money advice and possible development of [money guiders](#) training and standards, for first line advice.

The working group will continue to develop these action areas with a view to a further funding bid to the Advice in Accessible Settings fund in 2025/26 should the funding be available.

4. FINANCIAL IMPLICATIONS

4.1 There are no financial implications arising from this report

5. LEGAL IMPLICATIONS

5.1 There are no legal implications arising from this report

6. ENVIRONMENTAL IMPLICATIONS

6.1 There are no environmental implications arising from this report

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Failure to deliver address increasing levels of debt	The proposals in the paper will help improve engagement and efficiency of delivery of services to meet people needs	L	Yes
Compliance Operational	n/a	n/a	n/a	Yes
Operational	Insufficient resources allocated to tackle debt levels	Improved efficiency of services and further development of outreach provision	L	Yes
Financial	Increasing levels of debts to the Council	The proposals in the paper will help improve engagement and efficiency of delivery of services to meet people needs		Yes
Reputational	Failure to deliver address increasing levels of debt	The proposals in the paper will help improve engagement and efficiency of delivery of services to meet people needs		Yes
Environment / Climate	n/a	n/a	n/a	Yes

8. OUTCOMES

Council Delivery Plan 2024	
Aberdeen City Council Policy Statement	Impact of Report
<u>Working in Partnership for Aberdeen</u>	<p>The proposals within this report contribute to the delivery of the following aspects of the policy statement:-</p> <p>Investigate how Aberdeen City Council could support the provision of fair and affordable banking, insurance and financial services, and the expansion of credit unions and advice services.</p>
<u>Local Outcome Improvement Plan</u>	
Prosperous Economy Stretch Outcomes	<p>The proposals within this report contribute to the delivery of stretch outcome 1:</p> <p>20% reduction in the percentage of people who report they have been worried they would not have enough food to eat and/ or not be able to heat their home by 2026.</p>

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No assessment required. I confirm this has been discussed and agreed with Andy MacDonald, Executive Director Corporate Services 13 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

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Tel	01224 067879

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	A	B	C	D	E	F	G	H	I
1	COUNCIL BUSINESS PLANNER The Business Planner details the reports which have been instructed by the Council 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	Standards Commission for Scotland - Written Decision - Councillor Malik	To present the written decision by the Standards Commission following a hearing held on 17 January 2024.		John Forsyth	Governance	Corporate Services	15	R	Following the Standards Commission's decision to concede the appeal by Councillor Malik, this report is no longer required.
4	3rd July 2024								
5	Treasury Management Year-end Review	To update the Council on Treasury Management activities undertaken during financial year 2023/24.	A report is on the agenda	Neil Stewart	Finance	Corporate Services	5 and 6		
6	Aberdeen Market - Project Update	At its meeting of 11 September 2023, the Council instructed the Chief Officer - Corporate Landlord to report to the July 2024 Council meeting with an update on the capital project.	A report is on the agenda	Stephen Booth	Corporate Landlord	Families and Communities	21		
7	Refreshed Local Outcome Improvement Plan 2016-26	To present the refreshed Local Outcome Improvement Plan (LOIP) 2016-26	A report is on the agenda	Michelle Crombie		Corporate Services	24.4		
8	Refreshed Locality Plans for North, South and Central	To present the refreshed Locality Plans for North, South and Central	Combined with the Refreshed LOIP report. A report is on the agenda	Michelle Crombie		Corporate Services	24.4		
9	Diversity in Recruitment	At its meeting of 7 February 2024, the Council instructed the Chief Executive to report back no later than July 2024 to advise on the work that had been done to date to improve diversity in recruitment, including leadership and management roles, and what further options there may be.	A report is on the agenda	Sandie Scott	People & Citizen Services	Corporate Services	21		

	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									
10	Scheme of Governance Review	At its meeting of 7 February 2024, the Council noted that the annual review of the Scheme of Governance would be reported back to Council in July 2024 with the exception of the Committee Terms of Reference which would be reviewed and reported as part of the annual review of the Scheme of Governance in February/March 2025.		Vikki Cuthbert	Governance	Corporate Services	7 and 21	D	The Governance Reference Group at its meeting of 3 June agreed that the Budget Protocol should be reported to the July Council meeting and that the remaining elements of the Scheme of Governance be reported to the August Council meeting.
11	Nuclear Free Local Authorities	At its meeting of 7 February 2024, the Council instructed the Chief Officer - Governance to report back to Council on the implications of joining 'Nuclear Free Local Authorities' in response to the petition.		Vikki Cuthbert	Governance	Corporate Services	21	D	This item is to be covered in the report on the Scheme of Governance Review. In light of the decision of the Governance Reference Group that the Scheme of Governance be reported to the August Council meeting, this matter will also be reported in August.
12	Review of Polling Districts and Polling Places	At its meeting of 7 February 2024, the Council (1) agreed the recommended changes to polling districts and polling places outlined in the report; (2) instructed the Chief Officer - Governance to proceed to public consultation; and (3) noted that following public consultation, a report containing the final proposals would be presented for consideration at a Council meeting by July 2024.	A report is on the agenda	David Gow	Governance	Corporate Services	21		
13	Culture Delivery and Funding Review	At its meeting of 7 February 2024, the Council instructed the Chief Officer - City Growth to bring the finalised report back to Council within two cycles with recommendations on issues identified including how we build capacity and resilience within the creative sector and provide clarity of vision.	A report is on the agenda	Julie Wood	City Development & Regeneration	City Regeneration & Environment	21		
14	Local Development Plan 2028 - Evidence Report	To inform Council of the Evidence Report for the Local Development Plan 2028 and to seek authority to carry out consultations and produce the Report. The outcome of the consultations and Evidence Report will be presented to Full Council next year prior to being submitted to the Department for Planning and Environmental Appeals (DPEA) for the Gatecheck.	A report is on the agenda	Andrew Brownrigg	Strategic Place Planning	City Regeneration & Environment	11		

	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									
15	Volunteer Charter	To introduce the Volunteer Charter and recommend that Aberdeen City Council becomes a Charter Champion	A report is on the agenda	Lesley Strachan and Allison Swanson	Chief Officer - People and Citizen Services	Corporate Services	Introduction 6		
16	RAAC Update	To provide an update on the work underway and highlight some of the key findings of the options appraisal.	A report is on the agenda	Stephen Booth, Jacqui McKenzie and John Wilson	Corporate Landlord, Housing and Capital	Families and Communities, Corporate Services and City Regeneration and Environment	21		
17	Scheme of Governance - Budget Protocol	To propose revisions to the Budget Protocol in response to the lessons identified within the first year of operation and reported to Council on 17 April 2024.	A report is on the agenda	Vikki Cuthbert	Finance	Corporate Services	17		
18	Working in Partnership for Aberdeen - Supporting People with the Cost of Living	To seek Council approval for the allocation of funds by the Anti-Poverty and Inequality Committee to mitigate the ongoing cost of living crisis.	A report is on the agenda	Michelle Crombie		Corporate Services	Introduction 6		
19	Appointment of External Advisers to the Anti-Poverty and Inequality Committee	To request Council to approve the appointment of new external advisers to the Anti-Poverty and Inequality Committee.	A report is on the agenda	Michelle Crombie		Corporate Services	7		
20	21st August 2024								
21	City Centre and Beach Masterplan - Annual Update	At its meeting of 23 August 2023, the Council instructed the Chief Officer - Strategic Place Planning to keep the Masterplan report under review, and to provide another progress report to Full Council after 12 months.		Claire McArthur	Strategic Place Planning	City Regeneration & Environment	21		
22	North East Population Health Alliance Strategic Partnership Agreement	At its meeting of 23 August 2023, the Council agreed that Aberdeen City Council be a signatory to the strategic partnership agreement and requested the Chief Executive to provide Council with an annual progress report on the strategic partnership agreement.		Martin Murchie	Data Insights	Corporate Services	21	D	The Director of Public Health has advised that this report will not be ready for the August meeting and will be reported to the October meeting instead.

	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									
23	Medium Term Financial Strategy	At its meeting of 6 March 2024, the Council instructed the Chief Officer - Finance to (1) refresh the Medium Term Financial Strategy and report to the Council by the end of September 2024 in line with the requirements of the Budget Protocol; and (2) build a long-term outlook model for the Council and submit it, alongside the Medium Term Financial Strategy, to the Council by the end of September 2024.		Jonathan Belford	Finance	Corporate Services	21		
24	B999/Shielhill Road Junction Improvement Project	To update Council on the progression of the B999/Shielhill Road Junction Improvements project and request that the Council approve the recommendation to make the Compulsory Purchase Order to facilitate the project.		Suzanne Duncan	Capital	City Regeneration & Environment	Introduction 6		
25	Council Diary 2025	To approve the Council Diary for 2025.		Martyn Orchard	Governance	Corporate Services	18		
26	2nd October 2024								
27	Beach Connectivity Project - Full Business Case	At the adjourned Council meeting of 4 May 2023, the Council instructed the Chief Officer - Commercial and Procurement in conjunction with the Chief Officer - Capital to join Justice Street, Beach Boulevard and Commerce Street/Beach Boulevard junction projects into a single Beach Connectivity Project and to progress detailed design and other preparatory work for the Beach Connectivity Project and provide a Full Business Case within an indicative timeline of 12-18 months.		Craig Innes	Commercial and Procurement	Corporate Services	21		
28	11th December 2024								

	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	101-103 Union Street	At its meeting of 14 December 2022, the Council noted the content of the Strategic Outline Case Upper Floor use options at 101-103 Union Street and instructed the Chief Officer - Corporate Landlord to continue to review and report back by August 2023.	Due to continued uncertainty over development costs and returns there has been no significant change to the risk in the development appraisal. On this basis officers would seek authority to delay any further reporting until December 2024.	Stephen Booth	Corporate Landlord	Families and Communities	21		
29	Beach Masterplan - Phase 2 Development Framework	At its meeting of 23 August 2023, in relation to Phase 2 of the Beach area, the Council noted the summary of comments received on the initial public consultation exercise on how people currently use these areas, and instructed the Chief Officer - Strategic Place Planning to prepare a Development Framework for the Phase 2 areas, which would be reported back to Full Council before the end of 2024.		Claire McArthur	Strategic Place Planning	City Regeneration & Environment	21		
30	Treasury Management Mid-Year Review	To update the Council on Treasury Management activities undertaken to date, during financial year 2024/25.		Neil Stewart	Finance	Corporate Services	5 and 6		
31	Council Annual Effectiveness Report and Committee Annual Effectiveness Reports	To present the annual effectiveness report for Council, as well as the annual effectiveness reports of the various committees, which have been considered by those committees.		Martyn Orchard	Governance	Corporate Services	14		
32									
33	Date to be confirmed								

	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	Beachfront Masterplan - Castlegate	At the adjourned Council meeting of 4 May 2023, the Council noted that "Working in Partnership for Aberdeen" included the objective of making the Castlegate a gateway to our city's beachfront and instructed the Chief Officer - Strategic Place Planning to carry out consultation with key stakeholders on creating an active travel and public transport link through the Castlegate to deliver this objective as part of the Beach Connectivity Project and to report to a future Council meeting on this.	This work is being advanced as part of the Bus Partnership Fund work and the Active Travel Network Review but reporting back to Council or Committee will be dependant on decisions with regard to the Union Street East and the roundabout at the end of Beach Boulevard.	David Dunne	Strategic Place Planning	City Regeneration & Environment	21		
34	Revised Council Climate Change Plan	At the Council meeting on 3 March 2021, the Council, amongst other things, instructed the Chief Operating Officer to report back to Full Council with a revised 5 year plan in 2025, or earlier if required.	The next update on the plan was due to be March 2025, however Environmental Standards Scotland are due to publish their new Framework for Local Authorities Climate Change Plans in March 2025 once the work of the new Climate Intelligence Unit is completed. While work can be done in advance of the March 2025 date, it is likely that the reporting will have to be done some time in Q3 2025.	David Dunne	Strategic Place Planning	City Regeneration & Environment	21		
35	Energy Transition Zone - Land Options	At its meeting of 11 September 2023, the Council instructed the Chief Officer - Corporate Landlord to report the outcome of discussions regarding St Fittick's OP56 and Doonies OP61 sites to the earliest appropriate meeting of Full Council.	Engagement with development partners is not being progressed whilst the previous decision is subject to legal challenge.	Stephen Booth	Corporate Landlord	Families and Communities	21		
36									

	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									
37	North East of Scotland Investment Zone Proposal	At its meeting of 11 October 2023, the Council instructed the Chief Officer - City Growth to report back to Council on the developed proposal.		Julie Wood	City Development & Regeneration	City Regeneration & Environment	21		
38	Drug-checking Pilot	At its meeting of 3 November 2023, the Council approved a notice of motion by Councillor Cooke which instructed the Chief Officer - Health and Social Care Partnership to report back with the results of the Glasgow pilot scheme and collate any available peer reviewed data following 12 months of operation of the facility to inform Council of the progress and set out options for Aberdeen.	The Glasgow pilot scheme has yet to commence operating. A report following 12 months of operation of the facility will likely be presented to Full Council in 2025 or 2026.	Fiona Mitchelhill	Aberdeen Health and Social Care Partnership	Aberdeen Health and Social Care Partnership	21		
39	Beachfront Shoreline Regeneration (Phase C) - Full Business Case	At its meeting of 8 February 2024, the Council, subject to the outcome of the budget process, instructed the Chief Officer - Commercial and Procurement to progress the Beachfront Shoreline Regeneration (Phase C) work to the completion of a Full Business Case (FBC) to Council, reporting back in October 2025 (on the short-medium interventions) and June 2026 (on the medium-long interventions).		Craig Innes	Commercial and Procurement	Corporate Services	21		

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ABERDEEN CITY COUNCIL

COMMITTEE	Council
DATE	3 July 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Reinforced Autoclaved Aerated Concrete (RAAC) Update at Balnagask
REPORT NUMBER	CORS/24/204
DIRECTOR	Andy MacDonald/Eleanor Shepperd/Gale Beattie
CHIEF OFFICER	Stephen Booth/Jacqui McKenzie/John Wilson
REPORT AUTHOR	John Wilson
TERMS OF REFERENCE	1

1. PURPOSE OF REPORT

- 1.1 At the meeting of the Urgent Business Committee (UBC) on 29 February 2024 a report (RES/24/086) with supporting appendices was presented to members on the extent and impact of the presence of Reinforced Autoclaved Aerated Concrete (RAAC) roof panels in the Balnagask area of the city.
- 1.2 One of the decisions from that meeting was to note that an options appraisal was being prepared to consider the future options for the properties affected by RAAC and instruct the Chief Officer - Capital to present the preferred option to members in a further report within the next six months.
- 1.3 This report provides an update on the work underway to meet the above timeline and highlights some of the key findings at this stage of the options appraisal.

2. RECOMMENDATION(S)

That the Council:

- 2.1 Note the information contained within the report about the various options under consideration.
- 2.2 Agrees and approves that Option 1: Bearing Shelf Extension is ruled out as a viable remedial option. Refer to paragraphs 3.37 – 3.39.
- 2.3 Approve that engagement on the remaining three options, is planned to be held during July 2024, which will be open to all Council tenants as required by the Housing Act 2001. Refer to Appendix B: Proposed Stakeholder Engagement.

- 2.4 Note that it is proposed that private owners/tenants shall be invited to participate in that engagement as noted in recommendation 2.2 above.
- 2.5 Note that the information collated from the tenant engagement as intimated in recommendations 2.3 – 2.4 above will be considered alongside the technical evaluation of options.
- 2.6 Note that from a construction perspective, officers continue to reinforce the need for tenants to be rehomed irrespective of the outcome of the option consideration.
- 2.7 Note that the intention is to come back with a recommended option to the next Council meeting which is scheduled to take place on 21 August 2024.
- 2.8 Note the reference to the expected levels of consequential costs because of carrying out remedial measures for the options which retain the existing properties, as intimated in Section 4.
- 2.9 Note that intrusive surveys of RAAC impacted properties are still progressing as part of an on-going mitigation strategy to allay any assurance concerns to existing council tenants. Refer to paragraphs 3.6.
- 2.10 Note that 138 of the properties identified with RAAC in the Balnagask area are privately owned. Refer to Appendix A: Property Ownership and Housing Mix.
- 2.11 Note with regard to Private or Registered Landlord properties 40 buildings are not adjoining any Council owned property, 61 Buildings are adjoined and there are 33 addresses which share a building with the Council. Refer to Appendix A: Property Ownership and Housing Mix.

3. CURRENT SITUATION

Background

- 3.1 As previously reported the presence of RAAC panels with roofs has been confirmed at circa 504 addresses in the Balnagask area of Aberdeen.
- 3.2 The 504 addresses are made up of 372 individual buildings which are a mix of houses and ground/first floor flats. In the case of the flats, although it is only the top flat which has the RAAC panels in the roof, it is evident and accepted that the bottom flat will also be impacted in terms of any potential planned remedial works.
- 3.3 As part of the options appraisal work, officers have been verifying and checking the data held on record. Since the last report, there has been a small variance with the overall numbers. Our records show that the RAAC impacted properties are a mix of council ownership (366) and private ownership (138). Of the privately owned properties we have identified 22 properties which have a landlord on the Landlord Register.

- 3.4 A breakdown of ownership and size of units is shown in Appendix A: Property Ownership and Housing Mix.
- 3.5 In alignment with the options appraisal work, officers have been progressing other related tasks in accordance with the committee decisions, such as but not limited to;
- Rehoming council tenants to alternative housing,
 - Creation of an additional specific 'RAAC Impact' housing list to ensure priority is provided to tenants residing at identified properties, allowing for urgent rehoming,
 - Maintaining close liaison with the Interim Chief Officer - Education to provide school transport for pupils, on an interim basis,
 - Suspending any planned Housing Revenue Account (HRA) capital programme works at the affected Council properties in Balnagask,
 - Not progressing any new buy-back scheme applications for RAAC affected properties, and
 - Continuing ongoing engagement between Council Officers and all relevant Regulatory and Professional Bodies, Working Groups, other Local Authorities and Government representatives with the purpose of identifying best practice and potential funding solutions.

Members should also note that the Communities, Housing and Public Protection Committee meeting on 30 May 2024 instructed officers to do the following;

- to explore availability of Council stock within Torry and Balnagask area and ask the Chief Officer – Corporate Landlord to consider whether Council buy back policy may be a vehicle that can be considered to support the rehoming programme where there is a need.
- 3.6 Notwithstanding all of the above a mitigation strategy to allay any safety concerns has continued throughout the period for Council owned properties. This strategy entails the continuance of inspections and intrusive surveys. To date, officers can advise that circa 122 properties have now been intrusively surveyed.
- 3.7 We have now reached the point whereby intrusive surveys have been carried out on 33% of Council owned affected properties at Balnagask. In general, the collated intrusive survey information, in engineering terms, is broadly similar across all the properties that have been surveyed. Within occupied properties, nothing has been found which would be considered a critical risk.
- 3.8 Following intrusive inspection within Council tenants properties, when requested tenants have been informed of survey findings in follow up correspondence.
- 3.9 Similarly for private owners and registered landlords they have been advised of the steps the Council is taking and they have been strongly recommended that they should be doing the same as responsible owners/landlords.

- 3.10 The collated information from the surveys is key to informing the options appraisal.

Person Centred Approach

- 3.11 As outlined in the report considered by the Urgent Business Committee in February, officers advised that a re-homing programme for tenants be initiated at the earliest opportunity.
- 3.12 Officers recognise the wider impact of moving home, on individuals and families, the disruption to support networks, sense of community, and links to existing education and health services. Throughout the rehoming process officers have and will continue to adopt a person/family centred approach, ensuring an understanding of need at the earliest point, and involving the necessary services to support the most appropriate outcome for the individual/family within the scope of available options.
- 3.13 Each council tenant currently living within an identified property is being supported by a dedicated Housing & Support Officer, who has sought to better understand the circumstances of the individual / family.
- 3.14 Following feedback from tenants and offer refusals, the approach to allocations was reviewed and a re-engagement exercise was undertaken with tenants with the aim of increasing the pace of rehoming, whilst at the same time progressing allocations based on the tenants current housing need.

As of 19 June 2024, officers can advise:

- 102 leases have been signed (96 Aberdeen City Council, 6 Registered Social Landlord)
 - 49 council tenants have been rehomed
- 3.15 As previously intimated to members the goal is to rehome all council tenants by the end of 2024 but preferably sooner, due to the categorised 'high risk' rating identified by our independent engineering advisors.

Other Local Authorities

- 3.16 Since the last Urgent Business Committee meeting held on 29 February 2024, Officers have been in dialogue with other local authorities, and we can advise that the mitigation options they have considered or are under consideration are similar to those being considered by officers.
- 3.17 Members may also be aware that some Local Authorities will have already determined what actions they intend to implement to mitigate any RAAC roof panel issue within their locality. Members should note that each Local Authority will take forward a preferred option which they believe resolves their own particular circumstances.

- 3.18 The decision will be dependent on the property type/the RAAC condition, each locality's particular housing needs and housing demand. Officers can advise that there is not a solution that suits all circumstances for all local authorities. The preferred option must resolve the RAAC condition that exists in each locality.
- 3.19 Officers would reiterate again that they are following the guidance issued by The Institution of Structural Engineers (IStructE) - Reinforced Autoclaved Aerated Concrete (RAAC) Investigation and Assessment - Further Guidance - April 2023. The external independent professional advice is that affected Aberdeen City Council (ACC) properties are 'high-risk' and that they should be vacated as soon as possible until such time that the risk is addressed.

Existing Construction

- 3.20 Typically, the properties are two storey buildings of traditional cavity blockwork wall construction with mono-pitched 125mm thick RAAC roof panels spanning front to back, bearing onto external walls and a 100mm thick central concrete brickwork partition.
- 3.21 Panels span approximately 3.5m at the rear of the property (typically above the living room and bedroom) and approximately 2.5m at the front of the property (typically above the kitchen and bathroom). It is noted that these are relatively short spans, as RAAC panels can typically span up to 6m.
- 3.22 The mono-pitched roof construction is typically concealed behind a timber frame and plasterboard ceiling some of which was retro-fitted.
- 3.23 This property type is either split into ground floor and first floor flats or is a single two storey house.
- 3.24 It is noted that there are a number of variations of roof finishes; original, refurbished and Mansard. However, irrespective of the type of roof finish, the original RAAC panels are still in-situ, so there is still an inherent risk as categorised in compliance with advice published by The Institution of Structural Engineers (IStructE).
- 3.25 Officers are unable to confirm whether any private owners have carried out any remedial works to their RAAC roofs. At this point in time officers are assuming, for the purpose of the options appraisal, that the roofs of the RAAC affected private properties are in a similar condition to those which have been already surveyed and are in council ownership.
- 3.26 Officers can also advise that the on-going survey work to inform the options appraisal has shown that the RAAC roof panels are bridging between buildings at the party walls. The party walls are built tight to the underside of the RAAC panel such that they have not deflected but are overhanging between properties by 100mm – 300mm.

While we have not inspected all properties it would be reasonable to assume this condition is common across most properties. This will be verified as we progress with our structural surveys.

Options Appraisal Brief

- 3.27 As part of the options appraisal brief, the appointed external professional structural engineering advisors were asked to investigate and advise on the viability of a number of remedial options, including demolition. The project brief outlined the scope of work to be carried out.
- 3.28 For each option, the external advisors were asked to consider;
- a. The method of installation
 - b. The cost to install
 - c. The timeline to install each option
 - d. The Net Present Value (NPV), and
 - e. List the benefits and dis-benefits
- 3.29 It is proposed that for each option, the following factors are taken into consideration for evaluation purposes;
- a. Safety
 - b. Cost
 - c. Energy Performance Criteria (EPC) rating
 - d. NPV
 - e. Time to construct
 - f. Ease of construction
 - g. Impact on the environment
 - h. Carbon footprint
 - i. Service life remaining
 - j. Maintenance going forward (revenue spend)
 - k. Inspection going forward

Members will appreciate that the affected properties are now circa 60 years old, having been built during the mid to late 1960's. Where applicable, any proposed future remedial works shall be designed and constructed to comply with current building regulations and standards.

- 3.30 Noting paragraph 3.30 point (c), consideration will also be given to establish the general extent of energy efficiency measures that are required to be installed for the existing house types to achieve an EPC rating of B. The limited condition surveys which have been carried out in regard to EPC rating suggests that the current properties are categorised as C or D.
- 3.31 The current guidance from the Scottish Government states that for December 2032;

"All social housing meets, or can be treated as meeting, EPC Band B (Energy Efficiency rating), or is as energy efficient as practically possible,

by the end of December 2032 and within the limits of cost, technology and necessary consent.

In addition, no social housing below EPC Band D should be re-let from December 2025, subject to temporary specified exemptions."

- 3.32 However, this is currently under further review to align delivery with the Scottish Government's net zero targets. A report with the findings and updated guidance will follow, when the Scottish Government's review is complete. Irrespective of this the direction of travel is clear and it is important to have an awareness for the options appraisal.
- 3.33 As noted in Appendix B, in addition to the above it is proposed that a stakeholder engagement is carried out to help inform the final decision.
- 3.34 Whilst recognising the options appraisal work is for Aberdeen City Council's owned properties, it is appropriate that private owners/tenants would also be engaged. Officers have been open and transparent with their findings to date, such as sharing survey reports.
- 3.35 With regard to information sharing, reference is made to the Council's dedicated website [RAAC Housing | Aberdeen City Council](#) where a range of relevant information can be sourced, providing advice and support.
- 3.36 It is important to acknowledge that whatever option is finally recommended to be taken forward, the proportion of private owned properties and their location within the affected area adds a further level of complexity for social, engineering and economic consideration. This will be considered and outlined within the report presented in August 2024.

Options Appraisal

Option 1 : Extend Bearing Shelf

- 3.37 This option involves fixing a timber runner to the face of the internal 100mm brick wall thereby increasing the bearing dimension to satisfy the minimum bearing distance requirement of 75mm.
- 3.38 This option, will not resolve/remove the other remedial option risks, which have been identified from the surveys undertaken, such as but not limited to;
- Anchorage reinforcement
 - Cut Panels
 - Cracking
 - Builder Works / Modifications
 - Water Ingress
 - Deflection
 - Adverse or change in loading

- 3.39 Members should also note that within the 'RAAC Inspections Balnagask Mono-Pitches Update - 22 February 2024' report, which was submitted to the 29 February Urgent Business Committee, it states the following;

"It is further emphasised that remedial works to address the central support bearings will not improve nor mitigate against the cracking / deflection observed in all RAAC roof slabs."

- 3.40 Taking the above into account, it is recommended that this option can be ruled out.
- 3.41 Whilst it was evident that this option would not be recommended, it is important to set out and explain the reasoning behind this recommendation to exclude it from the option appraisal. It also provides a useful comparator to understand the other options which still remain under consideration.

Option 2 : Install Passive Fail-Safe Support Frame

- 3.42 This option involves installing a timber support grillage frame, placed tight to the underside of the existing roof panels. The main timber joists will be placed such they are aligned and centred under the RAAC panel above.
- 3.43 This option would significantly reduce the structural requirement of the existing RAAC roof panels such as limiting the extent of deflection in any panel.
- 3.44 The timber frame would also require the support off the internal wall, similar to Option 1.
- 3.45 This option reduces the RAAC risk however as the original RAAC roof panels remain in-situ, the RAAC risk would still be still present and would inevitably need further remedial measures at a future date.

Option 3 : Removal of RAAC Panels and replace with a new cassette system

- 3.46 This option involves the removal of the RAAC roof panels and replacing them with a new timber roof cassette system.
- 3.47 Roof cassettes are simply, factory manufactured panels which are delivered to site, lifted into position by a crane and then assembled together to cover the new open roof space. Typically they are customised and manufactured to suit the project particulars and will deliver better insulation properties, thereby achieving an improved thermal performance.
- 3.48 With this option it is envisaged that there is likely to be some necessary level of works interference with adjacent/adjoining private properties. At this point in time, officers are exploring the implications of how this would work in practice. In particular how to carry out the works, mitigate the impact on the owner whilst the works are being carried out and how to recover the cost of the works.
- 3.49 This option removes the RAAC issue from all the affected council properties.

Option 4 : Demolition

- 3.50 A desk study of the dispersal of private owners/private landlords across the affected area shows private owner / private landlord properties adjoining council properties and some that are not. This dispersal of property location requires consideration of the following;
1. How would the demolition option affect adjacent/ adjoining private owner/private landlord properties?
 2. How would the demolition option affect private owner/private landlord properties who are not adjacent/adjoined?
 3. What local authority powers are available, if any, to deliver a cleared site?
 4. If deliverable, what compensation could/would be provided?
 5. If deliverable, what would be an indicative timeline to complete any demolition?
 6. Consideration to be given to potential costs of a future housing development should demolition be the preferred option.
- 3.51 At this point in time, we can advise members that this scenario is still under consideration and officers are working with Legal Services to understand the implications for various parties should this option be recommended to Council on the 21 August 2024.
- 3.52 For members awareness, it may not be possible to redevelop the site to provide the same volume and configuration of properties in compliance with current planning requirements and legislation.
- 3.53 At this stage, and at a high level, consideration will be given to what a future housing development could look like. The intention being this consideration would be informed by the Population Needs Assessment and the Housing Need and Demand Assessment. However, it is important to note the current financial challenges facing the Council and there is no guarantee at this stage that a future housing development is affordable.

Option Indicative RAAC Mitigation Costs and Programme

3.54 An indicative Capital cost and delivery timeline for each of the options is set out in the following table;

Option	Description	Cost Range £'000	Timeline (Years)
1	Extend End Bearing	14-22	1.5 - 2
2	Install Passive Fail-Safe Support frame	16-27	2.5 - 3
3	Removal of RAAC Panels and replace with a new cassette system	47 - 71	3.5 - 4
4	Demolition (Only) Excludes compensation payments to Private Owners.	5 - 10	1

3.55 It is important to appreciate and acknowledge that as a consequence of the necessary works to mitigate the impact of the RAAC panels, for the options which retain the existing properties, there will be necessary and unavoidable consequential costs, such as but not limited to, satisfying modern day planning and building standards requirements, alternative heating options, replacing kitchens and replacing bathrooms. What this means in practice is the consequential cost of all these works, (and the information is still being collated), will be substantial and may well overshadow the direct RAAC mitigation cost.

3.56 The indicative costs within the table as shown in paragraph 3.54 are only for mitigating the RAAC roof panels and do not include the consequential costs as noted above in paragraph 3.55.

3.57 The indicative costs are construction costs only (based on current market rates with no allowance for inflation) and are exclusive of Fees, VAT, Surveys, etc. In addition, any impact on the works or programme etc. from planning and building warrant requirements are excluded.

Planning for the preferred Option Works

3.58 From a construction perspective, it is worth reinforcing the need for tenants to be rehomed irrespective of the outcome of the option consideration. The overarching assessment from the independent engineering advice is the in-situ RAAC roof panels are high risk. Whatever option is preferred the independent engineering advice is that occupiers need to be rehomed.

3.59 What is clear from the information collated to date is, whatever option (refer to paragraphs 3.37 to 3.53) is taken forward it will mean the following;

In the scenarios for remedial works;

- Major disruption within each individual property
- Potential further improvement works to the fabric of the property
- A likely phased approach to carrying out work on groupings of properties rather than in isolation, and
- A programme of works lasting a large number of years
- Consideration of any grant/funding assistance.

In the scenario for demolition;

- Major disruption within sections of the affected area of properties
- A phased approach to carrying out work on groupings of properties rather than in isolation, and
- A programme lasting a large number of years if new build was then the next step,
- Additional public realm works (such as landscaping)
- Consideration of the impact of compensation for private owners/landlords

3.60 An indicative timeline for commencement of any significant works is likely to be a year following the Council's decision of which option to take forward. During the year following the decision, there will be on-going design development works to inform tender preparation; such as but not limited to; building condition/fabric surveys, both inspection and intrusive surveys of properties and statutory undertaker collaboration and engagement. The collation of design development information to inform the tender documentation work will be intrusive and disruptive to any remaining tenants.

Communications

3.61 Throughout the development of options officers have endeavoured to keep both council tenants, owners and private tenants and other stakeholders including other representatives and the Housing Regulator informed. This was a specific request from elected members.

3.62 The Scottish Housing Regulator were notified that RAAC had been identified in a number of Aberdeen City Council properties on 3 October 2023, this was when impacted residents were first contacted. The regulator confirmed that they required no further information at that time. The regulator contacted all

landlords on 13 October 2023 and requested information on our RAAC properties. The Council submitted this return as requested. On 28 February 2024, the regulator was briefed on the approach and the proposed rehoming programme, which was to be considered by Urgent Business Committee on 29 February 2024. Weekly progress updates have been shared with the regulator. Narrative has been included within our statutory return and will be included within our annual assurance statement, to be considered by Communities, Housing and Public Protection Committee in September.

- 3.63 In addition to the on-going individual council tenant meetings to inform the rehoming process officers have met with other stakeholders such as private owners (on request), Torry Community Council, the Torry Partnership and the Tenants and Residents Forum.
- 3.64 Reference is also made to the dedicated website as listed in paragraph 3.35.

Stakeholder Engagement

- 3.65 Whilst the work to complete the technical assessment of the options is underway, officers are proposing that an engagement is carried out to inform all stakeholders who are directly affected by the options. It is proposed that this is through a number of dedicated public exhibitions within the locality (at which all the public can attend), with officers in attendance to advise the benefits and dis-benefits of the various options but focusing on the criteria/factors as listed in paragraphs 3.28 – 3.29.
- 3.66 In addition a wider statutory engagement will be conducted with all Council tenants seeking the consideration of the various options but from the perspective of how each option impacts on the Housing Revenue Account. The normal process for doing this is by issue of a questionnaire with return by a specified date. Both sets of feedback will help inform the August 2024 report.
- 3.67 Refer to Appendix B: Proposed Stakeholder Engagement.
- 3.68 Wider communication with the Torry community, including through our established community groups, such as the Torry Partnership, and Community Council will be necessary as the situation progresses.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications arising from the recommendations of this report. The funding for all of the investigatory/options appraisal work was approved at the Urgent Business Committee held on 29 February 2024.
- 4.2 However there will be significant financial implications, the scale of which (given the quantity of impacted properties) will be determined by the decision taken at the Council meeting to be held on 21 August 2024 where it is intended that a recommended option will be presented for the Council's consideration and approval.

- 4.3 It is noted in Section 3 above, that there will be financial implications depending on which option is recommended. It is also inevitable that there will be a need to carry out further building fabric and service upgrades. This is an important consideration bearing in mind the £ multi-million level of investment that will be required to mitigate the RAAC roof panel issue. This will have a bearing on the Housing Revenue Account (HRA) expenditure.
- 4.4 Taking all of the above into account it is important to appreciate and acknowledge that as a consequence of the necessary works to mitigate the impact of the RAAC panels, for the options which retain the existing properties, there will be necessary and unavoidable consequential costs. These costs will primarily be additional legal and professional fees, combined with construction works, such as but not limited to, satisfying modern day planning and building standards requirements, alternative heating options, replacing kitchens and replacing bathrooms. Consideration will also be given to future energy and de-carbonising opportunities. What this means in practice is the consequential cost of all these works, (and the information is still being collated), will be substantial and may well overshadow the direct RAAC mitigation cost.
- 4.5 Members will also note that officers continue to appraise both the Scottish Government and UK Government seeking funding support to mitigate the RAAC impact.

5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the recommendations of this report.
- 5.2 However, the developing work output from the options appraisal options leads to a number of developing scenarios which have significant legal implications, including the potential for liabilities, bringing with them various levels of complexity and risk.
- 5.3 Officers are working with the support of Legal Services, to consider these risks to inform the wider consideration. As noted, all options to some extent will have a level of impact with residents and each scenario has unknown consequences that, despite best efforts to appropriately mitigate against, may have unintended outcomes.
- 5.4 Legal advice and support should continue to be integrated at all appropriate stages of the process to mitigate risk and ensure compliance with all relevant legislation.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 There are no direct environmental implications arising from the recommendations of this report however environmental consideration will be part of the decision-making process to determine the recommended option

7. RISK

7.1 The primary risk for RAAC panels at Balnagask is whether or not a RAAC panel within the roof of the property will fail.

7.2 When considering the condition of the RAAC panels there are a number of risk factors that need to be examined;

- End bearing;
- Anchorage reinforcement;
- Cut panels;
- Cracking;
- Builder's works / building modifications;
- Water ingress;
- Deflection measurements;
- Adverse or changes in loading;

Further explanation of the above risk factors was contained in Appendices B and C, which were submitted as support documents to the Urgent Business Committee held on 29 February 2024.

7.3 Taking account of the above, the assessment of risk contained within the table below is considered to be consistent with the Council's Risk Appetite Statement.

7.4 During the rehoming process, tenants whose homes are subject to this exercise will receive the highest priority under our allocations policy. This may result in others on our housing list being bypassed for certain allocations

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	Failure of a RAAC panel.	Continue to carry out further surveys to manage risk. Current findings have found that the void properties surveyed will require remedial action. To mitigate the expected similar outcome in occupied properties, affected tenants should be rehomed. Communication with all stakeholders and sharing of relevant reports.	M	Yes

		Updating of the FAQ.		
Compliance	Failure of a RAAC panel.	<p>This is a health and safety issue. As above, affected tenants should be rehomed. A short-term management strategy should be applied to properties containing RAAC panels until such time as the property is decanted.</p> <p>Communication with all stakeholders and sharing of relevant reports. Updating of the FAQ.</p> <p>ACC has powers under the Building (Scotland) Act 2003 where there is the potential enforcement in regard to a dangerous and defective building - ACC are acting responsibly following advice of the independent structural engineering advice and are rehoming tenants</p>	L	Yes
	Legal process and housing regulator	<p>Legal advice is being taken at all parts of the process. Officers will write to the Housing Regulator advising them of the impact of the identification of RAAC within our housing stock and the subsequent steps required to manage it, will have on our wider housing performance standards. Officers will also seek to engage with the Housing Regulator on our proposed approach and will keep them informed around all decisions (as appropriate).</p> <p>ACC have written to private owners reminding them of their responsibility and shared structural reports.</p>	L	Yes
Operational	Failure of a RAAC panel.	This is a health and safety issue. As above, affected tenants should be rehomed. A short-term management strategy should be applied to	L	Yes

	Wider pressure on housing stock.	properties containing RAAC panels until such time as the property is decanted. Housing team to manage and monitor and report to the Board where there is significant change.	M	Yes
Financial	The current financial burden to mitigate the RAAC impact is currently unknown and still to be quantified.	Work with housing, legal, finance and external advisor teams to understand and address the RAAC impacts and inform the Outline Business Case to inform potential future remedial options.	M	No
Reputational	Failure of a RAAC panel.	This is a health and safety issue. As above, affected tenants should be rehomed. A short-term management strategy should be applied to properties containing RAAC panels until such time as the property is decanted.	L	Yes
	Failure to engage effectively with tenants and owners	Implement communication and engagement plan.	L	Yes
Environment / Climate	Targeting Net Zero	Mitigating climate risks requirements by ensuring consideration is given to targeting net zero requirements within the forthcoming Outline Business Case.	L	Yes

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN 2023-2024</u>	
Impact of Report	
<p>Aberdeen City Council Policy Statement</p> <p><u>Working in Partnership for Aberdeen</u></p>	<p>The issues arising with the occurrence of RAAC in our housing stock requires us to work collaboratively across clusters to ensure the housing stock is safe and meets the varying needs of our citizens. The goal is to ensure that our current housing stock is fit for the future and brought up to the highest standards where possible.</p>
<u>Aberdeen City Local Outcome Improvement Plan 2016-26</u>	
Prosperous Economy Stretch Outcomes	The actions from this report will help mitigate the immediate impact on affected tenants ensuring that they are prioritised for rehoming and are supported financially throughout the process but within the capped limits set by current legislation.
Prosperous People Stretch Outcomes	Taking early intervention action as outlined within this report will help mitigate any negative impact on people's physical and mental wellbeing.
Prosperous Place Stretch Outcomes	A future report will make recommendations on the viability of the affected housing stock along with any wider implication this may have on the place.
Regional and City Strategies	This report is an initial report in a series of reports to mitigate the occurrence of RAAC in Council housing stock at Balnagask. Future reports and actions will take account of the Regional and City Strategies to formulate any recommendations.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	New Integrated Impact Assessment has been completed for the proposed Stakeholder Engagement. Refer to Appendix C.
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

- 10.1 Report to Urgent Business Committee on 29 February 2024 - Reinforced Autoclaved Aerated Concrete (RAAC) Update, RES/24/086
- 10.2 Report to Communities, Housing and Public Protection on 30 May 2024 - RAAC Funding Update - May 2024, F&C 24/154

11. APPENDICES

- 11.1 Appendix A: Property Ownership and Housing Mix.
- Appendix B: Proposed Stakeholder Engagement
- Appendix C: Integrated Impact Assessment (RAAC Options Appraisal – Proposed Stakeholder Engagement)

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Appendix A : Property Ownership and Housing Mix

There are 504 individual addresses in the Balnagask Area of Aberdeen which have been identified as potentially having RAAC panels within their roofs. The 504 addresses are a combination of both houses and flats with mixed ownership across 372 individual building units.

The mix of ownership and property type is as follows;

Property Type	ACC owned Properties	Private Owned Properties
House, 3 Bed	111	86
House, 4 Bed	27	15
House, 7 Bed	1	0
Ground Floor flat, 1 Bed	114	19
First Floor Flat, 1 Bed	113	18
TOTAL	366	138
Current Voids (20/06/24)		
Ground Floor flat, 1 Bed	48	N/A
First Floor Flat, 1 Bed	47	
House, 3 Bed	24	
House, 4 Bed	6	
TOTAL VOIDS	125	N/A

With regard to the Council Owned properties (as of 20/06/24) we are still engaging with 92 households to agree entrance for survey, consisting of council houses and first floor flats. No surveys are required within ground floor flats.

Following a review of a plan showing the layout of the 372 buildings in conjunction with the ownership details, the following information can be derived. This information informs the options appraisal.

Building Type	ACC 100% owned, occupied or void building	Shared Occupancy (Council/Private or Private/Council)	Shared Occupancy (Private/Private)	Private Property (isolated, not adjoining Council owned address)	Private Property (adjoining Council owned address)
House, 3 Bed	111	N/A	N/A	34	52
House, 4 Bed	27	N/A	N/A	6	9
House, 7 Bed	1	N/A	N/A	N/A	N/A
2 Storey Buildings	97 T & B	17 T only 16 B only	2	N/A	N/A
Total	236	33	2	40	61

This table infers that the Council only has an obligation to consider roofs on 332 buildings, as there are 40 buildings which are Privately Owned / Registered Landlord and are not interdependent (not adjoining) to any Council Owned buildings.

Appendix B: Proposed Stakeholder Engagement

Introduction

The engagement strategy: first stage, sets out how the Council plans to engage with Key stakeholders on the three remaining valid options and inform on the non-valid option. Key stakeholders include, residents living in RAAC affected homes, residents who have recently moved from RAAC affected homes, the local community and all council tenants. The strategy provides detail around the communication approach, engagement objectives and outputs for each key stakeholder. The strategy also includes a calendar of planned events and the overarching engagement plan.

Engagement Approach (Integrated Impact Assessment)

With consideration of Aberdeen City Council's Integrated Impact Assessment for engagement, the engagement strategy has been developed to ensure communication approaches are inclusive, diverse and tailored to the needs of key stakeholders. As such the engagement strategy accounts for equal representation, language diversity, disability representation, age distribution and religious diversity. For more information, please refer to the Integrated Impact Assessment (Appendix C).

Communication Approach

- Effective:** Communication approach is to be clear and informative.
- Reassuring:** residents are to be reassured on the process, decisions made and support provided.
- Inclusive:** Key stakeholders are not to be at a disadvantage when engaging and providing feedback back on options presented.
- Aligned:** Ensure those engaging with key stakeholders deliver the same messaging on important aspects of the options and impact.
- Empathetic:** Understand key stakeholder concerns and reasons for these concerns

Stages of Engagement

There are **three defined stages of engagement**, each stage is accompanied with forms of communication, key objectives and an implementation plan. This report sets out the first stage of engagement only. However, for reference, please see below the three stages of engagement.

Stage	Date	Action
Stage 1 Engage on remaining options and report on key stakeholder feedback.	July 8 th – July 31 st	<p>During this stage of engagement, the Council will engage with key stakeholders on the three remaining valid options and inform on the non-valid option. The Council will ensure that key stakeholders are able to effectively understand each option and therefore inform the Council on the impact options may have on residents living in RAAC affected homes, the local community and Council tenants (on the basis on the impact of the Housing Revenue Account).</p> <p>During this time of engagement, residents will be invited to fill out surveys, whereby feedback will be collated, analysed, and reported on. Feedback will then inform the decision made by the Council on which option to proceed with.</p>
Stage 2 The Council will announce its decision regarding which option it will proceed with.	August	The Council will announce its decision to key stakeholders, this will include, how responses were considered and what additional support will be put in place to support stakeholders.
Stage 3 Continue engagement and support	September – December	The Council will continue to engage with key stakeholders, and work to facilitate collaboration, helping to ensure the option taken by the Council is supported.

Summary of engagement requirements

- Inclusive engagement** to take into consideration key stakeholders who fall within the protective characteristics.
- Engagement to be **specialised dependent on the stakeholder**, this includes providing relevant information for all Council tenants, local community and residents living in RAAC impacted homes dependent on tenure.
- Communication is to be clear, jargon free and provide clarity on the benefits and disbenefits of each option.**

Grouping of stakeholders

For the purpose of the Integrated Impact Assessment, the first stage of engagement is primarily focused on key stakeholders who come under three groups. By grouping stakeholders, the Council is able to determine the level of engagement and support allocated to each stakeholder.

Group	Stakeholders
Group 1	Residents living in RAAC affected homes (Include Council tenants, private tenants and homeowners and people who have moved from RAAC affected homes since 29 February 2024)
Group 2	Local community
Group 3	Council tenants

Stage One July 2024 (post committee meeting 3rd July)

Key objective

Key stakeholders to be engaged on the three remaining valid options and informed of the non-valid option.

Stakeholder	Group	Objectives	Form of Communication	Preferred outcomes
Residents living in and were living in RAAC affected homes	1	<p>Present the three remaining valid options to residents with messaging around the works to be undertaken, advantages and disadvantage of each option, indicative cost and timeline. Inform residents on the non-valid option.</p> <p>Provide clear and consistent messaging that each option will still result in council tenants having to</p>	<p>Pre-engagement Leaflet</p> <p>Information pack, including</p>	Resident feedback on the impact the remaining three valid options may have on their household will be taken into consideration when setting out a Council decision and associated programme of works.

		<p>move out of their home on a permanent basis with the right to return to the area in the future should they wish to do so. Under the right to return policy, council tenants will be allocated a home in the area based on their current housing need at that time, subject to the availability of a property that meets this need.</p> <p>Residents are encouraged to provide feedback on the impact options could present.</p>	<p>surveys and covering letter</p> <p>Drop-in sessions</p> <p>Social Media & ACC Website</p>	
Local community	2	<p>The local community are provided with information on the engagement plan and the three remaining valid options, and informed on the non-valid option. Detail will be provided on the works to be undertaken, advantages and disadvantage of each option that is relevant to the local community.</p> <p>The local community are also given the opportunity to provide feedback on the impact the three remaining valid options may have on their local area.</p>	<p>Able to partake in drop-in session</p> <p>Information available via website – survey link available.</p> <p>Social media</p>	Feedback from the local community on the impact the three remaining valid options may have on their local area, will be taken into consideration when setting out Council decision and associated programme of works.
Council tenants (Housing Revenue Account)	3	<p>Council tenants in the city are provided with information on the engagement plan and the three remaining valid options and informed on the non-valid option. Detail will be provided on the works to be undertaken, advantages and disadvantage of each option that is relevant to the cost to the Housing Revenue Account and housing provision.</p> <p>Council tenants will be given the opportunity to provide feedback on the three remaining valid</p>	<p>Email with link to survey.</p> <p>Able to partake in drop-in sessions.</p> <p>Information available via website.</p> <p>Social media</p>	Feedback from Council tenants on the three remaining valid options, will be taken into consideration when setting out Council decision and associated programme of works.

		options in terms of impact on the Housing Revenue Account and future housing investment		
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Engagement Plan

Residents living in and those that were living in RAAC affected homes

Pre-engagement Leaflet will be posted to households. The leaflet will set out a summary of the decision taken on the 3 July Council meeting, outline of engagement dates and timelines including when residents will receive the information pack and what will be included. The leaflet will also inform on how residents can provide feedback on the three remaining valid options.

Information pack that includes:

Information	Detail
Covering Letter	<p>The covering letter will provide clear and consistent messaging that each option will result in council tenants having to move out of their home with the right to return to the area. And that under the right to return policy, Council tenants will be allocated a home subject to availability and based on their housing need.</p> <p>The letter will also set out the contents of the information pack, key engagement dates, how residents can feedback on the impact valid options may have on their household and how resident feedback will be taken into consideration by the Council.</p>
Options presented	<p>The information pack will inform residents on the three valid options, setting out works to be done, advantages and disadvantages of each option. There will also be information on indicative cost and timeline. Information will be written in plain English, jargon free and designed in an engaging format.</p>
Survey	<p>The survey will enable residents to feedback on the impact the remaining three valid options may have on their household. There will be use of quantitative and qualitative data methods to enable effective reporting. Resident feedback will be taken into consideration when setting out a Council decision and associated programme of works.</p>

	Residents are given a postal address, or QR code to fill out the survey online. Residents can also be supported at the drop-in sessions to fill out the survey.
Summary of Engagement strategy and key engagement dates.	Engagement programme will be outlined with dates/times/venues. There will also be QR codes for residents to scan and request any accessibility, translation and visual aid requirements.

Drop-in sessions residents are able to meet with council officers at sessions in the local area. All three remaining valid options and the non-valid option will be displayed using exhibition boards. There will be two boards for each of the three valid options, setting out works to be done, advantages and disadvantages of each option. There will also be information on indicative cost and timeline. Information will be written in plain English, jargon free and designed in an engaging format. Drop-in sessions will take place over evenings, weekends, and mornings to ensure inclusive engagement (Please see the Integrated Impact Assessment for more information, Appendix C)

During the drop-in session, residents will have the opportunity to be supported to fill out the survey, and share any further feedback.

Council Website The website will be updated to provide electronic-copies of key engagement materials.

2. Local community

The wider community will be informed on the key engagement dates and timelines via email. The local community will be invited to attend the drop-in session to view information on the exhibition boards, meet with council officers to share further feedback and receive support filling out the survey.

3. All Council tenants (Housing Revenue Account)

Council tenants will be informed on the key engagement dates and timelines via email. Council tenants will be invited to attend the drop-in session to view information on the exhibition boards and meet with council officers to share further feedback and receive support filling out the survey. Calendar of events:
Engagement

July (Indicative dates)

Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6
8 Pre-engagement leaflet received – Residents living in RAAC affected homes	9	10 Information pack received - Residents living in RAAC affected homes	11 Information sent to Local Community and Council Tenants.	12	13
15	16	17 Drop-in session Torry x 2 sessions	18	19	20 Drop-in session Torry
22 Drop-in session Aberdeen City Centre	23	24	25	26	27
29	30	31 Deadline receive feedback.			

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The purpose of Aberdeen City Council is to protect the people and the place of Aberdeen from harm, enabling them to prosper and supporting them in the event of harm happening.

The purpose of an Integrated Impact Assessment is to evidence that Aberdeen City Council are making decisions in an informed way, and that the impact of decisions made is understood and accepted. The legislation that is considered within this assessment are:

- Section 2 [Equality Act 2010 protected characteristics](#)
- Section 3 [Socio-Economic](#)
- Section 4 [Human Rights](#)
- Section 5 [Children and Young People’s Rights](#)

The term ‘policy’ is used throughout this document and applies to policies, proposals, strategies, provision, criteria, functions, practice, budget savings and activities that includes delivery of our services.

1. About the Policy

1.1 Title

Engagement Strategy and approach for stakeholders impacted by RAAC found in properties in the Balnagask area.

1.2 What does this policy seek to achieve?

Background

At the meeting of Full Council on 11 October 2023 a presentation was given to members on Reinforced Autoclaved Aerated Concrete (RAAC). On 29 February 2024 an Urgent Business Committee report provided an update on the works undertaken to identify the extent and impact of the presence of RAAC in the Balnagask area of the city. A significant number of intrusive surveys were undertaken and it was recommended that council tenants in affected properties should be permanently rehomed.

Since, officers began engaging council tenants to understand their needs in order to identify suitable alternative accommodation, whilst further option appraisal consideration was due to be developed to provide proposals on the viability of the long-term future of the affected properties. Officers have also engaged with owners and private tenants throughout this time.

Elected members have requested the Officers endeavour to keep council tenants, owners and private tenants and other stakeholders including other representatives and the Housing Regulator informed.

Presently

The Council continue to survey homes and a Business Case, will be presented to Council on 21 August 2024. The business case will provide three valid options, and one non-valid option, detailing the works to be done, advantages, disadvantages for residents living in RAAC affected homes and local community along with the indicative cost to the Housing Revenue Account. As per the request of elected members, options will be presented to key stakeholders, including residents living in RAAC affected homes (including council tenants, homeowners and private tenants), the local community and council tenants. Key stakeholders will be engaged on the three remaining valid options and informed on the non-valid option.

Key stakeholder feedback will be considered by the Council at a future meeting scheduled to take place on 21 August 2024.

The first stage of engagement will take place from 8 July – 31 July 2024. An engagement strategy has been written, outlining how the Council will engage with key stakeholders on the three remaining valid options and inform on the non-valid option.

The Integrated Impact Assessment sets out how the Council will ensure inclusive and diverse engagement practices for low impact on protected characteristic groups. To help ensure key stakeholders are not at a disadvantage when engaging on the three remaining valid options and expressing their concerns on the impact options may have on their households, local community and cost to the Housing Revenue Account.

The report outlines the proposed engagement approach and recommends that Council:

- Approve that engagement on the remaining three options is planned to be held during July 2024, which will be open to all Council tenants as required by the Housing Act 2001. Refer to Appendix B: Proposed Stakeholder Engagement.
- Note that it is proposed that private owners / tenants shall be invited to participate in that engagement.

The purpose of the Integrated Impact Assessment is therefore to provide evidence and assurance to the Council that the proposed engagement approach does not put key stakeholders at a disadvantage when engaging on the three remaining valid options and expressing their concerns on the impact options may have on their household, local community and Housing Revenue Account.

1.3 Is this a new or existing policy?

This IIA is specifically in relation to the proposed engagement approach, it complements the existing IIA prepared at the start of the process to support residents living in RAAC affected homes to be rehomed.

1.4 Is this report going to a committee?

Yes

1.5 Committee name and date:

The report is being considered at Council on 3 July 2024

1.6 Report no and / or Budget proposal number and / or Business Case reference number:

Reinforced Autoclaved Aerated Concrete (RAAC) Update at Balnagask
CORS/24/204

1.7 Function and cluster:

City Regeneration & Environment: Capital
Families & Communities: Corporate Landlord
Families & Communities: Housing

Impacts

This section demonstrates the considerations that have been made in relation to the policy - and that the impact of proposals made is understood and accepted.

2: Equality Act 2010 - Protected Characteristics

Aberdeen City Council wants to ensure everyone is treated fairly. This section identifies the [protected characteristics](#) that the policy potentially affects and records the impact and mitigating steps.

2.1 What impact could this policy have on any of the below groups?

Protected Characteristic	What is the impact?				
	High	Medium	Low	Neutral	Positive
Age			X		
Disability			X		
Gender Reassignment				x	
Marriage and Civil Partnership				x	
Pregnancy and Maternity			X		
Race			X		
Religion or Belief			X		
Sex				x	
Sexual Orientation				x	

2.2 In what way will the policy impact people with these protected characteristics?

The Integrated Impact Assessment has identified that the proposed engagement strategy has low impact on a number of the protected characteristic groups, please see those listed below:

- **Age: Children and young people** may find it challenging to understand the options presented and their impact. **Adults and older people** who have health conditions and/or disabilities, may not be able to attend in drop-in sessions. **Stakeholders with dementia/Alzheimer's** may be excluded from engaging due to their lack of awareness.
- **Disability:** Stakeholders who have disabilities may find it hard to attend planned sessions. Stakeholders may have a number of conditions and or impairments, including physical disability, hearing impairment, sight impairment and health conditions that could lead to them not engaging or being engaged with.
- **Pregnancy and Maternity** For women who are pregnant or on maternity leave, they may feel unable to attend drop-in sessions due to having a new born baby or needing to take additional rest during pregnancy.
- **Race** English may be a second language to key stakeholders. This may prevent key stakeholders from understanding the options presented and therefore effectively feeding back to the Council on how the three remaining valid options may impact their households, local community and Housing Revenue Account.
- **Religion or Belief** key stakeholders who follow religious practices may not be able to participate in engagement sessions at particular times and dates due to religious festivals, ceremonies or practices.

When engaging with key stakeholders, the proposed engagement strategy has considered the impact on stakeholders who have multiple characteristics, by continuing to adopt a person/family centred approach, ensuring an understanding of need at the earliest point.

The Integrated Impact Assessment has included, Gender Reassignment, Marriage and Civil Partnership, Sex and Sexual Orientation as having a neutral impact. This is due to the engagement approach being ordinarily supportive of such groups.

2.3 What considerations have been made in reaching the above assessment?

What internal or external data has been considered? What does this data tell us?

The data used to inform the Integrated Impact Assessment is from Scotland's Census 2022 for Aberdeen City and Torry/Ferryhill, Aberdeen City Council Area Profile 2022, the Scottish Index of Multiple Deprivation 2020, Our Place Our Priorities Torry 2016 and Public Health Scotland. Please see a summary of data insights below.

Age: In Torry/Ferryhill, 14% of the population are aged 16 and under, 13% are aged 65 and over, 42% of the population are aged between 25-50 years (Census, Torry/Ferryhill, 2022). In Aberdeen City, 16% of the population are aged 16 and under, 17% are aged 65 and over, 37% are aged between 25-50 years (Census, Aberdeen City, 2022).

Religion: Over 60% residents in Torry/Ferryhill have stated they do not follow a religion, 29% are Christian, including Church of Scotland, Roman Catholic and Christian Other and 4% make up of other religions including Hinduism, Islam, Judaism, and Sikh (Census, Torry/Ferryhill, 2022). 58% of people in Aberdeen City said they had no religion, 30% are Christian, including Church of Scotland, Roman Catholic and Christian Other and 5% make up of other religious faiths including Islam, Sikh and Judaism (Census 2022, Aberdeen City).

Race: Over 80% of population in Torry/Ferryhill are white Scottish and white British, 6% are white Polish. Ethnic minority groups including Gypsy Traveller, Asian, Arab, African and Caribbean make up around 10% of the population (Census, 2022, Torry/Ferryhill). 16% of the population in Torry speaks a language other than English at home (Our Place Our Community Aberdeen 2016). In Aberdeen City, 86% of the population are White, of which, 67% are White Scottish, and 7% are Other White British and 4% are white Polish. Ethnic minorities make up around 10% of the population and include Asian, African and Caribbean (Census, 2022, Aberdeen City).

Disability: In Torry/Ferryhill 17% of adults live with long term limiting physical or mental health condition. In Aberdeen City 20% of adults live with long term limiting physical or mental health condition (Census, 2022).

Pregnancy and Maternity In 2022, there were 2,260 births in Aberdeen City (Census 2022). In 2022, there were 211 births in Torry/Ferryhill (Census, 2022).

The insights from data are detailed below:

Language Diversity: The data indicates that a large percentage of the population in Torry and Aberdeen will have English as a first language, however it highlights the importance of providing multilingual resources and services to effectively engage with a linguistically diverse community.

Disability representation: The data uncovers the need for accessibility measures in engagement strategies, such as providing accommodations for different disabilities, ensuring information is accessible to all.

Age distribution: the population shows significant diversity in age groups, with over 65s indicating a presence of older adults who may have specific needs related to aging, under 16s highlighting a sizeable proportion of children and adolescents and 25-50 years presenting a need around family friendly engagement provisions.

Religious diversity: the data reveals a diverse religious landscape, with a larger percentage of the population identifying as non-religious, reflection a secular or atheist viewpoint, and of those that are religious, being largely Christian, indicating a significant Christian community, whilst still showing religious diversity in the community including Islam, Sikh, Buddhism and Judaism.

What consultation and engagement and has been undertaken with officers and partner organisations?

This IIA is related to the proposed engagement strategy that will be adopted. This strategy, outlined in Appendix B of the Council report, recognises the different approaches that will be used to ensure inclusivity. Officers have, throughout the rehoming process, engaged with households who have been impacted by RAAC, Torry Community Council and Torry Partnership (which includes representatives from the local community, schools, Police Scotland). Officers have also had regular meetings with representatives from Adult and Children’s Social Work, Education and GP services and met with the Tenant and Resident Forum to provide an update on the programme and planned next steps.

What consultation and engagement and has been undertaken with people who may be impacted by this policy (e.g. citizens, community groups, or other people/groups)?

This is not a policy, this IIA is related to an engagement approach. Officers recognise the need to be flexible in approach to ensure the different key stakeholders are supported to participate. Officers will include the feedback gathered through this engagement in a future report which will recommend an outcome for the RAAC affected properties.

2.4 What mitigations can be put in place?

What mitigations are there against any negative impacts (if applicable)?

Low impact has been identified across a number of protected characteristic groups, please see below an outline of mitigations that are to be put in place, helping to reduce the impact of the engagement strategy.

Age:

- Families/carers with Children will be invited to drop-in sessions which will include exhibition boards. These sessions will take place in Torry and Aberdeen City Centre, where children and young people will be supported to share their feedback with officers, in family friendly settings. These will be complemented by an online offering.
- Adults and older people will be invited to drop-in sessions which will include exhibition boards. These sessions will take place in Torry and Aberdeen City Centre, where people will be supported to share their feedback with officers. This will be complemented by online engagement provisions.

Disability:

- **Physical and health condition:** All engagement venues will be accessible for people with mobility issues. If key stakeholders are unable to attend the drop-in sessions, they will be able to access

information online including information on options, the engagement strategy and key dates along with the survey. Information will also be shared via social media.

- **Sight impairment:** key information including the information pack will be available in large print and/or in braille, at the request of key stakeholders.
- **Hearing impairment:** A sign language interpreter will be made available at the request of key stakeholders when attending drop in sessions.
- **Learning disability:** The engagement approach ensures that all information is written in plain English and is Jargon free. If a specific need is identified the Council will provide additional tailored support on request.
- **Key stakeholders with Dementia/Alzheimer’s:** Will be provided with specialist communication approaches at the request of key stakeholders, including home visits, to spend time with residents and family members to go through their key issues and ensure their feedback is included in the options appraisal.
- **Pregnancy and Maternity:** If key stakeholders are unable to attend the drop-in sessions, they will be able to access information online including information on options, the engagement strategy and key dates along with the survey. Information will also be shared via social media.
- **Race:** For stakeholder whose English is a second language, translation of documents will be made available upon request.
- **Religion or Belief:** Engagement dates and scheduled events will be sensitive to religious holidays, festivals and times of fasting, and dietary practices.

The engagement strategy, key documents, link to the survey will be shared with key contacts in the Health and Social Care Partnership, GP services, Children and Family Social Work and Education to ensure they have awareness of the proposed approach and can support engagement in the survey or drop in sessions as appropriate.

With mitigations in place, what is the new overall rating of the negative impact(s)?	High	
	Medium	
	Low	X
	Negative Impact Removed	

3: Socio-Economic Impacts

This section is used to consider the impact of the policy on people who might be **unemployed, single parents**, people with lower **education or literacy, looked after children**, those with **protected characteristics** as examples.

Use this guide to understand more on socio-economic inequalities: [The Fairer Scotland Duty: Guidance for Public Bodies \(www.gov.scot\)](http://www.gov.scot)

3.1 What impact could this policy have on any of the below groups?

Group	Negative			Neutral	Positive
	High	Medium	Low		
Low income / income poverty – those who cannot afford regular bills, food, clothing payments.			X		
Low and/or no wealth – those who can meet basic living costs but have no savings for unexpected spend or provision for the future			X		
Material deprivation – those who cannot access basic goods and services, unable to repair/replace broken electrical goods, heat their homes or access to leisure or hobbies			X		
Area deprivation – consider where people live and where they work (accessibility and cost of transport)			X		
Socio-economic background – social class, parents' education, employment, income.			X		

3.2 In what way will the policy impact people in these groups?

There is potential for key stakeholders to be unable to attend drop-in sessions, due to other commitments, included but not limited to work, family commitments, or other pre-arranged activities. Furthermore unexpected costs associated with traveling to a drop in session could be a financial pressure for those that are experiencing low income/income poverty. There is also a recognised complexity related to some of the technical information contained within the options, which may be challenging for some people to understand who do not have experience in a technical/engineering field.

3.3 What considerations have been made in reaching the above assessment?

What internal or external data has been considered? What does this data tell us?

Data: Torry ranked the most deprived area (20%), and parts of Torry East ranked most deprived area (10%) across income, employment, education/skills and housing, crime and Geographic Access (Scottish Index of Multiple Deprivation, 2020). In addition, 1 in 3 adults in Torry have no formal qualification (Our Place Our Priorities Torry, 2016). In Balnagask 30% of the population are income deprived (Our Place Our Priorities Torry, 2016).

According to Public Health Scotland, over 13% of Children are from low income families, and nearly 9% of the population in Aberdeen are income deprived, both statistics are below Scotland's average, this is

compared with Torry East whereby over 25% of Children are from low income families and 21% of the population are income deprived (Public Health Scotland, Health and Wellbeing Profile Aberdeen City).

What consultation and engagement and has been undertaken with officers and partner organisations?

This IIA is related to the proposed engagement strategy that will be adopted. This strategy, outlined in Appendix B of the Council report, recognises the different approaches that will be used to ensure inclusivity. Officers have, throughout the rehoming process, engaged with households who have been impacted by RAAC, Torry Community Council and Torry Partnership (which includes representatives from the local community, schools, Police Scotland). Officers have also had regular meetings with representatives from Adult and Children’s Social Work, Education and GP services and met with the Tenant and Resident Forum to provide an update on the programme and planned next steps.

What consultation and engagement and has been undertaken with people who may be impacted by this policy? citizens, community groups, or other people/groups impacted by this policy?

This is not a policy, this IIA is related to an engagement approach. Officers recognise the need to be flexible in approach to ensure the different key stakeholders are supported to participate. Officers will include the feedback gathered through this engagement in a future report which will recommend an outcome for the RAAC affected properties.

3.4 What mitigations can be put in place?

What mitigations are there against any negative impacts (if applicable)?

Drop-in sessions will primarily be held in the Torry area and Aberdeen City Centre, ensuring all key stakeholders can engage with the Council.

Residents living in RAAC affected properties (or have recently been rehomed from) will receive information packs with surveys included that will have pre-paid envelopes. Other council tenants, including the local community will be able to access a link to the website where they can find all the information presented at the drop-in sessions along with the survey. Information will also be shared via social media.

The information on each of the three remaining valid options and their benefits and disbenefits will be written using plain English and jargon free, for key stakeholders to understand the information presented.

It is proposed that three drop in sessions will be held, two of these will be on weekdays and one on a Saturday to ensure key stakeholders have an option to attend.

With mitigations in place, what is the new overall rating of the negative impact(s)?	High	
	Medium	
	Low	x
	Negative Impact Removed	

4: Human Rights Impacts

The Human Rights Act 1998 sets out the fundamental rights and freedoms that everyone in the UK is entitled to. It incorporates the rights set out in the European Convention on Human Rights (ECHR) into domestic British law. The Human Rights Act came into force in the UK in October 2000

The Act sets out our human rights in a series of ‘Articles’. Each Article deals with a different right.

Use this guide to understand more about [Human Rights](#).

4.1 What impact could this policy have on Human Rights?

Human Rights Article	Negative	Neutral	Positive
Article 6: Right to a fair trial		X	
Article 7: No punishment without law		X	
Article 8: Right to respect for private and family life, home and correspondence		X	
Article 9: Freedom of thought, belief and religion		X	
Article 10: Freedom of expression		X	
Article 11: Freedom of assembly and association		X	
Article 12: Right to marry and start a family		X	
Article 14: Protection from discrimination in respect of these rights and freedoms		X	
Article 1 of Protocol 1: Right to peaceful enjoyment of your property		X	
Article 2 of Protocol 1: Right to education		X	
Article 3 of Protocol 1: Right to participate in free elections		x	

4.2 In what way will the policy impact Human Rights?

The engagement strategy will not impact Human Rights.

4.3 What mitigations can be put in place?

What mitigations are there against any negative impacts (if applicable)?	
N/A	
If mitigations are in place, does this remove the negative impact?	No – negative impact remains
	Yes – negative impact reduced
	Yes - negative impact removed

5: Children and Young People’s Rights Impacts

The United Nations Convention has 54 articles that cover all aspects of a child’s life and set out the civil, political, economic, social and cultural rights that all children everywhere are entitled to. It also explains how adults and governments must work together to make sure all children can enjoy all their rights.

Children’s rights apply to every child/young person under the age of 18 and to adults still eligible to receive a “children’s service” (e.g. care leavers aged 18 – 25 years old).

The Conventions are also known as the “General Principles” and they help to interpret all the other articles and play a fundamental role in realising all the rights in the Convention for all children. They are:

1. Non-discrimination (Article 2)
2. Best interest of the child (Article 3)
3. Right to life survival and development (Article 6)
4. Right to be heard (Article 12)

You can [read the full UN Convention \(pdf\)](#), or [just a summary \(pdf\)](#), to find out more about the rights that are included.

5.1 What impact could this policy have on the rights of Children and Young People?

UNCRC and Optional Protocols	Negative	Neutral	Positive
Article 1: definition of the child		X	
Article 2: non-discrimination		X	
Article 3: best interests of the child		X	
Article 4: implementation of the convention		X	
Article 5: parental guidance and a child's evolving capacities		X	
Article 6: life, survival and development		X	
Article 7: birth registration, name, nationality, care		X	
Article 8: protection and preservation of identity		X	
Article 9: separation from parents		X	
Article 10: family reunification		X	
Article 11: abduction and non-return of children		X	
Article 12: respect for the views of the child		X	
Article 13: freedom of expression		X	
Article 14: freedom of thought, belief and religion		X	
Article 15: freedom of association		X	
Article 16: right to privacy		X	
Article 17: access to information from the media		X	
Article 18: parental responsibilities and state assistance		X	
Article 19: protection from violence, abuse and neglect		X	
Article 20: children unable to live with their family		X	
Article 21: adoption		X	
Article 22: refugee children		X	
Article 23: children with a disability		X	
Article 24: health and health services		X	
Article 25: review of treatment in care		X	
Article 26: social security		X	
Article 27: adequate standard of living		X	
Article 28: right to education		X	

Article 29: goals of education		X	
Article 30: children from minority or indigenous groups		X	
Article 31: leisure, play and culture		X	
Article 32: child labour		X	
Article 33: drug abuse		X	
Article 34: sexual exploitation		X	
Article 35: abduction, sale and trafficking		X	
Article 36: other forms of exploitation		X	
Article 37: inhumane treatment and detention		X	
Article 38: war and armed conflicts		X	
Article 39: recovery from trauma and reintegration		X	
Article 40: juvenile justice		X	
Article 41: respect for higher national standards		X	
Article 42: knowledge of rights		X	
Optional Protocol on a Communications Procedure		x	

5.2 In what way will the policy impact the rights of Children and Young People?

The Engagement Strategy will not impact the rights of Children and Young People.

5.3 What mitigations can be put in place?

What mitigations are there against any negative impacts (if applicable)?	
N/A	
If mitigations are in place, does this remove the negative impact?	No – negative impact remains
	Yes – negative impact reduced
	Yes - negative impact removed

6: Sign Off

Any further positive or negative impacts on individuals or groups that have been considered?
No further impacts identified.
Overall summary of changes made as a result of impact assessment.
The approach to stakeholder engagement has been developed to ensure communication approaches are inclusive, diverse and tailored to the needs of key stakeholders to enable them to effectively participate.
Outline of how impact of policy will be monitored.
Officers recognise the need to be flexible in approach and responsive to needs, to ensure the different key stakeholders are supported to participate. Officers will include the feedback gathered through this engagement in a future report which will recommend an outcome for the RAAC affected properties.
If there are any remaining negative impacts after mitigation, what is the justification for why this policy should proceed.
Throughout the development of options, officers have endeavoured to keep council tenants, owners, private tenants and other stakeholders informed. The proposed engagement approach is essential to ensure that all stakeholders are informed of the options and that they effectively understand them to enable them to provide feedback on the impact of each.

Assessment Author	John Wilson & Jacqui McKenzie
Date	24 June 2024
Chief Officer	John Wilson (Chief Officer Capital) & Jacqui McKenzie (Chief Officer Housing)
Date	24 June 2024

ABERDEEN CITY COUNCIL

COMMITTEE	Council
DATE	3 rd July 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Scheme of Governance – Budget Protocol
REPORT NUMBER	CORS/24/174
EXECUTIVE DIRECTOR	Andy Macdonald
CHIEF OFFICER	Jonathon Belford
REPORT AUTHOR	Vikki Cuthbert
TERMS OF REFERENCE	17

1. PURPOSE OF REPORT

- 1.1 To propose revisions to the Budget Protocol in response to the lessons identified within the first year of operation and reported to Council on 17th April.

2. RECOMMENDATIONS

That Council:-

- 2.1 Approve the revised Budget Protocol at appendix A.

3. CURRENT SITUATION

- 3.1 The Governance Reference Group has met five times since the last Council meeting and agreed to instruct officers to report only the Budget Protocol to this meeting, with the remaining Scheme of Governance documentation to go to August Council. This is to allow additional time for elected members to consider officer proposals.
- 3.2 Council received a report at its last meeting on lessons identified during the first year of operation of the Budget Protocol. This recognised that the Protocol had significantly improved our engagement with the public, allowing us to build a narrative on the challenging financial position and to make it clear that difficult choices would continue to be needed. It had also ensured that elected members were clear on the range of options being considered by officers much earlier in the cycle, enhanced our compliance with the Public Sector Equality Duty and facilitated a culture change in the organisation in relation to Integrated Impact Assessments. At the same time, it was recognised that further consideration was needed on future use of the digital tool used for public engagement and there were potential benefits of beginning face to face stakeholder engagement earlier in the year and briefing all members on the budget options.
- 3.3 A revised Protocol is attached at appendix A, including tracked changes. The main revisions are outlined below:

- Face to face engagement with the public will begin earlier in the year, recognising that we obtained some valuable feedback through these sessions which could inform the preparation of budget options.
- Officer budget papers will be published earlier than is required by legislation to provide members with more time to finalise their proposed budgets.
- There will also be consultation, as appropriate, with statutory bodies, funding providers and other relevant parties, if options relate to statutory requirements, guidance or grant conditions.
- Members will then submit their budgets to the Chief Officer – Finance four working days before the Council budget meeting – one day earlier than stipulated last year.
- The Chief Officer – Finance and Finance Teams will support members with any changes required to their budgets to ensure competency and following final sign off these will be published the day before the meeting. After this point, no further changes can be made.

3.4 The lessons learned exercise provided helpful insight from members and officers into the potential improvements to be made, whilst also confirming that some benefits were realised from the introduction of a Budget Protocol. The improvement areas relating to public engagement, including the digital tool used, are being addressed separately by officers and the improvements being made are not included below:

Improvement Area	Response
It would have benefited members to receive budget options earlier in the year.	These will be shared with members from Q2 onwards.
Whilst an improvement on previous years, there were significant last minute alterations to all budgets submitted. This included a requirement to prepare competent instructions to sit alongside all budgets. This created significant pressure on the Chief Officer – Finance and risks a resilience failure given the scrutiny required	The earlier submission of budgets by elected members and sign off by members the day before the meeting.
Council was required to suspend Standing Orders to enable all budgets to be debated, as modifications were made to all budgets after the deadline for submission.	The revised Protocol builds in time for modifications prior to publication.
It was not possible to create a cumulative IIA describing the effect of the proposed budget on protected characteristics as these were proposals for elected members to choose from.	A cumulative IIA remains an aspiration for the Council as it would increase our collective visibility on the impacts of a combination of budget options on protected characteristics. Officers will continue to work towards this for future years and in the meantime the earlier preparation of budget options and IIAs goes some way towards this.
The budget options did not cross-refer to service standards and commissioning	Service standards linked to budget options will form part of the first phase of public and member engagement.

Improvement Area	Response
intentions which were developed later in the year.	
Lack of specific reference to capital projects and their impact on revenue funding. Public engagement concentrated only on services funded by the General Fund.	Public engagement last year included a number of specific capital projects and this will be repeated in 2024. Plans for rent increases and the Housing Revenue Account budget is subject to consultation with tenants and will be separately undertaken in Q3.
Whilst the Protocol provides an option for submitting four year budgets, this option was not taken by any political group or member.	Officers will continue to work up a 5 year budget in line with the Medium Term Financial Strategy. Budget options will cover that period.
Partner engagement in the development of budget options could have been stronger.	Engagement with partners will begin in Q1.
The rigour applied in preparing IIAs and risk assessments for officer proposals was not possible for elected member proposals which were submitted three days before the meeting, increasing the risk to the Council.	The earlier submission of budgets by elected members and sign off by members the day before the meeting.
Budget packs could not be circulated until full details of the settlement had been received and analysed. It remains a challenge for elected members to prepare budgets based on best, worst and central case scenarios without the financial settlement being clear. Given that there is little or no prospect of the settlement being shared any earlier, there needs to be a realistic approach taken with budget options for members to manage the worse case scenario.	Budget packs include options for members to propose, based on calculated worst, best and central case scenarios. The financial settlement is one aspect of these assumptions due to the timetable for release by Scottish Government, however budget options will be provided to cover the worse case scenario.

4. FINANCIAL IMPLICATIONS

- 4.1 The financial implications arising from this report are two-fold, firstly the cost associated with procuring and using a digital consultation and engagement tool, a budget of £10,000 is available to procure this functionality; and secondly the opportunity cost of officer time to set up, prepare and implement digital and other engagement, e.g. face to face sessions. The notional cost of 2 hour face to face session (including preparation time) attended by up to 10 Chief Officers would be approximately £2,000.

5. LEGAL IMPLICATIONS

- 5.1 Paragraph 8 of Schedule 7 to the Local Government (Scotland) Act 1973 provides that “*Subject to the provisions of this Act, a council may make standing orders for the regulation of their proceedings and business and may vary or revoke any such orders*”.

- 5.2 The Budget Protocol is incorporated in the Council's Standing Orders which provide that *"Any motion or amendment in respect of the budget must be submitted to the Chief Officer – Finance...in accordance with the Budget Protocol"* (SO 29.2).
- 5.3 The 1973 Act requires that certain documents must be issued, or made available for public inspection, by the local authority at least three clear days before the meeting in question – and our Standing Orders exceed this minimum requirement in as much as they require notice of a meeting to be published at least five clear days before the meeting. However the 1973 Act does not address when amendments require to be issued by elected members – that is left to be determined by Standing Orders.
- 5.4 Section 149 (Public Sector Equality Duty) of the Equality Act 2010 requires public authorities, in the exercise of their functions, to have due regard to the need to 1) eliminate unlawful discrimination (both direct and indirect), harassment and victimisation, 2) advance equality of opportunity between different groups and 3) foster good relations between different groups. Integrated Impact Assessments capture these duties, as well as duties in relation to the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024 ("the UNCRC Act").
- 5.5 The Council is required to balance its budget as part of its duty under section 95 of the Local Government (Scotland) Act 1973 to make arrangements for the proper administration of its financial affairs.
- 5.6 The Budget Protocol is intended to ensure that the Council produces a balanced budget whilst also complying with its statutory duties including equality legislation. Failing to do so would leave the Council's budget decisions open to legal challenge.
- 5.7 The UNCRC Act received Royal Assent on 16th January 2024. Section 6 of the UNCRC Act places a duty on the Council not to act in a manner which is incompatible with UNCRC requirements when exercising a "relevant function." Section 6 of the UNCRC Act will come into force on 16th July 2024.
- 5.8 In summary a "relevant function" is a duty created by the Scottish Parliament and does not extend to devolved functions created by legislation of the UK Parliament.
- 5.9 The Local Government (Scotland) Act 1973 is a UK Act of Parliament and as such the UNCRC compatibility duty does not directly apply to the duty implied by section 95 to set a balanced budget. However, in setting its budget there may be indirect impact on functions of the Council conferred by Scottish Acts of Parliament to which the UNCRC compatibility duty does apply. Furthermore, there is no barrier to the Council choosing to act compatibly with UNCRC requirements when setting a balanced budget.
- 5.10 The current IIA, Part 5, requires consideration of UNCRC requirements, including the four general principles of the Convention: non-discrimination

(Article 2); best interests of the child (Article 3); right to life, survival and development (Article 6) and right to be heard in decision making (Article 12). The budget protocol also requires targeted consultation with affected groups (paragraph 6).

- 5.11 The Scottish Government is currently consulting on draft statutory guidance on the UNCRC Act which may further inform amendments to IIA and the Budget Protocol. The consultation closes on 16th May 2024.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 There are no environmental implications arising from the report recommendations.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Lack of alignment between budget and strategic outcomes.	Alignment between budget and Council Delivery Plan agreed by Council.	L	Yes
Compliance	Risk of non-compliance with legal duty to agree a balanced budget. Lack of compliance with Equality Act 2010.	Budget Protocol is designed to ensure compliance with the legislation in each case.	L	Yes
Operational	Lack of a robust Scheme of Governance to guide officers stewardship matters.	Budget Protocol forms part of the Scheme of Governance and improves officer and elected member stewardship.	L	Yes

Financial	Risk of non-compliance with legal duty to agree a balanced budget.	Budget Protocol and Financial Regulations ensure this is met.	L	Yes
Reputational	Failure to transparently engage with public on budget options.	Two phases of public engagement to ensure transparency on budget options and receive feedback on these, providing public with the opportunity to offer alternatives.	L	Yes
Environment / Climate	None.			Yes

8. OUTCOMES

<u>Council Delivery Plan 2024</u>	
	Impact of Report
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	This supports the policy intention to “Consult citizens, community councils and other partners on the work of the City Council, including carrying out a public engagement and consultation as part of the annual budget setting process.”

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	New Integrated Impact Assessment has been completed
Data Protection Impact Assessment	Not required.
Other	None.

10. BACKGROUND PAPERS

None.

11. APPENDICES

11.1 Appendix A – Revised Budget Protocol

12. REPORT AUTHOR CONTACT DETAILS

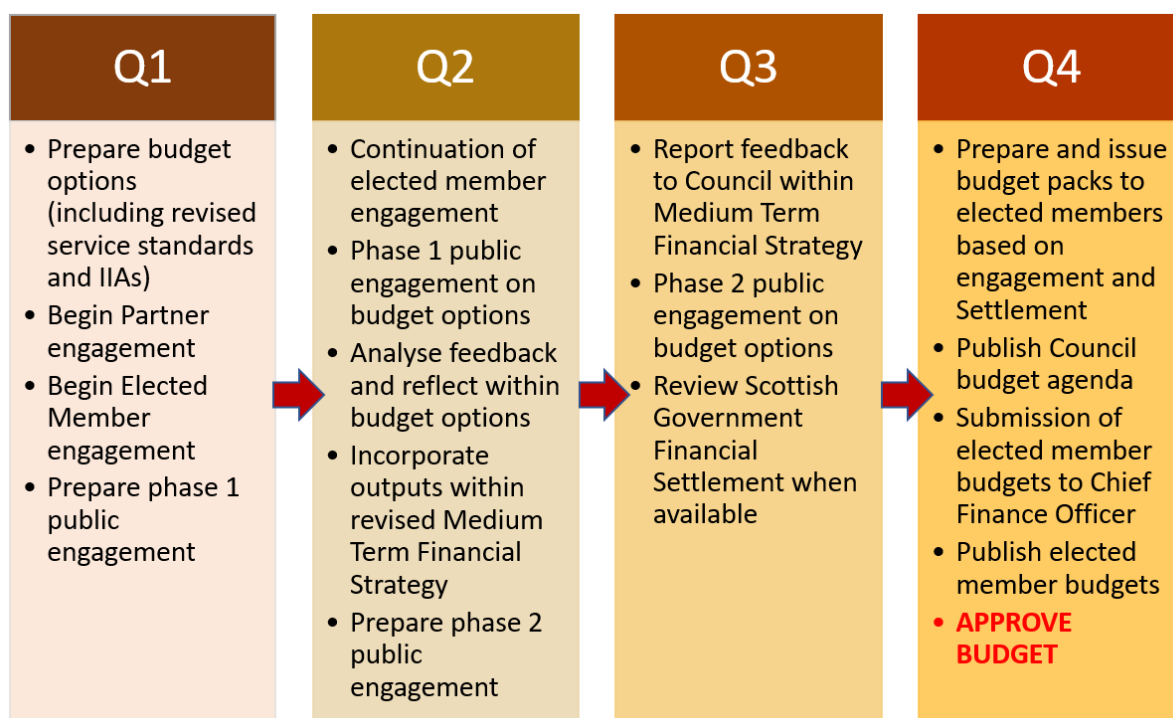
Name	Vikki Cuthbert
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Budget Protocol

The purpose of this protocol is to:

- **identify the key stages** in the preparation of the Medium Term Financial Strategy and Annual Budget;
- commit the Council to **public engagement** on the budget to enable **a shared understanding** of the choices facing the Council, ~~and~~ the impacts of budget options on those with protected characteristics and those living in socio-economic disadvantage, and the impacts of budget options on the services which the Council will continue to deliver and invest in;
- ensure that Elected Members are supported to comply with the Council's **statutory duties** under the Equality Act 2010 at the Council's statutory budget setting meeting of Council;
- provide clarity on the roles and responsibilities of Elected Members, officers, Arms-Length External Organisations (ALEOs) and the public, in the approval of the Council's budget; and
- ensure that the Council will set its budgets, including the rate of Council Tax, by 10 March each year as required by law.



During **Quarter 1 (April, May, June)**, officers will prepare budget options and related service standards for early engagement with Elected Members and to inform a first phase of engagement with the public. The purpose of this engagement will be to understand the risks, opportunities and possible impacts of options on service users. Partner discussions will also take place during this period, including ALEOs and other members of the Council's Group Structure. Integrated Impact Assessments (IIAs) will form part of each option to help ensure that full consideration is given to protected characteristics and will be updated throughout the process.

Within **Quarter 2 (July, August, September)**, the public will be given the opportunity to participate in online and face-to-face engagement sessions on budget options and related service standards. This will enable IIAs to be updated with any relevant information captured on protected characteristics. In addition, the Medium Term Financial Strategy will be refreshed and will include the current budget options being considered and feedback from public engagement on these. Officers will prepare to begin a further phase of public engagement. Elected member engagement will continue during this period.

Quarter 3 (October, November, December) will see completion of further, targeted, public engagement on budget options, to clarify the impacts on protected characteristics and to help ensure that options are

fully explored, understood and risk assessed. Council will receive the updated Medium Term Financial Strategy incorporating the feedback received from public engagement, including impacts of proposals on protected characteristics. ACC's legal teams will be consulted on budget savings options. There will also be consultation, as appropriate, with statutory bodies, funding providers and other relevant parties, if options relate to statutory requirements, guidance or grant conditions. Towards the end of the calendar year, the Scottish Government Financial Settlement will be shared with local authorities and at this stage the Chief Officer – Finance will revise the Council's Medium Term Financial Strategy with reference to the budget options available, in preparation for the issue of budget packs to elected members.

In the final **Quarter 4 (January, February, March)**, budget packs will be issued and Elected Members will begin the process of preparing their budgets with support from the Chief Officer - Finance. The following stages will then be completed:

1. Eight working days prior to the Council meeting, agenda papers (including the budget options) will be published. This is ahead of the statutory deadline for the publication of Council papers (e.g. for a Wednesday meeting, agenda papers must be published on the Friday, twelve calendar days prior to the meeting).
2. By noon on the 4th working day prior to the date of the meeting (e.g. for a Wednesday meeting, such submission must take place by noon on the preceding Thursday), Elected Members will submit their proposed budgets to the Chief Officer – Finance, complying with the requirements for a General Fund Budget listed below. This is referenced in Standing Order 29.2.
3. Elected Members will work with the Chief Officer – Finance to make adjustments required to ensure the competency of their budgets; and with the Chief Officer – People and Citizen Services to finalise equalities impact assessments.
4. Elected Members will provide their final competent budget and final sign-off for publication to the Chief Officer – Finance, complying with the requirements for a General Fund Budget listed below by no later than 10am on the last working day before the meeting (e.g. for a Wednesday meeting, such sign-off will be given no later than 10am on Tuesday).
5. The Chief Officer – Governance will publish all competent budgets no later than noon on the last working day before the meeting (e.g. for a Wednesday meeting, such publication will take place no later than noon on Tuesday).
6. Only budgets published following these stages will be considered at the Budget Meeting.

Approval of budget

Elected members must read the report and all the papers that have been appended (including the IIAs), which are all relevant to the decisions they are about to make. Elected members must have enough information so that they can give due regard to how the decisions impact people with protected characteristics, and so that it can be recorded [and evidenced](#) that they have done so and that they have considered any mitigatory measures. [The requirements for a General Fund Budget are that As a minimum, each Elected Mmember/group proposing a General Fund Budget must submit:](#)

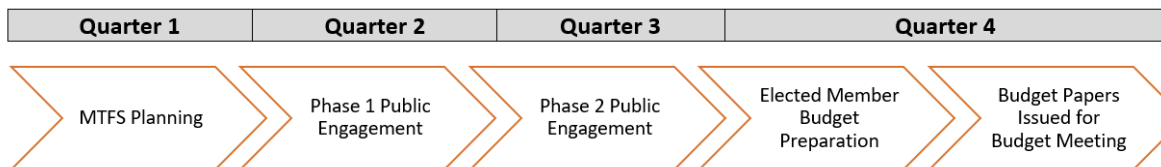
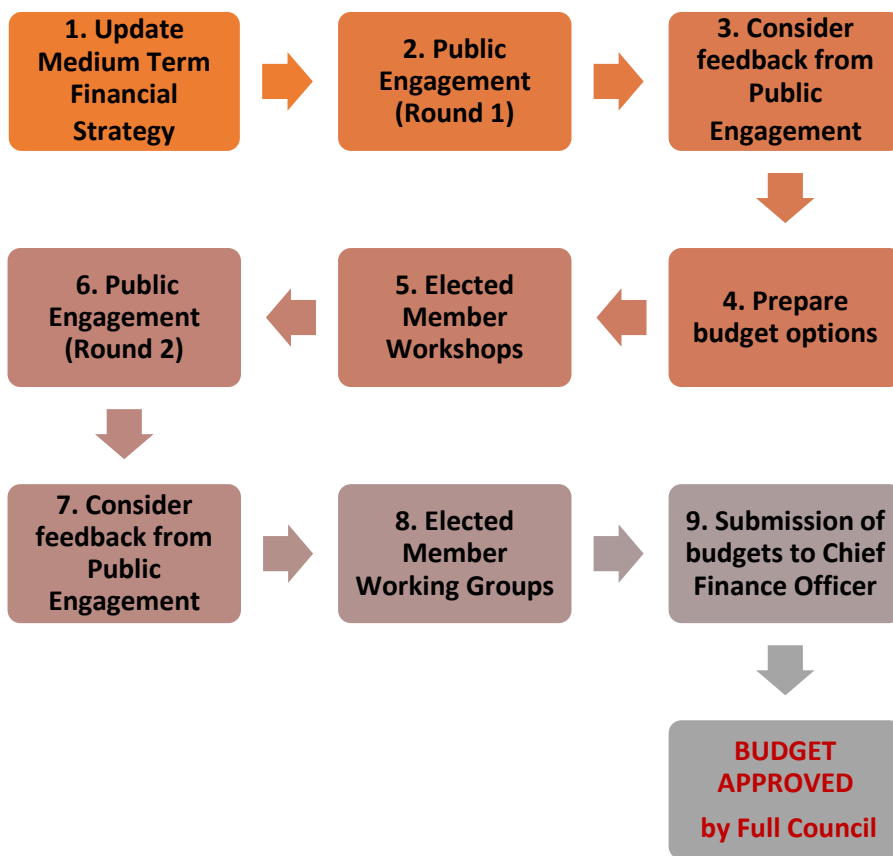
- a. The options and proposals they plan to have implemented to balance the General Fund Budget, and a copy of their proposed General Fund Capital Programme [and Prudential Indicators](#);
- b. The rate of Council Tax that will apply for the year ahead;
- c. A schedule of Fees and Charges that are to apply for the year ahead;
- d. The terms of the Non-Domestic Rates Empty Property Relief Scheme for the year ahead;
- e. Confirmation that, [under the Public Sector Equality Duty](#), due regard has been given. [In addition, that any applicable rights or duties, such as the UNCR or the Consumer Duty, have been taken into account to the Public Sector Equality Duty](#);
- f. Confirmation that consideration has been given to the Integrated Impact Assessments;

- g. Confirmation that the members of the group know the details of the proposals, budget and capital programme.
- h. Options and proposals they plan to implement in respect of the Common Good.

Integrated Impact Assessments

Integrated Impact Assessments (IIAs) will be prepared from the start of the process by officers and ALEOs, where appropriate. These will be iterative assessments, taking into account feedback from public engagement, proposals by ALEOs, the further development of options by officers, and the development of proposals by Elected Members. They will be updated throughout the process. Reports will be submitted to Council throughout the process, including, where appropriate, IIAs.

Propose to delete the remainder.



- ~~1. Update of the Medium Term Financial Strategy. This annual update will be required to reflect the current planning assumptions over the 5 year period starting in the following financial year along with the budget that has been set for the current financial year.~~
- ~~2. Phase 1 Public Engagement. This first round of public engagement will be to gather information on where the public see their main priorities, in terms of where the budget allocations should be made.~~

3. ~~Feedback from Phase 1 of public engagement will be reported to the Council as part of the Medium-Term Financial Strategy to inform elected members of the outcome and allow them to begin preparation for their own budget.~~
4. ~~As part of the budget process officers will work on a series of detailed budget options which will allow the balanced budget to be set annually. Feedback from Phase 1 public engagement will provide a context for that work. IIAs will be drafted or added too for each budget option.~~
5. ~~A series of workshops will be set up for all elected members to inform them of the content of the budget options, ensuring they have sight of the options and the potential impacts identified by the IIAs before going into the public domain.~~
6. ~~Phase 2 Public Engagement. The budget options will be the basis of the second round of public consultation. This consultation will also include key stakeholder groups including community councils and targeted consultation with specific groups with protected characteristics that may be affected by the budget options. IIAs should be updated following the outcome of the Phase 2 consultation.~~
7. ~~The Council will receive a report on Phase 2 Public Engagement as well as the current estimated budget position for the following year's budget, along with the budget options and IIAs. Where possible, this will include options proposed by the public. These proposals will have been subject to an assessment, by council officers, of the legal competence and financial affordability, in addition to the relevant IIA. This will include information as to whether any proposals have been amended in light of the consultation process and whether it is possible to remove or mitigate any negative impacts and if not, why not.~~
8. ~~Elected member working groups will be established for each political group (which can contain all group members or combinations of groups) and a series of workshops will be held to determine each group's budget. These will be held in January. Where a political group is electing to incorporate their own option or an option proposed by the public, each must have the appropriate legal, financial assessments and IIAs carried out by officers.~~
9. ~~Each elected member group will submit their balanced budget to the Council's Chief Officer - Finance (also referred to as the section 95 Officer) for the following financial year (plus 4 years should they determine that is their position) in draft by mid-February each year with finalised proposals submitted to the S95 Officer by 12 noon on the third working day before the budget meeting.~~

ABERDEEN CITY COUNCIL

COMMITTEE	Council
DATE	3 July 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Working in Partnership for Aberdeen - Supporting people with the cost of living
REPORT NUMBER	CORS/24/205
EXECUTIVE DIRECTOR	Andy MacDonald
CHIEF OFFICER	Michelle Crombie, Community Planning Manager
REPORT AUTHOR	Paul Tytler, Locality Inclusion Manager
TERMS OF REFERENCE	Introduction 6

1. PURPOSE OF REPORT

- 1.1 This report seeks Council approval for the allocation of funds by the Anti-Poverty and Inequality Committee to mitigate the ongoing cost of living crisis.

2. RECOMMENDATIONS

That Council:-

- 2.1 Approves the allocation of funds agreed by the Anti-Poverty and Inequality Committee on 12 June 2024; and
- 2.2 Agrees that the remaining funding balance be allocated by the Anti-Poverty and Inequality Committee without the need for further approval from the Finance and Resources Committee or Council.

3. CURRENT SITUATION

- 3.1 At the meeting on 6 March 2024, the Council resolved to acknowledge the provision of £1 million to mitigate against the ongoing cost of living crisis and instruct the Director of Corporate Services to report to the Anti-Poverty and Inequality Committee with options for how the Council could use the £1 million to address poverty in the city, with the Committee required to make recommendations to the Finance and Resources Committee for approval.
- 3.2 Following the decision at the Council meeting on 6 March 2024, engagement took place with the external advisers to the Anti-Poverty and Inequality Committee to determine the proposals for Supporting People with the Cost of Living funding to be submitted to consideration by the committee.
- 3.3 Working in Partnership for Aberdeen - Supporting people with the cost of living CORS/24/152 was considered by the Anti-Poverty and Inequality Committee on 12 June 2024.

3.4 The Anti-Poverty and Inequality Committee approved the following allocations.

Note that staff costs are included for information.

Priority	Lead	Action	Impact	£ allocation	Additional-Staff Costs to support Action
Food	Cfine	Food procurement SAFE mobile/pantry outreach Infant formula (cash first) 500 pantry memberships/weekly shops	Response Prevention Prevention Early Intervention	£251,260 (6 months)	£33,010 (13% of total allocation) <u>Breakdown:</u> <ul style="list-style-type: none"> • SAFE Mobile Outreach Worker (1FTE) £13,350 • Driver/Warehouse (0.5 FTE) £6,390 • Development Worker (0.5 FTE) £6,880 • Project Administration (0.5 FTE) £6,390
Fuel	SCARF	Fuel vouchers Energy advice	Response Prevention	£50,000	£5,000 (10% of total allocation) <u>Breakdown:</u> Administration time for processing vouchers, data input, reporting etc.
Housing	ACC Revs and Bens	Discretionary Housing Payments (DHP) – claimants in private sector, limited by LHA allowances, to support rent costs	Early Intervention	£100,000	
School costs	ACC Revs and Bens	Contribution to a £10 top-up of school clothing grant (£6 from SG) approx. 5000 children	Prevention	£20,000	
Health	H&SCP	Telecare / Tec – costed at annual charge to support 100 low-income families but build in benefits check with each application	Prevention	£20,020	
Health	H&SCP	Power of Attorney (PoA) - Lack of PoA results in delayed discharge, 80% of cases from SIMD 1. PoA – awareness – would be keen to link with Shmu re messaging / support for legal aid / payment if required for low income	Prevention	£10,000 40 people in SIMD 1 X £250 cost of PoA	

Priority	Lead	Action	Impact	£ allocation	Additional-Staff Costs to support Action
		individuals in targeted areas based upon data provided			
Childcare costs	ABZ Works	Supporting families in to employment	Prevention	£60,000	
Poverty	SHMU	<p>Produce a series of podcasts and short films, capturing and platforming the lived experience of those who have been affected by poverty. This would include exploring the issues affecting particular groups in more depth, for example lone parents, disabled people, those affected by No Recourse to Public Funds, and other intersectionalities, developing a stronger sense of the issues and barriers experienced by people and communities within an Aberdeen context.</p> <p>Outcomes: Increased understanding of the extent and impact of poverty, and the support options available in the City. Individuals are empowered by taking part in a challenge poverty campaign Increased uptake of relevant services . Stigma around poverty continues to be challenged.</p>	Prevention	£20,000	<p>£19,500 (97.5% of total allocation)</p> <p><u>Breakdown:</u></p> <ul style="list-style-type: none"> • Additional capacity within TV/Film and FM/podcasting team £7,500 • Additional capacity with our community engagement and campaigns/comms team £8,500 • Management and supervision costs £3,500
Total				£531,280	

3.5 Noting that the allocations would require the approval of the Finance and Resources Committee which is not due to meet until the 8 August 2024, the Anti-Poverty and Inequality Committee instructed the Executive Director of Corporate Services to submit the recommendations for allocation of funds for approval to the Council meeting on 3 July 2024 in order to expedite distribution.

3.6 Further proposals for the balance of funding to reflect seasonal priorities for winter will be considered by the Anti-Poverty and Inequality Committee on 28 August. It is recommended that the Committee approves those decisions to enable the funds to be distributed quickly following that meeting without further remit to either Finance and Resources Committee or Council.

4. FINANCIAL IMPLICATIONS

4.1 The proposals within this report are within the £1 million financial allocation approved by Council at the meeting on 6 March 2024, leaving a balance of £468,720 to be allocated. This is a one-off fund that has no recurring commitment.

5. LEGAL IMPLICATIONS

5.1 Funds allocated to third parties will be subject to Aberdeen City Council's standard terms and conditions.

6. ENVIRONMENTAL IMPLICATIONS

6.1 There are no environmental implications arising from this report.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	There is a risk that failing to support people struggling to meet the increased cost of living could lead to longer term economic harm.	Delivery of recommendations to help mitigate the cost of living impacts for the most vulnerable, alongside work and support across services, partners and third sector.	L	Yes
Compliance	There is a risk of failing to comply with a Council	Delivery of recommendations to help mitigate the cost	L	Yes

	decision to spend the allocated £1m to help the most vulnerable in our community with energy costs.	of living impacts for the most vulnerable, alongside work and support across services, partners and third sector.		
Operational	The project delivery in this report requires some resource from the Council, but mainly through partners	Strong partnership working with organisations identified will ensure this risk is minimised.	L	Yes
Financial	There is a risk of failing to deliver and spend the approved budget	The proposals present options for delivering spending the budget, with a second allocation later in the year	L	Yes
Reputational	There is a risk that failing to support people struggling to meet the cost of living could lead to reputational damage.	The delivery described in this report demonstrates a clear commitment to supporting people with the cost of living	L	Yes
Environment / Climate	No environmental risks identified	n/a	n/a	n/a

8. OUTCOMES

<u>Council Delivery Plan 2024</u>	
	Impact of Report
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	The proposals within this report support the delivery of the following aspects of the policy statement:- <ul style="list-style-type: none"> • Supporting People with the Cost of Living • Actively support Aberdeen's foodbanks and provide assistance with bulk purchasing where desirable.
	<u>Local Outcome Improvement Plan</u>
Prosperous Economy Stretch Outcomes	Stretch outcome 1 20% reduction in the percentage of people who report they have been worried they would not have enough food to eat and/ or not be able to heat their home by 2026.

Prosperous People Stretch Outcomes	Stretch outcome 12. Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer term ambition to end homelessness in Aberdeen City
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9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Previous Integrated Impact Assessment relating to Supporting people with the cost of living, for the Anti-Poverty and Inequality Committee on 12 th June 2024 has been reviewed and no changes required
Data Protection Impact Assessment	Not required
Other	n/a

10. BACKGROUND PAPERS

10.1 Supporting people with the cost of living CORS/24/152

11. APPENDICES

11.1 None

12. REPORT AUTHOR CONTACT DETAILS

Name	Michelle Crombie
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ABERDEEN CITY COUNCIL

COMMITTEE	Council
DATE	3 July 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Appointment of External Advisers to the Anti-Poverty and Inequality Committee
REPORT NUMBER	CORS/24/206
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Michelle Crombie, Community Planning Manager
REPORT AUTHOR	Paul Tytler, Locality Inclusion Manager
TERMS OF REFERENCE	7

1. PURPOSE OF REPORT

- 1.1 This report requests Council to approve the appointment of new external advisers to the Anti-Poverty and Inequality Committee.

2. RECOMMENDATION

That Council:-

- 2.1 Approves the appointment of two external advisers, as named in this report, to the Anti-Poverty and Inequality Committee.

3. CURRENT SITUATION

- 3.1 The Aberdeen City Council Committee Terms of Reference for the Anti-Poverty and Inequality Committee provide as follows:

External advisers:

Emphasising the close links with Community Planning Aberdeen's Anti-Poverty Group, the Committee will appoint advisers who are not members of the Council. These external advisers will be appointed by the Council at its statutory meeting (or other meeting as appropriate) as follows:

- *1 resident of Aberdeen with lived experience of poverty;*
- *Up to 2 people representing the charitable sector in Aberdeen;*
- *1 person representing higher and further education in Aberdeen;*
- *1 person representing key interest groups in Aberdeen (that may be appointed for a defined period of time); and*
- *1 public health professional/practitioner who works in Aberdeen.*

- 3.2 A nomination was received for Kerry Wright for appointment to the vacant external adviser role in respect of a person representing lived experience in Aberdeen.
- 3.3 A nomination was received for Marjorie Johnston for appointment to the vacant external adviser role in respect of a person representing public health in Aberdeen. Marjorie Johnston is a Specialty Doctor in Public Health and has recently become lead for Child Health within the Public Health Directorate at NHSG.
- 3.4 Council is asked to approve the appointment of Kerry Wright and Marjorie Johnston as external advisers to the Anti-Poverty and Inequality Committee in line with that Committee's Terms of Reference.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications arising from this report.

5. LEGAL IMPLICATIONS

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

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 There are no environmental implications arising from this report.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	No significant risk identified		L	Yes
Compliance	Risk of not complying with committee terms of reference	Appointment of external adviser will mitigate this risk	L	Yes
Operational	No significant risk identified		L	Yes

Financial	No significant risk identified		L	Yes
Reputational	No significant risk identified		L	Yes
Environment / Climate	No significant risk identified		L	Yes

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN 2023-2024</u>	
	Impact of Report
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	The appointment of the external adviser will contribute to: <ul style="list-style-type: none"> • A Transparent, Accessible and Accountable Council - Aberdeen City Council works for the people of Aberdeen, and it is important that people can access, understand, and take part in the Council's democratic processes.
<u>Aberdeen City Local Outcome Improvement Plan 2016-26</u>	
Prosperous Economy Stretch Outcomes	The appointment of the external adviser will support the work of the Anti-Poverty and Inequality Committee in contributing to stretch outcome 1 - No one will suffer due to poverty by 2026
Prosperous People Stretch Outcomes	N/A
Prosperous Place Stretch Outcomes	N/A
Regional and City Strategies	N/A

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	It is confirmed by Executive Director Andy MacDonald that no Integrated Impact Assessment is required

Data Protection Impact Assessment	Not required
Other	N/A

10. BACKGROUND PAPERS

10.1 N/A

11. APPENDICES

11.1 N/A

12. REPORT AUTHOR CONTACT DETAILS

Name	Michelle Crombie
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ABERDEEN CITY COUNCIL

COMMITTEE	Council
DATE	3 July 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Aberdeen Local Development Plan 2028 – Evidence Report
REPORT NUMBER	CR&E/24/187
EXECUTIVE DIRECTOR	Gale Beattie
CHIEF OFFICER	David Dunne
REPORT AUTHOR	Andrew Brownrigg
TERMS OF REFERENCE	11.

1. PURPOSE OF REPORT

- 1.1 To inform Council of the Evidence Report for the Local Development Plan 2028 and to seek authority to carry out consultations and produce the Report.

2. RECOMMENDATIONS

That Council:-

- 2.1 Instruct the Chief Officer - Strategic Place Planning to carry out engagement to inform the production of the draft Evidence Report and associated documents;
- 2.2 Instruct the Chief Officer – Strategic Place Planning to carry out a formal consultation on the draft Evidence Report once produced; and,
- 2.3 Instruct the Chief Officer – Strategic Place Planning to report the results of the consultation (including any unresolved issues) and finalised Evidence Report back to Full Council in mid-2025, prior to being sent to the Scottish Ministers for Gate Check.

3. CURRENT SITUATION

- 3.1 The Aberdeen Local Development Plan (LDP) was adopted in June 2023. Following adoption of National Planning Framework 4 (NPF4) in February 2023, every planning authority in Scotland is expected to have a new-style LDP in place by 2028. As preparation is anticipated to take around 4 years, the Local Development Plan Team have already started work on LDP review.
- 3.2 In preparing the current LDP, two key themes became an area of focus, Public Health and the Nature and Climate emergencies. Planning can be a powerful tool in helping to address these challenges, and that is reflected in the policies in the new National Planning Framework. On the other hand, poor planning can

exacerbate existing problems and inequalities. In working to address these challenges in the current LDP, two new and innovative steps were taken.

3.2.1 *United Nations Sustainable Development Goals (UNSDG).*

The current LDP was our first plan to specifically assess the policies in the plan against the UNSDG. The aim was to undertake a high level assessment of how the policies would likely impact on new development proposals across the city in the context of the nature and climate emergencies.

3.2.2 *Health and Wellbeing*

The current LDP was also the first plan to group a number of policies under a specific *Health and Wellbeing* topic area, and the first plan to introduce a *Health Impact Assessment*, a policy specifically designed to assess the impact of certain new developments on the health of the population.

3.2.3 In the next LDP, and the first new-style plan, this initial work looking at Health, and the Nature and Climate emergencies will be much expanded. In particular working with Public Health Colleagues at NHS Grampian, and the Health Determents Research Collaboration it is intended to take a health in all policies approach. This aims to ensure all policies within the plan look to improve health outcomes wherever possible, and limit any negative impacts where they are identified. It is also intended to link the new LDP much more closely with the objectives of the Local Outcome Improvement Plan (LOIP) as well as other key strategies such as Net Zero Aberdeen and Aberdeen Adapts.

3.3 The stages of preparing a new-style Local Development Plan are set out in primary/secondary legislation and supporting guidance from the Scottish Government. An Evidence Report is the first formal stage in plan review/preparation. The Evidence Report must set out robust data in order to inform the planning authority on its approach to specific issues, and the Report will inform preparation of a 'Proposed Plan' to set out where development should take place. The Evidence Report needs to include a range of information including research, early engagement and technical reports on a range of topics.

3.4 The Evidence Report must also include a statement on the steps the planning authority have taken in preparing the report to seek the views of the public and in particular other specific groups such as disabled persons, gypsy/travelers and children and young people.

3.5 The Evidence Report for Aberdeen City will be split into 8 different topic groups to allow members of the public to focus on any particular subject that they have an interest in, avoiding stakeholders from becoming overwhelmed by a document so wide in scope that meaningful consultation becomes difficult:

- Spatial strategy
- Delivery of homes
- Infrastructure, transport and communication
- Wellbeing of community
- Climate change, mitigation and adaptation
- Nature and biodiversity

- Energy and resources
 - Centres of business and culture
- 3.6 Review Groups will be set up for each of the topic groups which will look over and discuss draft topic papers and provide focused insight which the Local Development Plan Team can utilise to make improvements. These groups will include a mixture of internal and external stakeholders depending on the topic, and some public consultation will also be undertaken. Internal consultations with other Council services will also take place to inform preparation of the Evidence Report and to ensure there is alignment between the evidence base and the existing strategies and delivery programmes across the Council.
- 3.7 For the Housing topic group a dedicated session will be arranged with the house building industry to discuss deliverability, the important role of developer obligations and the pressures of public sector service delivery being felt by the Council but also other community planning partners such as NHS Grampian.
- 3.8 During this process, and subject to Council approval, there will be a 6 week formal consultation period where the public and other stakeholders have the opportunity to comment upon the Evidence Report Topic Papers. Meetings with Community Councils and other key groups will also take place.
- 3.9 The results of the consultation and the final Evidence Report will be brought back to Council for members to consider and agree. In addition, any disputes arising as a result of the consultation that cannot be resolved will be highlighted to members. The unresolved issues will then be passed on to the Scottish Government at the 'Gate Check' stage. A Reporter from the Directorate of Planning and Environmental Appeals will then determine whether the Council is required to provide any further information with respect to the submitted Evidence Report and the unresolved disputes.

Associated Documents

- 3.10 There will not only be public engagement and consultation on the preparation of the Evidence Report itself, but also on other associated documents, plans and strategies that will provide some of the baseline information for the Report:
- Play Sufficiency Assessment – an assessment of the sufficiency of play opportunities for children in their area, carried out by a planning authority under the duty as set out in Section 16D(1) of the Town and Country Planning Scotland Act 1997, as amended. Must be done by the planning authority in preparing an Evidence Report.
 - Open Space Strategy - a strategic framework of the planning authority's policies and proposals on the development, maintenance and use of green infrastructure in their district, including open spaces and green networks. It must contain: an audit of existing open space provision, an assessment of current and future requirements, and any other matter which the planning authority consider appropriate.

- Forestry and Woodland Strategy - prepared by a planning authority and which sets out policies and proposals for the development of forestry and woodlands in their area, according to section A159 of the Town and Country Planning (Scotland) Act 1997.

3.11 Both the Open Space Strategy and the Forestry and Woodlands Strategy will be included within an overarching Natural Environmental Strategy, and discussions with the James Hutton Institute on preparation of this overarching strategy are currently ongoing.

Revised Development Plan Scheme

3.12 In addition, the Team will soon bring forward the second iteration of the Development Plan Scheme which is the document setting out the planning authority's programme for preparing and reviewing the LDP. This includes a 'participation statement' setting out the plan for engagement in the plan making process, including when consultation is likely to take place, with whom and its likely form. The intention is to report the updated Development Plan Scheme to Finance and Resources Committee in August 2024. This will provide an updated timetable for the production of the LDP. In terms of the Evidence Report, it is anticipated that its engagement, production and formal consultation will take around a year to complete. We would intend reporting back to Council in Summer 2025, along with the finalised Evidence Report and unresolved disputes.

4. FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications associated with this report. The cost of preparing the Evidence Report can be met through the existing Development Plan budget.

5. LEGAL IMPLICATIONS

5.1 Section 16B of the Town and Country Planning (Scotland) Act, 1997 as amended by the 2019 Act, sets out the requirements for the Evidence Report in preparing a Local Development Plan. In summary, it outlines the need to prepare an Evidence Report and the specific requirements to be included (to cover the matters set out at Section 15(5) of the Act), as well as the specific groups of people whose views are to be sought and reported on.

6. ENVIRONMENTAL IMPLICATIONS

6.1 The Evidence Report is essentially a data and information gathering exercise – policies will be drawn up later. There are therefore no significant environmental implications with regards to the Evidence Report. The Local Development Plan itself will be subject to Strategic Environmental Assessment.

7. RISK

7.1 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)	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Not delivering the aims of the City Centre Masterplan, LOIP and Local Development Plan.	Ensure that the Evidence Report is produced timeously.	L	Yes
Compliance	Ensuring compliance with National Planning Framework 4.	Ensure that the Evidence Report is produced timeously.	L	Yes
Operational	Ensuring that the Evidence Report can be timeously published in order to support the new plan process.	Ensure that the Evidence Report is produced timeously.	L	Yes
Financial	Not having an up to date Local Development Plan could lead to uncertainty at planning application stage and potentially lead to more staff time being spent processing applications.	Ensure the timetable for producing the next LDP remains on course.	L	Yes
Reputational	The planning authority tries to keep the LDP up to date to allow for clarity and transparency of the development plan process. Failure to continue this could damage the	Ensure the timetable for producing the next LDP remains on course.	L	Yes

	Council's reputation as a planning authority.			
Environment / Climate	Not keeping the LDP up to date opens the possibility of inconsistency in decision making and misinformation in the public domain.	Ensure the timetable for producing the next LDP remains on course.	L	Yes

8. OUTCOMES

Council Delivery Plan 2024	
Impact of Report	
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	Empowering Aberdeen's Communities – the Evidence Report will set out the Council's commitment to working with communities and other entities in its preparation.
<u>Local Outcome Improvement Plan</u>	
Prosperous Economy Stretch Outcomes	The proposals will support the delivery of LOIP Stretch Outcome 1 by identifying areas which may be deficient in services and facilities so that these can be addressed in future policies.
Prosperous People Stretch Outcomes	The proposals within this report support the delivery of LOIP Stretch Outcome 5 by ensuring that children and young people feel listened to in terms of the consultation process in the preparation of a new Local Development Plan.
Prosperous Place Stretch Outcomes	Bringing forward the open space strategy and forestry and woodland strategy will support the deliver of LOIP stretch outcome 15 - addressing the nature crisis by protecting/ managing 26% of Aberdeen's area for nature by 2026.
Regional and City Strategies	The Evidence Report will support the Aberdeen Local Development Plan 2028 through providing more information on the content of the Plan and ensuring better evidence based policies. It will

	ensure Aberdeen is an excellent place to live, visit and do business.
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9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	An assessment has been completed and no medium or high negative impacts have been identified that would require mitigation.
Data Protection Impact Assessment	Not required.
Other	Not required.

10. BACKGROUND PAPERS

- 10.1 Scottish Government Local Development Planning Guidance
<https://www.gov.scot/publications/local-development-planning-guidance/documents/>

11. APPENDICES

- 11.1 N/A

12. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Council
DATE	3 July 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Volunteer Charter
REPORT NUMBER	CORS/24/179
EXECUTIVE DIRECTOR	Andy MacDonald, Corporate Services
CHIEF OFFICER	Isla Newcombe, People & Citizen Services Michelle Crombie, Community Planning Manager
REPORT AUTHOR	Lesley Strachan, Talent Manager Allison Swanson, Improvement Programme Manager
TERMS OF REFERENCE	Introduction 6

1. PURPOSE OF REPORT

- 1.1 This report introduces the Volunteer Charter and recommends that Aberdeen City Council becomes a Charter Champion. Becoming a Charter Champion would be a signal to the voluntary sector that Aberdeen City Council formally recognises the significant role which volunteers have in supporting our communities of people and place. Furthermore, it would be a declaration that the Council considers the impact of its decisions on volunteers and the contribution they make to Services.

2. RECOMMENDATIONS

That Council agree that:-

- 2.1 Aberdeen City Council become a Volunteer Charter Champion; and
 2.1 the Council Co-Leaders pledge their support for the Volunteer Charter .

3. CURRENT SITUATION

- 3.1 The Volunteer Charter, produced by Volunteer Scotland, is a tool for policy makers, elected members and funders to use when making decisions about how volunteering is represented in decision making processes, policy development, and how volunteering is resourced and utilised. It sets out ten key principles which help to underpin good relations within a volunteering environment and is open to any individual, group or organisation from any sector who either involve volunteers, or influence decisions on volunteering.
- 3.2 Volunteer Scotland and Aberdeen Council of Voluntary Organisations (ACVO) have invited Aberdeen City Council to sign up to the Volunteer Charter. The invitation is extended to any other individual, group or organisation from any sector who either involve volunteers, or influence decisions on how volunteering is resourced or reflected in policy. Community Planning Aberdeen will also consider signing up to the Volunteer Charter at its next

meeting on 25 September 2024.

4. ASSESSMENT OF OUR ABILITY TO MEET THE PRINCIPLES

4.1 The table below sets out the principles of the Volunteer Charter. It also provides an indication of our ability to meet these principles in terms of our current practice.

4.2 Following a recommendation by Internal Audit of the Council's volunteering arrangements, reported to Audit, Risk and Scrutiny Committee on 9 May 2024, a corporate volunteering policy and associated guidance for managers is currently being developed, which will set out formally the arrangements for all aspects of managing volunteers to support council activity. This policy will be reported to the Staff Governance Committee later in the year.

PRINCIPLES	COMMENTS
1. Any volunteer activity is a freely made choice of the individual. If there is any compulsion, threat of sanctions or force, then any such activity is not volunteering.	Aberdeen City Council does not compel volunteers to volunteer with us. Volunteers are likely to sign up to volunteering activities following advertising from various council services on our website and by contacting them directly to arrange.
2. Volunteers should receive no financial reward for their time however out of pocket expenses should be covered. No one should be prevented from volunteering due to their income.	Aberdeen City Council does not offer payment for volunteering. Any costs attributed to the volunteering activity beyond commuting to and from the relevant location would be covered by the Council (e.g. ACC would recompense reasonable travel costs and pre-approved out of pocket expenses).
3. Effective structures should be put in place to support, train and develop volunteers and their collaboration with paid workers.	Volunteers would normally always have a link point of contact who is a paid employee of Aberdeen City Council and they will receive induction and relevant training and development to enable them to undertake their volunteering activity. Volunteers will also have access to a wide range of self-paced learning resources through a guest account to the corporate learning management system - ACC Learn. Content will cover key topics, such as Introduction to Health and Safety, Child Protection, Prevent Awareness and Corporate Parenting. When registering, volunteers self-identify by choosing the "volunteer" option on registration,

	allowing for straightforward reporting and monitoring for reduction of corporate risk across key areas.
4. Volunteers and paid workers should be able to carry out their duties in safe, secure and healthy environments that are free from harassment, intimidation, bullying, violence and discrimination.	Employers have a duty of care to ensure the health, safety and welfare of their volunteers, as well as their employees. This means that Aberdeen City Council must assess the risks involved in the volunteering activities, provide adequate training, supervision and equipment, and consult with the volunteers on health and safety matters which affect them. Employers must also comply with the relevant legislation, such as the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, and the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. Aberdeen City Council has employer liability insurance which covers volunteers.
5. Volunteers should not carry out duties formerly carried out by paid workers, nor should they be used to disguise the effects of non-filled vacancies or cuts in services.	This is taken into consideration when advising managers on using volunteers, as by allocating duties to volunteers which are included in a paid established role can risk the creation of an "employment contract". Whilst volunteers can undertake tasks associated with an established role, they should not be fulfilling the majority of duties of that role (even on a part-time basis).
6. Volunteers should not be used instead of paid workers or undercut their pay and conditions of service nor undertake the work of paid workers during industrial disputes.	As above. Where there is a vacancy, it is not an option to fill this with a volunteer. The Council's normal recruitment and selection process would apply.
7. Volunteers should not be used to reduce contract costs nor be a replacement for paid workers in competitive tenders or procurement processes.	As above. We do not ask unpaid volunteers to undertake or fulfil specific paid roles.
8. Volunteers should not be used to bypass minimum wage legislation nor generate profit for owners.	Volunteers are unpaid and will not be asked to undertake the duties associated with established council job roles.
9. Volunteers and paid workers should be given the opportunity	Aberdeen City Council is currently developing a Corporate Volunteer

to contribute to the development and monitoring of volunteering policies and procedures, including the need for policies that resolve any issues or conflicts that may arise.	Policy, which will be implemented by November 2024. As part of the development of the policy, volunteer input will be undertaken.
10. Volunteer roles should be designed and negotiated around the needs and interests of volunteers, involving organisations and wider stakeholders. Finding legitimacy and avoiding exploitation through consensus depends on mutual trust and respect.	This will be considered in developing the Corporate Volunteer Policy and associated guidance for managers.

5. FINANCIAL IMPLICATIONS

- 5.1 There are no immediate financial implications involved in pledging support to the Charter. The principle of the Charter is that volunteers should receive no financial reward for their time however out of pocket expenses should be covered. No one should be prevented from volunteering due to their income. Any costs attributed to the volunteering role beyond commuting to and from work would be considered by the Cluster in advance of the volunteering opportunity being agreed and would be covered by Cluster.

6. LEGAL IMPLICATIONS

- 6.1 There are no legal implications involved in pledging support to the Charter.

7. ENVIRONMENTAL IMPLICATIONS

- 7.1 There are no environmental implications arising from the report.

8. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Declining to become a Charter Champion risks isolation from the voluntary and public sector as the Charter	Aberdeen City Council is currently developing a Corporate Volunteer Strategy which will recognise the significant role which volunteers have supporting our	L	Yes

	becomes commonplace throughout both sectors. All Community Planning Aberdeen partners are considering signing the charter.	communities of people and place and will also set out a volunteering environment.		
Compliance	Staff are unaware of the principles and there is non compliance.	Aberdeen City Council is currently developing a Corporate Volunteer Strategy and will ensure there is clear and consistent guidance for staff on the principles of the Charter. This will include a regular review to ensure the Strategy remains relevant.	L	Yes
Operational	Staff have the skills and knowledge to support volunteers	Aberdeen City Council is currently developing a Corporate Volunteer Strategy and will ensure there is clear and consistent guidance for staff.	L	Yes
Financial	The Council alone is unable to resource the out of pocket expenses of volunteers.	Cluster will consider budget for any potential out of pocket expenses before promoting any opportunities. Aberdeen City Council is currently developing a Corporate Volunteer Strategy and will ensure there is clear guidance on expenses.	L	Yes
Reputational	Declining to sign the charter may have a negative	Report recommends that charter be signed. Aberdeen City Council is currently developing	M	Yes

	impact on the public's perception of the Council and value of volunteers.	a Corporate Volunteer Strategy and will ensure there is clear volunteering guidance and environment. A communication plan will be developed to coincide.		
Environment / Climate	No significant risks identified			Yes

9. OUTCOMES

Council Delivery Plan 2024	
Impact of Report	
<p>Aberdeen City Council Policy Statement</p> <p><u>Working in Partnership for Aberdeen</u></p>	<p>The report supports the empowerment of communities and demonstrates civic leadership in this area.</p>
Local Outcome Improvement Plan	
<p>Prosperous Economy Stretch Outcomes</p>	<p>Signing of the charter will ensure a consistent volunteering environment and promotion of opportunities to participate in improvements to support achieve the Prosperous Economy Stretch Outcomes. This will support all aims in this section, but particularly, 2.8 Support 25 individuals to gain employability skills via volunteering opportunities by 2026.</p> <p>Community Empowerment is an overarching theme that supports all Stretch Outcomes. Approval of the recommendations in the report will support achievement of the following aims:</p> <p>16.2 Increase the number of community ideas identified within locality plans being tested by CPA and partners where communities are involved in the design process to at least 50% by 2026.</p> <p>16.3 Increase the number and diversity of community members participating in community planning at a meaningful level (Rung 5 and above) by 100% by 2025</p>
<p>Prosperous People Stretch Outcomes</p>	<p>Signing of the charter will ensure a consistent volunteering environment and promotion of opportunities to participate in improvements to support achieve the Prosperous People Stretch Outcomes. This will support all aims in this section, but particularly, 10.3 Increase by 50% the number of</p>

	<p>people engaged with Stay Well Stay Connected initiatives by 2025.</p> <p>Community Empowerment is an overarching theme that supports all Stretch Outcomes. Approval of the recommendations in the report will support achievement of the following aims:</p> <p>16.2 Increase the number of community ideas identified within locality plans being tested by CPA and partners where communities are involved in the design process to at least 50% by 2026.</p> <p>16.3 Increase the number and diversity of community members participating in community planning at a meaningful level (Rung 5 and above) by 100% by 2025</p>
<p>Prosperous Place Stretch Outcomes</p>	<p>Signing of the charter will ensure a consistent volunteering environment and promotion of opportunities to participate in improvements to support achieve the Prosperous Place Stretch Outcomes. This will support all aims in this section, but particularly:-</p> <p>13.4 Increase by 20 the number of teams and/or volunteers ready to mobilise in icy weather by 2025 and</p> <p>15.5 Increase by 50% the number of community groups delivering local environmental improvements in their neighbourhoods by 2026</p> <p>Community Empowerment is an overarching theme that supports all Stretch Outcomes. Approval of the recommendations in the report will support achievement of the following aims:</p> <p>16.2 Increase the number of community ideas identified within locality plans being tested by CPA and partners where communities are involved in the design process to at least 50% by 2026.</p> <p>16.3 Increase the number and diversity of community members participating in community planning at a meaningful level (Rung 5 and above) by 100% by 2025</p>
<p>Regional and City Strategies</p>	

10. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Integrated Impact Assessment completed and submitted.
Data Protection Impact Assessment	Data Protection Impact Assessments will be required to be completed when Services identify a need for volunteers.
Other	N/A

11. BACKGROUND PAPERS

12. APPENDICES

Appendix 1 - [Volunteer Charter Guide](#)

13. REPORT AUTHOR CONTACT DETAILS

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VOLUNTEER CHARTER

Becoming a Charter Champion

A guide for those who influence
decisions about volunteering

Volunteer
Scotland



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This guide is for anybody who has influence over decisions which affect volunteering, including local and national policy makers, elected representatives, Trade Union representatives, senior leaders in public services and funders.

What is the Volunteer Charter?

The Volunteer Charter sets out ten key principles which help to ensure that volunteers are engaged in rewarding, appropriate and sustainable roles. It helps to ensure that volunteers have quality volunteering experiences with adequate support and training, and protects against the engagement of volunteers to replace or undermine paid roles.





The 10 Volunteer Charter Principles

This Charter sets out the 10 key principles for assuring legitimacy and preventing exploitation of workers and volunteers.



1

Any volunteer activity is a freely made choice of the individual

If there is any compulsion, threat of sanctions or force, then any such activity is not volunteering.



2

Volunteers should receive no financial reward for their time however out of pocket expenses should be covered

No one should be prevented from volunteering due to their income.

*See additional guidance for this principle on the [Appendix](#) page.



3

Effective structures should be put in place to support, train and develop volunteers

This also includes collaboration with paid workers.



4

Volunteers and paid workers should be able to carry out their duties in safe, secure and healthy environments

Free from harassment, intimidation, bullying, violence and discrimination.



5

Volunteers should not carry out duties formerly carried out by paid workers

Nor should they be used to disguise the effects of non-filled vacancies or cuts in services.



6

Volunteers should not be used instead of paid workers or undercut their pay and conditions of service

Nor undertake the work of paid workers during industrial disputes.



7

Volunteers should not be used to reduce contract costs

Nor be a replacement for paid workers in competitive tenders or procurement processes.



8

**Volunteers should not be used
to bypass minimum wage legislation**

Nor generate profit for owners.



9

Volunteers and paid workers should be given the opportunity to contribute to the development and monitoring of volunteering policies and procedures

Including the need for policies that resolve any issues or conflicts that may arise.



10

Volunteer roles should be designed and negotiated around the needs and interests of volunteers, involving organisations and wider stakeholders

Finding legitimacy and avoiding exploitation through consensus depends on mutual trust and respect.

What can I do to support the Volunteer Charter?

As somebody who has influence over decisions which affect volunteering, your pledge to uphold and promote the Volunteer Charter can have a real impact on the experiences of volunteers, volunteer management professionals and paid staff working alongside volunteers.

Ensure adequate resource

You can use your influence to ensure that volunteering activity is adequately and sustainably resourced. This could include dedicated funding for paid volunteer management, as well as funds for volunteer training, ongoing support and out of pocket expenses which reflect the approved mileage allowance payment (AMAP) rate. It could also include implementing sustainable multi-year funding which recognises the time required for volunteers to make a meaningful impact.

Prevent job substitution

You can pledge to ensure that strategic decisions which change how a service is delivered do not result in volunteers replacing the roles or tasks of paid staff. This is particularly likely where services are facing funding cuts, or where there are staff shortages. In such challenging circumstances, volunteers should never be the solution.

Meaningful engagement

Before making decisions where volunteering is part of the delivery model, take time to consult with relevant organisations to ensure that plans are realistic and sustainable. Volunteer Scotland are always available to provide guidance on this, or we can signpost to other relevant agencies.

What is expected of me if I become a Charter Champion?

We will invite you to have a discussion with a representative from Volunteer Scotland to identify how you might be able to promote the Volunteer Charter in your role.

We would also expect you to read and understand the principles of the Volunteer Charter, and to actively consider it when making decisions.

Your pledge will last for 3 years. We will then contact you to find out how you have upheld the principles of the Charter, and invite you to re-pledge.

What is in it for me?

Being a Charter Champion will indicate to your volunteers, stakeholders, members or constituents that you are committed to the principles of the Volunteer Charter.

If you pledge your support for the Volunteer Charter, you or your organisation's name will feature on a list of Charter Champions on our website.

You will also be provided with a digital badge that you can use to publicly advertise your support of the Volunteer Charter on your website, volunteer publications or social media for as long as you are a Charter Champion.



Let's work together to protect and ensure a positive experience for all workers and volunteers. Pledge your support for the Volunteer Charter today.

**Pledge support for the
Volunteer Charter here**

Appendix

Additional guidance on principle 2

Volunteers should receive no financial reward for their time however out of pocket expenses should be covered. No one should be prevented from volunteering due to their income.

Whilst volunteers should normally be reimbursed for any out-of-pocket expenses incurred whilst volunteering, we understand that there may be legitimate or underlying reasons why this is not possible.

For example, small volunteer-led organisations may operate with very limited financial resource, and likely recruit volunteers primarily from the local community. There are also certain roles where expenses are inappropriate due to the more informal nature of the role. Finally, we recognise the challenges many organisations face in accessing financial resource for their volunteering programmes, particularly in the current financial climate.

If you do not reimburse expenses for a legitimate reason, this does not necessarily mean you are undermining the principles of the Charter. However, we would invite you to consider if reimbursing expenses might make your volunteering opportunities more inclusive. You can find more information about this [here](#).

VOLUNTEER CHARTER

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Volunteer
Scotland



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ABERDEEN CITY COUNCIL

COMMITTEE	Full Council
DATE	3 July 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Refreshed Local Outcome Improvement Plan 2016-2026 and Refreshed Locality Plans for North, South and Central 2021-26
REPORT NUMBER	CORS/24/175
EXECUTIVE DIRECTOR	Andy MacDonald, Corporate Services
CHIEF OFFICER	Michelle Crombie, Community Planning Manager
REPORT AUTHOR	Allison Swanson, Improvement Programme Manager Jade Leyden, Community Development Manager
TERMS OF REFERENCE	24.4

1. PURPOSE OF REPORT

- 1.1 This report presents the refreshed Local Outcome Improvement Plan (LOIP) 2016-26 and three underpinning Locality Plans for North, South and Central approved by the Community Planning Aberdeen (CPA) Board on 29 April 2024. The Community Planning Partnership’s ambition for improvement is as bold as ever and we continue to work towards achieving our vision of Aberdeen as ‘a place where all people can prosper’.

2. RECOMMENDATIONS

That Full Council:-

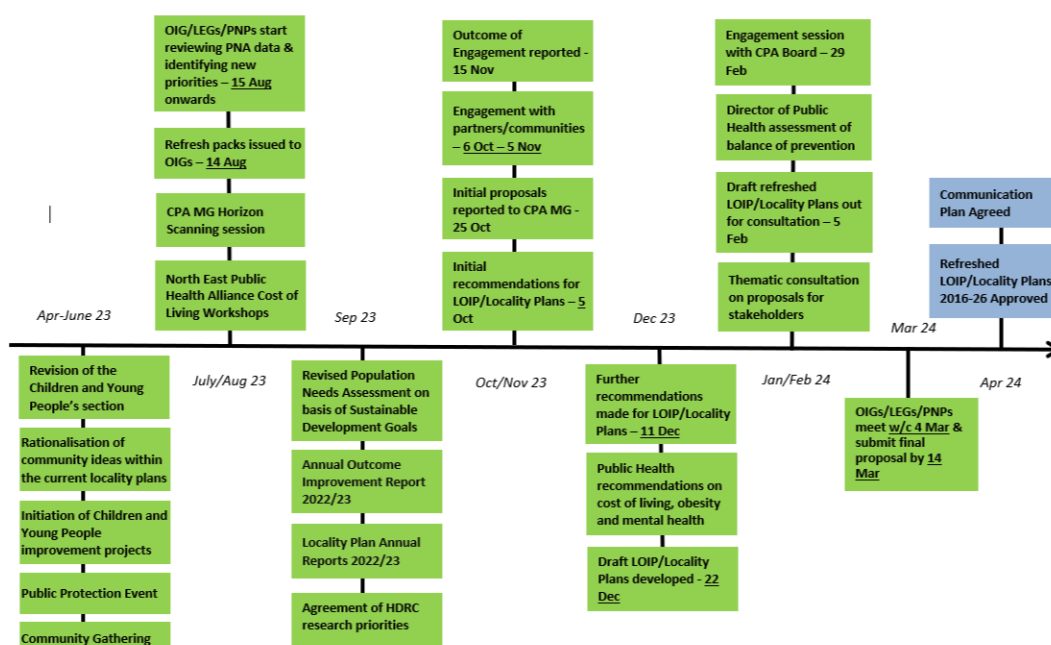
- 2.1 endorse the refreshed Local Outcome Improvement Plan (LOIP) 2016-26 presented at Appendix 1; and
- 2.2 endorse the three refreshed Locality Plans for North, South and Central presented at Appendices 4, 5, and 6.

3. CURRENT SITUATION

- 3.1 Community Planning Aberdeen has undertaken a review of the Local Outcome Improvement Plan (LOIP) to ensure it remains relevant and focussed on priority outcomes. This is the third refresh of the LOIP since it was first published in 2016.
- 3.2 Since 2021, Aberdeen City Council and Aberdeen City Health and Social Care Partnership has been working together to facilitate and deliver an integrated locality planning model on behalf of Community Planning Aberdeen. The approach ensures that the Council is meeting its locality planning duties in respect of the Community Empowerment (Scotland) Act 2015 and enables more efficient and effective working between partner staff and communities to secure better outcomes for the economy, people and place.

3.3 In July 2021, Community Planning Aberdeen published Locality Plans for the North, South and Central [Localities of the City](#). This approach sees every neighbourhood in Aberdeen covered by a Locality Plan. The plans incorporate improvement activity for the whole locality and/or targeted at specific neighbourhoods – in most cases priority neighbourhoods. Priority neighbourhoods are those areas within the North, South and Central localities which experience poorer outcomes as a result of their socio-economic status, as identified by Scottish Index of Multiple Deprivation (SIMD) data. These include: for the North, Heathryfold, Middlefield, Northfield, Cummings Park and Mastrick; for the South, Torry and Kincorth; and for Central, Tillydrone, Seaton, Woodside, Ashgrove, Stockethill and George Street.

3.4 In 2023 Community Planning Aberdeen began refreshing the Local Outcome Improvement Plan and underpinning three Locality Plans. See diagram below for overview of the 2023-24 LOIP Refresh process.



3.5 Enhancing the development process for this latest refresh of the LOIP and Locality Plans was the deeper involvement of people using the Place Standard tool. The exercise, carried out online and in-person, engaged 470 residents in telling us what things they think are good now and what improvements they think we should work on together to make things better in the future. The output of the engagement has informed the proposals with the refreshed Local Outcome Improvement Plan and Locality Plans.

3.6 Public Health Grampian has also played a greater leading role in this refresh of the Local Outcome Improvement Plan, making strong contributions at various points in the process. Last year the Director of Public Health Grampian established the North East Public Health Alliance (NEPHA) to strengthen public service collaboration on population health across the region. Highlighting the rising cost of living as a key threat to population health, NEPHA ran a series of workshops in summer 2023 to explore the issues and how partners could work together for greater action / impact. The outputs from

the workshops have been considered as part of the Local Outcome Improvement Plan development process. Public Health Grampian has also influenced priority setting by sharing data and insights on the rising demand for mental health care and the obesity pandemic. The refreshed Local Outcome Improvement Plan includes improvement activity that supports a whole systems approach to better mental health and promoting healthy weight and active living. Lastly, Public Health Grampian has conducted a quality assessment of the Local Outcome Improvement Plan.

- 3.7 This Local Outcome Improvement Plan will be the last refresh before 2026, which will see us come to the end of the current ten year plan. A new ten year plan will be developed to replace this for 2026-2036 in order to meet the requirements of the Community Empowerment (Scotland) Act 2015.
- 3.8 The Local Outcome Improvement Plan is complemented and underpinned by three Locality Plans for North, South and Central areas of the City, as well as member organisation's single system plans. The Locality Plans describe the Community Planning Partnership's asset based approach to working with communities to harness the skills, knowledge, experience and ideas of communities in tackling priority issues.

Refreshed Local Outcome Improvement Plan 2016-26

- 3.9 The Local Outcome Improvement Plan presented in Appendix 1 was approved by the Community Planning Aberdeen Board on 29 April 2024.
- 3.10 To complement the full Local Outcome Improvement Plan 2026-26 we have also developed the following documents:
- a summary of the Plan at Appendix 2; and
 - a Children and Young Person's version of the Plan at [Appendix 3](#)
- 3.11 Summary of the key changes:
- The Local Outcome Improvement Plan now includes 16 Stretch Outcomes
 - Former Stretch Outcomes relating to employability and skills development are now merged into one
 - New Stretch Outcome 12 introduced to reduce homelessness and ensure a multi-agency response to the new Housing (Scotland) Bill introduced in the Scottish Parliament on 27 March 2024. Note this stretch outcome is subject to change as a result of further work taking place with the Royal Foundation as part of the Homewards Aberdeen Coalition
 - New section on community empowerment, incorporating Stretch Outcome 16 approved in 2022 as part of the community empowerment strategy
 - All other stretch outcomes have been renewed and refreshed on the basis of place standard community engagement and our ambitions for improvement by 2026
 - Inclusion of intervention tier for each improvement aim to demonstrate the balance between the three tiers of prevention and early intervention

3.12 The table below details the Stretch Outcomes agreed as part of the refresh in 2024.

OUR 16 STRETCH OUTCOMES

ECONOMY	PEOPLE (Children & young people)	PEOPLE (Adults)	PLACE
<ol style="list-style-type: none"> 20% reduction in the percentage of people who report they have been worried they would not have enough food to eat and/ or not be able to heat their home by 2026. 74% employment rate for Aberdeen City by 2026. 	<ol style="list-style-type: none"> 95% of all children will reach their expected developmental milestones by their 27-30 month review by 2026 90% of children and young people report they feel listened to all of the time by 2026. By meeting the health and emotional wellbeing needs of our care experienced children and young people they will have the same levels of attainment in education and positive destinations as their peers by 2026. 95% of children living in our priority neighbourhoods (Quintiles 1 & 2) will sustain a positive destination upon leaving school by 2026. 83.5% fewer young people (under 18) charged with an offence by 2026. 100% of our children with Additional Support Needs/disabilities will experience a positive destination. 	<ol style="list-style-type: none"> 10% fewer adults (over 18) charged with more than one offence by 2026 Healthy life expectancy (time lived in good health) is five years longer by 2026. Reduce the rate of both alcohol related deaths and drug related deaths by 10% by 2026. Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer term ambition to end homelessness in Aberdeen City. 	<ol style="list-style-type: none"> Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate. Increase sustainable travel: 38% of people walking; 5% of people cycling and wheeling as main mode of travel and a 5% reduction in car miles by 2026. 26% of Aberdeen's area will be protected and/or managed for nature and 60% of people report they feel that spaces and buildings are well cared for by 2026.
COMMUNITY EMPOWERMENT			
16. 50% of people report they feel able to participate in decisions that help change things for the better by 2026.			

3.13 Community Planning Aberdeen's vision for Aberdeen remains 'A place where all people can prosper' regardless of a person's background or circumstances. To achieve this vision central to the LOIP is the ambition to reduce inequalities of outcome which exist across the City as a result of socio-economic disadvantage and/or protected characteristics. We have shown the alignment of our projects across each of our four strategic themes with the United Nations Sustainable Development Goals and with the Social Determinants of Health.



Targeted prevention and early intervention approach

3.14 The LOIP is our city wide plan for improvement and in taking forward that improvement, for each aim, have considered the impact of poverty and inequalities that exist in the city as a whole and for groups such as care experienced children and young people, minority ethnic communities who are known to be particularly disadvantaged.

- 3.15 Through data and insights, a target population for each aim has been identified. This helps clarify which projects will be tested city wide and which will be targeting specific areas and communities of interest and supports reducing inequalities. This also helps clarify the linkages between the city wide LOIP and underpinning locality plans, ensuring there is a read across and synergy between the work of Outcome Improvement Groups and Locality Empowerment Groups/ Priority Neighbourhood Partnerships.
- 3.16 A prevention and early intervention approach to planning for improved outcomes using the **Tiered approach** adopted by Aberdeen City Council (ACC) and Aberdeen City Health and Social Care Partnership (ACHSCP) has been taken. Each of the improvement aims has been categorised to evidence the shift and demonstrate that there is an appropriate balance between the three tiers. 37% of aims are prevention, 51% early intervention and 12% response.

Refreshed Locality Plans for North, South and Central 2021-26

- 3.17 The Refreshed Locality Plans for North, South and Central presented in Appendices 4, 5 and 6 were approved by the CPA Board on 29 April 2024.
- 3.18 Through the Locality Empowerment Groups (LEGs) and Priority Neighbourhood Partnerships (PNPs) we have heard from communities what is important to them and what their priorities for improvement are. In all cases, there is a link between the aspirations of communities to the stretch outcomes and improvement aims within the Aberdeen City Local Outcome Improvement Plan (LOIP). The locality plans identify these connects with the city wide LOIP. This is essential to ensure that professionals and communities are listening to each other, taking on board each other’s ideas and, essentially, are working together to test and implement change.

3.19 The Locality Plans help facilitate and encourage a two-way dialogue between partners on the city wide Outcome Improvement Groups delivering the LOIP and members of the Locality Empowerment Groups/ Priority Neighbourhood Partnerships delivering the Locality Plans. They cement a joint and coordinated approach between professionals and local communities to improve outcomes city wide and at a locality level.



E.g. North Locality Plan

Priority 4: Early intervention approach targeted at those who are involved in, or at risk in offending

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Provide activities for children and young people				
<ul style="list-style-type: none"> • More activities/spaces for children and young people to participate in/be together • Diversionary Activities for young people • Develop a pump track in the Northfield Area • Develop and promote community safety initiatives. 	Locality Wide Heathryfold, Middlefield, Northfield, Cummings Park & Mastrick	AMPED Sport Aberdeen Mastrick Community Centre	% of S1-S6 pupils who report they feel confident (IP 4.4) % of children who feel safe in their community (IP4.5) Instances of youth anti-social behaviour calls to Police Scotland (IP7.5)	Stretch Outcome 4: Children's Mental Wellbeing Improvement projects 4.4 and 4.5 Stretch Outcome 7: Youth Justice Improvement project 7.5

3.20 The Locality Plans make the link between the ideas for improvement which have been identified by communities to the improvement projects within the LOIP, where relevant. See extract of the North Locality Plan above. Across the three localities there was no instance where a community idea for improvement did not link in some way to a LOIP stretch outcome and improvement project aim. Acknowledging this link within the locality plans has the following benefits:

- Removes the risk of silo working, confusion and duplication of effort between the city wide Outcome Improvement Groups (OIG) and Locality Empowerment Groups (LEG)/ Priority Neighbourhood Partnerships (PNP)
- Raises awareness of the OIGs and LEGs/PNPs of what is going on city wide and locally and encourages greater collaboration
- Communities are empowered to test their change ideas on their own locally and/ or work with professionals involved in OIGs
- Communities can focus on setting up tests of change and monitoring results rather than having to create project charters which are being developed by OIGs
- Capacity building for communities can be tailored appropriately and focussed on using the Plan, Do, Study, Act cycle to test ideas and gather evidence for scaling up and spreading proven initiatives
- Provides a mechanism for communities to share results and seek support from partners for support with scale up and spread

Asset based community development

3.21 The Aberdeen City Community Learning and Development (CLD) Strategic Plan sets out how communities are supported to express their voice, identify their capacities, learning and skills, enhance them and apply them to their issues. There is an obvious link between the work of CLD services and the support being provided by the joint Locality Planning Team to build the

capacity of communities to engage in locality planning. The CLD plan sets out shared plans for asset based community development, including capacity building in quality improvement through training on using the Plan, Do, Study, Act (PDSA) cycle to test ideas for improvement. This will help further build community confidence to participate in improvement projects and feel empowered to test their own change ideas.

Evolution of locality plans

3.22 The current Locality Plans are a starting point for unifying and strengthening community collaboration in improving outcomes. They will continue to evolve over time as the Locality Empowerment Groups and Priority Neighbourhood Partnerships develop and mature and communities become more confident to drive the development process themselves.

3.23 Part of the evolution of the Locality Plans will be developing the place themes within the plans to incorporate 'Local Place Plans'. The Scottish Government's regulations on Local Place Plans make clear the opportunity to link these with wider Locality Plans that are a requirement of the Community Empowerment (Scotland) Act 2015. It recognises how this would create efficiencies, reduce duplication and prioritise resources to areas where there could be particularly significant benefits for communities and inclusive economic growth. These are the same benefits that Community Planning Aberdeen is seeking to achieve through locality planning.

4. FINANCIAL IMPLICATIONS

4.1 There are no immediate financial implications involved in the delivery of the Local Outcome Improvement Plan and Locality Plans. Any financial implications from investment in scale up and spread of improvement activity will be included with future proposals.

5. LEGAL IMPLICATIONS

5.1 The Local Outcome Improvement Plan and Locality Plans have been refreshed in line with the requirements of the Community Empowerment (Scotland) Act 2015.

5.2 The Local Outcome Improvement Plan and Locality Plans also support the Council in meeting its duties under the Fairer Scotland Duty (Part 1 of the Equality Act 2010).

6. ENVIRONMENTAL IMPLICATIONS

6.1 The refreshed LOIP identifies three stretch outcomes which will demonstrate positive environmental implications.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	<p>There is a risk of the sustainability of stretch outcomes.</p> <p>Ability to deliver community ideas for improvement.</p>	<p>The Community Planning Aberdeen Outcome Management and Improvement Framework sets out how CPA ensures effective, systematic and collaborative scrutiny of progress towards the achievement of outcomes within the LOIP. Community Planning Aberdeen also needs to meet its statutory duties in relation to public outcome reporting. The CPA Annual Outcome Improvement Report provides an annual opportunity to review overall progress against the improvement projects in the LOIP and quarterly reporting arrangements should ensure that any issues are identified and addressed in advance of annual report.</p> <p>Community Planning Team continue to work with the Joint Locality Planning Team and Place Planning Team to</p>	L	Yes

		ensure congruence between the LOIP, evolving Locality Plans and Local Place Plans. This has involved putting in place arrangements for ongoing collaboration, communication and reporting between the Outcome Improvement Groups and Community Groups.		
Compliance	Compliance with the Community Empowerment (Scotland) Act 2015	Refreshed LOIP and Locality Plans have been developed in compliance with the requirements of the Act.	L	Yes
Operational	Communities and staff have the skills and knowledge of improvement methodology to undertake the improvement projects within the LOIP	<p>A comprehensive capacity building programme has been developed by experts in improvement methodology across the Community Planning Partnership and is available to all members of staff from Partner organisations and communities. We continue to encourage take up through the offer of flexible learning experiences.</p> <p>This includes capacity building in quality improvement through a programme tailored for communities, in particular the use of the Plan, Do, Study, Act (PDSA) cycle to test ideas for improvement. It is hoped that this will help further build</p>	L	Yes

		community confidence to participate in improvement projects and feel empowered to test their own change ideas.		
Financial	The Council alone is unable to resource the improvement activity required to deliver the outcomes within the LOIP/Locality Plans.	By working in partnership the Council is able to maximise the use of precious resources. The use of improvement methodology to deliver the LOIP means that changes are tested on a small scale to evidence impact before any serious investment is required. The Community Planning Partnership will be asked to fund the scale up and spread of proven interventions. External funding will be considered LOIP improvement teams to support testing of improvements.	L	Yes
Reputational	That the LOIP/Locality Plans priorities do not cover all areas of potential improvement which may have a negative impact on the public's perception of the Council and Partnership working.	The Local Outcome Improvement Plan and Locality Plans identified priorities for Partnership working and for each locality based on the needs of the population, customer and community insight and professional opinion of experts across the Community Planning Partnership. A communication plan is in place.	L	Yes
Environment / Climate	No significant risks identified			Yes

8. OUTCOMES

<u>Council Delivery Plan 2024</u>	
	Impact of Report
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	The CPA Board recommends that the Council's strategies/delivery plan are reviewed to ensure alignment with the refreshed LOIP and Locality Plans.
<u>Local Outcome Improvement Plan</u>	
Prosperous Economy Stretch Outcomes	The refreshed LOIP identifies two stretch outcomes which will demonstrate achievement of a prosperous economy. The Locality Plans underpin the refreshed LOIP and identifies priorities and community ideas for improvement aligned to the LOIP Prosperous Economy Stretch Outcomes and improvement projects to support achievement of these.
Prosperous People Stretch Outcomes	The refreshed LOIP identifies ten stretch outcomes which will demonstrate achievement of prosperous people. The Locality Plans underpin the refreshed LOIP and identifies priorities and community ideas for improvement aligned to the LOIP Prosperous People Stretch Outcomes and improvement projects to support achievement of these.
Prosperous Place Stretch Outcomes	The refreshed LOIP identifies three stretch outcomes which will demonstrate achievement of a prosperous place. The Locality Plans underpin the refreshed LOIP and identifies priorities and community ideas for improvement aligned to the LOIP Prosperous Place Stretch Outcomes and improvement projects to support achievement of these.
Regional and City Strategies	The LOIP sets out the regional and city strategies aligned to each of the stretch outcomes and all partners have been asked to update their strategic plans to align to the refreshed LOIP. The Locality Plans are a key source of evidence to understand the key priorities for the Localities.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	New Integrated Impact Assessment completed and submitted.
Data Protection Impact Assessment	Not required

Other	N/A
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10. BACKGROUND PAPERS

[Refreshed Local Outcome Improvement Plan 2016-26 and Locality Plans 2021-2026, CPA Board, 29 April 2024](#)

[Integration of Locality Planning and Community Empowerment Models for Community Planning Aberdeen and Aberdeen City Health & Social Care Partnership – CPA Board, 3 December 2020](#)

11. APPENDICES

Appendix 1 - Refreshed LOIP 2016-2026

Appendix 2 - a summary of the Refreshed LOIP

Appendix 3 - Children and Young Person’s version of the Refreshed LOIP

Appendix 4 - Refreshed North Locality Plan 2021-26

Appendix 5 - Refreshed South Locality Plan 2021-26

Appendix 6 - Refreshed Central Locality Plan 2021-26

12. REPORT AUTHOR CONTACT DETAILS

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Local Outcome Improvement Plan



Community Planning
Aberdeen

2016-26

Refresh April 2024

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FOREWORD



Councillor Allard, Co-Leader of Aberdeen City Council and Chair of Community Planning Aberdeen



Susan Webb, Director of Public Health, NHS Grampian, Vice Chair of Community Planning Aberdeen

A place where all people can prosper – that remains our collective vision for Aberdeen. Regardless of our background or circumstance, everyone in our great city should enjoy the same opportunities to flourish. The Local Outcome Improvement Plan (LOIP) sets out the means for achieving this. Launched in 2016, the 10-year Plan is led by Community Planning Aberdeen, the local partnership of public, private and third sector organisations and communities all working together to improve people’s lives across Aberdeen.

A huge amount of work had already been done across the partnership to take forward LOIP projects, and this positioned us well for the final two years of our ten year plan. On behalf of the CPA Board, we want to thank you for your ongoing commitment and support to delivering the LOIP and to achieving our collective vision for Aberdeen.

We know it has been a challenging period for people, and as we continue our recovery from the Covid-19 pandemic, people, families, businesses, communities have also had to deal with the rising cost-of-living. Like all areas of Scotland, public services in Aberdeen are facing increasing demand with reducing resources.

With people having to make difficult decisions between heat and food, evidence shows that general physical and mental health have been affected, with our most deprived communities most impacted. The scale of the challenge is understood and we are committed to taking forward actions that aim to increase access to food, fuel, homes and financial support. In addition, we will continue to look at how we best support, engage with and provide services to people living in our priority neighbourhoods to reduce inequalities. Whilst taking a targeted approach to support our most vulnerable communities, we are keen to ensure our universal services create a culture in which healthy behaviours are the norm for everyone; starting in the early years and consistent throughout our lives.

We are proud of our achievements and progress to date from supporting people and families across the City with 696 households helped with fuel bills to achieve £134,464.52 in fuel bill savings; increasing household income by helping 7677 people to access £1,185,861.93 per week of unclaimed benefits; supporting 53 unemployed people to start a business and 228 people into sustained, good quality employment; helping 595 people to upskill and reskill to access employment opportunities; an 98% increase in Real Living Wage employers, with 103 employers seeing over 1,800 workers receive an increase in wages since the establishment of the real Living Wage movement in the city.

These achievements highlight the benefits of Community Planning working effectively together across all areas that impact the place we live; from mitigating the acute impact of the cost of living crisis, the transition to a low-carbon economy, and the need to tackle poverty, reduce inequalities and empower communities. Notwithstanding the work already undertaken across the partnership to take forward LOIP projects, we know from our engagement with the communities that we have more to do collectively. We are not complacent. Let us consider the challenges and our response.

Aberdeen's progress in reducing homelessness stalled with a 25% increase in homelessness applications in 2022/23 caused by post-pandemic movements, rising rents, and economic uncertainty. As a Partnership we are committed to reducing homelessness and last year we were delighted when Aberdeen was successful in its bid to join the Homeward programme, led by The Royal Foundation of The Prince and Princess of Wales. The programme aims to end homelessness, making it rare, brief, and unrepeated and through the addition of a new Stretch Outcome "Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer term ambition to end homelessness in Aberdeen City" shows our determination to reduce homelessness in the city.

We know that the effects of harmful drinking and substance use on individuals, their families and communities are wide-ranging, and we strive to sustain the positive outcomes shown in latest data available at the end of 2022 and our commitment to take forward a range of interventions in our communities to achieve this is evident in the plan.

We believe that by enabling individuals and communities to take control of their lives and their local environment, we can build a stronger, more resilient city for the people who live here. We have seen a 7.3% reduction in the number of people reporting that they feel they have influence and sense of control. That is why we are adding Stretch Outcome 16 "50% of people report they feel able to participate in decisions that help change things for the better by 2026" from the Community Empowerment Strategy into the LOIP. Our ambition is to work in partnership with all communities, valuing their vital role in improving outcomes for our city.

The Covid-19 pandemic has had a profound impact on our children, young people, and their families. It has affected the economy, opportunities, mental health and wellbeing, and highlighted the needs of our most vulnerable young people and the inequalities they face. We have six stretch outcomes within the LOIP focused on children and young people, which show our commitment to addressing these challenges and our ambition to support every child, irrespective of their circumstances; to grow, develop and reach their full potential.

The ‘natural’ and ‘built’ environment can have a significant role in determining the quality of life for the people who live here and is vital to improving health and reducing inequality. We know that we need to do more to mitigate the risk from climate change and to support our communities to be resilient in taking independent action towards understanding the risks presented by climate change and adapting to them. We are focusing on reducing carbon emissions, increasing sustainable travel, protecting our natural environment and ensuring that our spaces and buildings are well cared for.

In line with the Sustainable Development Goals, we recognise that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality and support economic growth which doesn’t compromise the climate and nature – issues at the core of our Local Outcome Improvement Plan. We have shown the alignment of our projects across each of our four strategic themes with the United Nations Sustainable Development Goals. Through delivery of our projects, we are determined to create a more equitable, sustainable and robust future for all.

The refreshed Local Outcome Improvement Plan and our updated Locality Plans, allow us to reach out to our people, communities and businesses, and by continuing to work collectively and successfully we can help to make life better for everyone, leaving no one behind, in this great city that we call home.

Community Planning Aberdeen Board Members

Angela Scott Chief Executive Aberdeen City Council	Graeme Mackie Chief Superintendent Police Scotland	Adam Coldwells Chief Executive NHS Grampian	Susan Webb Director of Public Health NHS Grampian	Andy Wright Local Senior Officer Scottish Fire and Rescue Service	Susan Elston Regional Chair North East Scotland College	Sarah Chew ACVO	Duncan Cockburn Vice Principal for Strategy and Planning Robert Gordon University
Councillor John Cooke Chair of Integrated Joint Board	Councillor Christian Allard Aberdeen City Council	Councillor Kate Blake Aberdeen City Council	Councillor Martin Greig Aberdeen City Council	Councillor Miranda Radley Aberdeen City Council	Yvonne Boyd Head of Operations North East Skills Development Scotland	Pete Edwards Vice Principal University of Aberdeen	Matt Lockley Head of Innovation & Place, Scottish Enterprise



THE ABERDEEN CONTEXT



Like all areas of Scotland, public services in Aberdeen are facing increasing demand with reducing resources. In order to understand how best to prioritise our shared resources, we need clarity on the current and future needs of local people in Aberdeen. Our approach to [Population Needs Assessment](#) ensures we systematically analyse data across a broad range of indicators to identify the major issues facing the City. The following paragraphs provide a summary of findings from the most recent data available as of August 2023.

Our Economy

While the gap between the wealth of the North East region and Scotland has been progressively narrowing since 2015, Aberdeen remains a competitive and productive city with GVA (Gross Value Added) per head in Aberdeen City and Aberdeenshire being 23.7% higher than the Scottish average in 2021. However there have been challenges. Between 2019 and 2022 the number of growth sector enterprises decreased by 830 and the number of people employed in these enterprises has fallen from 60,890 to 52,630. Similarly direct employment in the Oil and Gas sector has decline from its peak of 30,600 in 2015 to 21,000 in 2021. Nevertheless, the oil and gas sector continues to be a significant employer, directly and indirectly (i.e. within the wider supply chain) supporting around 60,000 jobs in the North East. The region is now embracing an economic diversification strategy, transitioning to new forms of renewable energy and supporting the growth of high-value jobs in non-energy sectors.

In the year from April 2022-March 2022, 76% of Aberdeen's working age population was economically active and 71.9% were in employment – lower than the respective rates for Scotland (77.4% and 74.4% respectively). Following a drop in average weekly wage (median gross) in 2020, the weekly wage for people living in Aberdeen City has increased

and at £637.90 in 2022 was similar to the rate for Scotland of £640.30. The proportion of people earning less than the living wage has decreased from 11.9% in 2020 to 6.7% in 2022 and is lower than the rate for Scotland of 9.0%.

Data from SIMD 2020 suggests that overall Aberdeen remains a relatively affluent city - based on SIMD 2016, 40% of Aberdeen's data zones are in the 20% least deprived areas of Scotland. However, there remain areas of deprivation, with 8% of Aberdeen's data zones being classified as being in the 20% most deprived areas of Scotland. More recent data suggests that in 2021/22, 20.5% of children in Aberdeen were living in poverty – up from 18.3% in 2020/21. While there is limited data on the effect of the cost of living crisis, it is likely to have an impact on many households with particular groups of people being more likely to feel the effects. These include: lone parent families; households where someone is disabled; families with three or more children, minority ethnic families; families with a child under one year old and families where the mother is under 25 years. Results from the City Voice show an increase in the proportion of respondents who worried they would not be able to afford to heat their home or have enough food to eat and data from food banks shows an increase in uptake with almost 62,000 emergency food parcels being distributed in 2022/23. In the year 2022-23, there were 1,762 applications under the Homeless Persons legislation in Aberdeen City Council. This is up from 1,404 in 2021-22 – an increase of 25%.

Our People (Children and Young People)

In 2021 there were 35,860 children (0-15 years) in Aberdeen City – this equates to 15.8% of the City's total population which is slightly lower than the Scottish figure of 16.6%. In 2022 there were 14,573 primary school pupils and 10,430 secondary school pupils in Aberdeen City. There were also 140 pupils enrolled in Special Schools.

In July 2022 there were 480 Looked After Children and young people in Aberdeen City – equivalent to 1.2% of the 0-17 years population (same as Scotland). Foster care is the most common setting for Looked After Children in Aberdeen City. At 38.5%, the proportion of children in kinship care (at home with parents or with friends/relatives) is lower in Aberdeen City than in Scotland. While improved, as in Scotland the attainment outcomes for CECYP are still lower than those for all pupils. In 2021/22 in Aberdeen City 76.1% of Looked After Children left school with 1 or more qualification at SCQF (Scottish Credit and Qualifications Framework) level 4 (78.3% for Scotland). Similarly, 67.4% were in a positive destination at follow-up compared to 90.8% for all pupils and 70.4% for Scotland. The percentage of school leavers (all pupils) in a positive follow-up destination varied by deprivation (based on SIMD) with 85% of school leavers in the most deprived quintile having a positive destination compared to 95.3% of those in the least deprived quintile. The number of children on the Child Protection Register increased from 83 in 2021 to 115 in 2022.

In the 12 months to March 2023, there were 4,144 referrals received to Child and Adolescent Mental Health Services (CAMHS) in Grampian of which 3,135 (75.6%) were accepted. Data from the Mental Health and Wellbeing Survey suggests that those in the low family affluence group and those who did not disclose their gender were more likely to report a range of negative outcomes and feelings across nearly all measures.

Our People (Adults)

Based on Census data, at March 2022 Aberdeen City had a population of 224,000. This equates to 4.1% of Scotland's population. Between 2011 and 2022, the population in Aberdeen City grew by 0.5% (from 222,793) compared to an increase of 2.7% for Scotland as a whole. Compared to Scotland, Aberdeen city has a higher proportion of people aged 16-64 years (68.2% compared to 64.6%) and a lower proportion of people age 65+ years (17.1% compared to 20.1%) and under 15 year-olds (14.7% compared to 15.3%).

Aberdeen City has a relatively diverse population. The most recent available figures (year ending June 2021) show an estimated 22.5% of the City's population was born outside of the UK compared to 9.7% for Scotland.

Estimated life expectancy at birth in Aberdeen is broadly in line with Scottish averages at 80.7 years for females and 76.9 years for males (80.7 years 76.5 years respectively for Scotland). However, as in Scotland, life expectancy is strongly associated with deprivation, with those in the most deprived areas having a lower life expectancy than those in the least deprived areas with a difference between those in most and least deprived areas of 10 years for males and 8.1 years for females. Healthy life expectancy measures years lived in good health. While life expectancy has remained broadly stable, healthy life expectancy has decreased for both males and females from 66.3 years in 2014-16 to 61.4 years in 2019-21 for females and 62.8 years to 60.2 years for males.

There is a mixed picture in relation to health behaviours. Positive signs are lower than average rates of smoking and smoking during pregnancy, and higher than average rates of active travel. At 25%, the rate of adults drinking above the guideline recommendations of 14 units per week has also decreased but is still slightly higher than the rate for Scotland of 24%. There has been a drop in the number of drug-related deaths with 42 drug-related deaths in 2022 in Aberdeen City – down from 62 deaths in 2021. Five year age-standardised rate for 2018-2022 was 22.0 per 100,000 population which is lower than the rate for Scotland of 23.4.

In 2020/21, 16.3% of people in Aberdeen City were prescribed drugs for anxiety, depression or psychosis. While lower than the national rate (19.3%), consistent with trends in Scotland the proportion of people receiving prescriptions for these conditions has been increasing in recent years, from (13% in 2010/11). In 2022, there were 28 probable suicides in Aberdeen City (22 males and 6 females) – up slightly from 27 in 2021.

In general, where data is available, it shows a strong relationship between deprivation and health and health behaviours, with those in the most deprived areas having worse outcomes than those in the least deprived areas.

Our Place

Aberdeen has the 8th largest local authority population in Scotland. The city is made up of 37 neighbourhoods, 13 of which are recognised as deprived based on Scottish Index of Deprivation (SIMD).

The importance of Community Empowerment has been recognised in the Community Empowerment Strategy. In June 2023, most respondents (71.8%) to the City Voice agreed that efforts to address community issues are worthwhile and that they would like to be involved in decisions that affect their community (70.5%). However only 31.8% said they knew how to get involved in decisions and 22.1% that they were currently involved. There are currently over 80,600 volunteers in Aberdeen City, contributing 6.2 million hours of help every year in Aberdeen.

In 2022/23 the most common crimes and offences recorded in Aberdeen City were Crimes of Dishonesty (5,449), Road Traffic Offences (4,162) and Non-sexual Crimes of Violence (3,608). In 2021/22 there were 2,579 recorded incidents of domestic abuse in Aberdeen City – down slightly from 2,610 in 2020/21. The rate of accidental dwelling fires is slightly higher in Aberdeen (163 per 100,000 dwellings) than in Scotland (157). The number of people injured in road traffic accidents increased from 64 in 2021 to 82 in 2022.

There is a national and local commitment to meet the target of Net Zero Emissions by 2045. Since 2005, CO₂ emissions in Aberdeen have fallen by 40.4% since 2005 to 1,130 kt in 2021. In 2021, per capita levels were slightly lower in Aberdeen (4.97 tCO₂e) compared to Scotland (5.1 tCO₂e). While the amount of household waste generated increased in 2020 and 2021 compared to the preceding years, the amount going to landfill has decreased – falling from 58,021 tonnes in 2016 to 9,376 tonnes in 2021.

The carbon impact of household waste has fallen from 253,016 tonnes CO₂e in 2016 to 224,544 tonnes CO₂e in 2019 (although again there were increases in 2020 and 2021 compared to the immediately preceding years). Active travel can also play a part in reducing emissions. In 2021, an estimated 24% of people in Aberdeen City used active travel (walking or cycling) to get to work or education. This is an increase from 21.4% in 2018/19. However, climate change is being experienced now across Aberdeen with changes to local rainfall patterns and weather events putting increasing numbers of people and property at risk. In December 2022, almost 60% of City Voice respondents reported being worried about their home and community being vulnerable to severe weather events – double the response in 2020. The most recent Flood Risk Management Strategy produced by SEPA for the North East Local Plan District (2022-2028) identifies 4 areas in Aberdeen City that are potentially vulnerable to flooding – Aberdeen City North (Bridge Of Don, Dyce, Kingswells-north), Aberdeen City – South (Central), Peterculter, Cove and Nigg Bay (Cove Bay and Nigg Bay). The total number of people at risk from flooding for the North-East Local area is 51,000. The number of people at risk of flooding for Aberdeen City is 32,510. This means that 63.75% of the number of people at risk from flooding in the North-East are within Aberdeen City.

Greenspace is important for a range of reasons, including health and well-being, economic benefit and environmental protection. Our greenspaces also play a crucial role in mitigating the negative impacts of climate change. While Aberdeen has a diverse mix of greenspaces for people and wildlife, the types, quantities, quality and accessibility of these are not evenly distributed across the City. Areas of social deprivation tend to have lower diversity and quality spaces which in turn can impact on the health outcomes for those communities. In December 2022, 69.9% of City Voice respondents reported that they were satisfied with their local greenspace – up from 65% in March 2020.

The Partnership's response to these challenges is set out in this Local Outcome Improvement Plan which details the improvement activity the Partnership will prioritise and resource to effect change.

Place Standard Engagement

Between 6 October and 5 November 2023, Community Planning Aberdeen carried out an engagement exercise, based on the national Place Standard tool, to discover what things people of Aberdeen think are good now and improvements they think would make our city and our communities better in the future. 470 people participated (309 through the online engagement; 55 through the locality events and 106 through the children and young people’s version).

Participants were asked to score 14 themes on a scale of 1-7, where 1 meant there was a lot of room for improvement (very bad) and 7 meant there was very little room for improvement (excellent). The themes covered both physical (for example its buildings, spaces, and transport links) and social (for example whether people feel they have a say in decision making) aspects of our City and all aligned to our current priorities (Stretch Outcomes). To help identify potential areas for improvement participants were also asked:

- What are top 3 things that are good now?
- What are the top 3 things we could make it better in the future?

The data and comments gathered by the simulator have been considered alongside the population needs Assessment in making decisions about which improvement projects should be within the Local Outcome Improvement Plan. Our improvement projects will test change ideas gathered from stakeholders and communities to support achievement of our Stretch Outcomes.

The five highest ranking themes were:

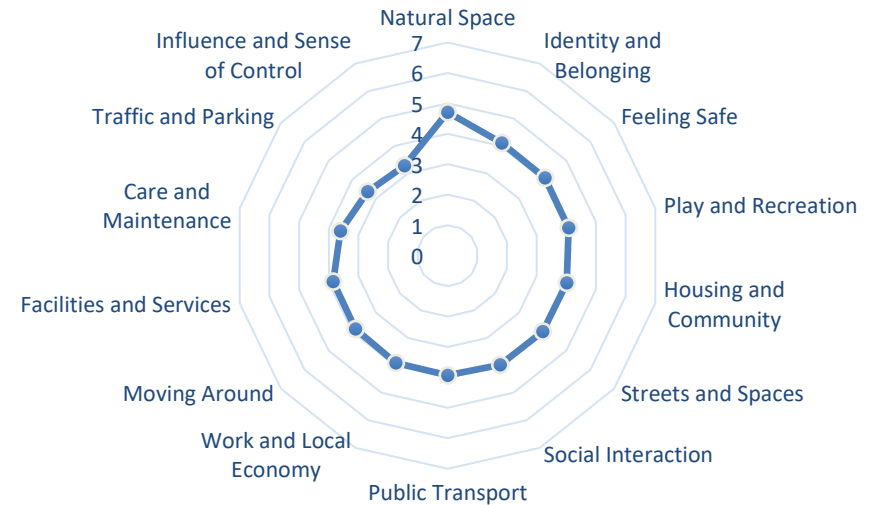
1. Natural space (4.7)
2. Identity and belonging (4.1)
3. Feeling safe (4.1)
4. Play and recreation (4.1)
5. Housing and community (4.0)

A total of 11,394 comments were received across each of the 14 themes, combining all ‘good’ now comments, and all ‘improve’ comments by respondents.

The top 5 themes for ‘good’ comments were:

1. Moving around
2. Public Transport
3. Streets & Space
4. Natural space and
5. Play and recreation.

Mean scores - all participants



OUR VISION FOR ABERDEEN CITY



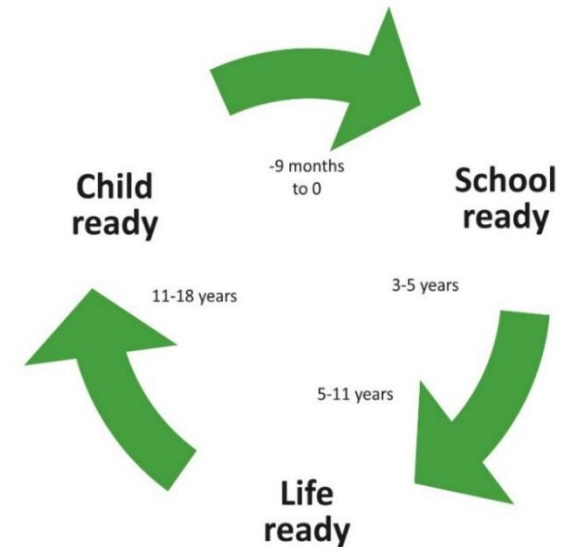
'A place where all people can prosper'

Our vision for 2026 is Aberdeen as a place where all people can prosper. This means all people being able to access the opportunities available in our great City, regardless of their background or circumstances. This reflects our desire to help all people, families, businesses and communities to do well, succeed and flourish in every aspect. To achieve this vision we are committed to tackling the issues that exist in our society which prevent equal opportunity for all to lead a happy and fulfilling life.

Despite the relative prosperity that Aberdeen has enjoyed compared to other areas of Scotland, there are problems faced by our City which have endured for decades and have been stubbornly resistant to improvement. Our evidence confirms what we already know; that inequalities in health, education and employment opportunities continue to exist in some communities and that this is most acute for those families living under the grip of poverty.

Through early intervention and prevention, we aim to create the conditions for prosperity and support future generations to be prepared and made **ready for school, for work, for adulthood** and for life itself – see diagram 1. This calls for attention to be paid to care experienced children, young offenders, children of offenders and those living in poverty - because their levels of risk are very much higher than those of other children and young people of their age.

Diagram 1 – Whole life approach



No single sector or profession can improve outcomes for people and place alone. Collaborative efforts across the Community Planning Partnership are key to achieving our ambitions for the City of Aberdeen.

We understand that real transformation will come from acting beyond the walls of our public service organisations and infrastructures and thinking about Aberdeen as a **'City of Learning'**.

Becoming a **City of Learning** means capitalising on the vast opportunities, resources and potential for enabling people to learn and develop themselves in ways that meet their needs, interests and ambitions. In this way they can participate more fully in their own lives and in the life of the City to help their families and communities prosper. This approach builds on the pioneering work of the Learning Cities in the USA and the UNESCO Global Network of Learning Cities movement. It recognises the lifelong opportunity that exists for people to learn to address gaps in their opportunity, achievement and/or skills – see diagram 2.

Diagram 2 – Lifelong learning approach



How will we know we are making a difference?

Setting out a vision for how we want things to be in the future is the easy part. Believing that it is possible and making it happen is entirely different.

This plan sets out the improvement projects we will take forward to achieve our vision as **a place where all people can prosper**.

Our ultimate measures of success in achieving this vision will be that **by 2026:**

We still have the **highest** GVA (Gross Value Added) per head in Scotland

Fewer than 10% of our children are living in poverty

We are living in good health for at least **five years** longer

Our carbon emissions are **61% lower**

How will we make it happen?

Our 16 Stretch Outcomes break down our overall vision into four themes of People, Place, Economy and Community Empowerment and into manageable thematic programmes of work. The Stretch Outcomes are the overarching aims we are working towards achieving through our improvement projects. Whilst we don't have overall control of the Stretch Outcomes we are ambitious to use our multi-agency influence to make changes that we hope will have an impact. In taking a structured approach to improvement we are very clear about what it is we are trying to accomplish, how we will know whether a change is an improvement and what changes we will make to secure this improvement. These stretch outcomes tackle poverty as they manifest at every stage of a person's life journey. The following chapters in this document include the detailed improvement projects we will take forward to influence the achievement of these stretch outcomes.

OUR 16 STRETCH OUTCOMES

ECONOMY	PEOPLE (Children & young people)	PEOPLE (Adults)	PLACE
<ol style="list-style-type: none"> 20% reduction in the percentage of people who report they have been worried they would not have enough food to eat and/ or not be able to heat their home by 2026. 74% employment rate for Aberdeen City by 2026. 	<ol style="list-style-type: none"> 95% of all children will reach their expected developmental milestones by their 27-30 month review by 2026 90% of children and young people report they feel listened to all of the time by 2026. By meeting the health and emotional wellbeing needs of our care experienced children and young people they will have the same levels of attainment in education and positive destinations as their peers by 2026. 95% of children living in our priority neighbourhoods (Quintiles 1 & 2) will sustain a positive destination upon leaving school by 2026. 83.5% fewer young people (under 18) charged with an offence by 2026. 100% of our children with Additional Support Needs/disabilities will experience a positive destination. 	<ol style="list-style-type: none"> 10% fewer adults (over 18) charged with more than one offence by 2026 Healthy life expectancy (time lived in good health) is five years longer by 2026. Reduce the rate of both alcohol related deaths and drug related deaths by 10% by 2026. Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer term ambition to end homelessness in Aberdeen City. 	<ol style="list-style-type: none"> Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate. Increase sustainable travel: 38% of people walking; 5% of people cycling and wheeling as main mode of travel and a 5% reduction in car miles by 2026. 26% of Aberdeen's area will be protected and/or managed for nature and 60% of people report they feel that spaces and buildings are well cared for by 2026.
COMMUNITY EMPOWERMENT			
16. 50% of people report they feel able to participate in decisions that help change things for the better by 2026.			

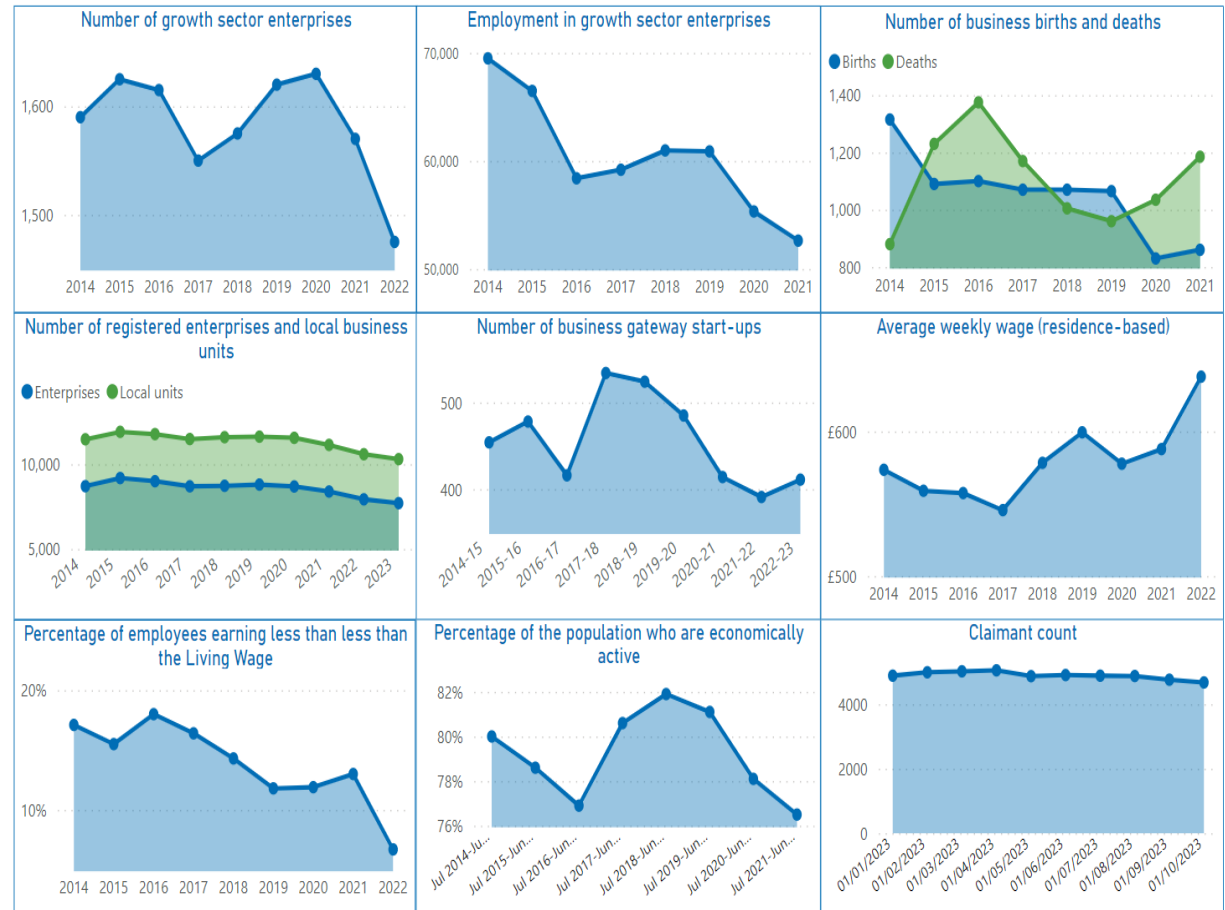
PROSPEROUS ECONOMY



A healthy economy supports a healthy population. People who are economically secure, have better health and wellbeing. We want everyone in Aberdeen to benefit from a healthy economy and to have equal opportunities to be economically active. However, Aberdeen continues to experience the impact of the economic change that has arisen from the Covid-19 pandemic, and the cost of living with increased inflation, food and energy prices. Our employment in the city is at its lowest level since 2016, with roughly 1 in 4 of the working age population economically inactive. This is impacting on people across the city, but we know that people living in our priority neighbourhoods, women, children, people with a disability, minority ethnic communities and on a low income are more likely to be affected.

The cost of living crisis, combined with existing inequalities, increase the risk of acute poverty and reduce wellbeing. We are committed to working in partnership, with our communities, to develop and provide targeted, locally based solutions to mitigate against the cost of living and support the long term financial security of all households. For example, we have projects supporting people access affordable and healthy food, as well as being able to live in homes suitable to their needs and which can be kept warm and dry.

POPULATION NEEDS ASSESSMENT DATA:



Linked to a rise in poverty is growing financial insecurity. A primary focus will be supporting people access the financial support they are entitled to, whilst enabling their financial resilience in the longer term by increasing the opportunities for unemployed residents to gain good quality work opportunities, where they are able to. Accessing support and the type and range of employment opportunities were key themes from our public engagement. Our plans are focused on providing targeted support for people who need help in removing the barriers to accessing employment opportunities; and creating and giving people greater opportunities to develop and gain new skills at all points in their life. Business creation continues to be key to both developing new employment opportunities and to diversifying the economy. Aberdeen Prospers is committed to improvement activity around providing the correct support for those wishing to start or expand their own business, including social enterprises.

A common theme from our public engagement was the cost of public transport and the challenges this caused for people accessing services and job opportunities. To mitigate against this we are aiming to reduce transport poverty and support people to access the opportunities that are available, connect in their communities and engage with services.

We know that people in work are also experiencing poverty. Employers paying the real living wage can mean the difference between surviving and thriving. Over the past two years we have been working in partnership to increase the number of employers paying the real living wage and 100 employers are now living wage accredited. We are committed to sustaining and expanding this with our goal to achieve real living wage city accreditation by 2026.

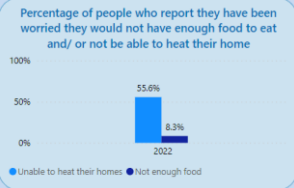
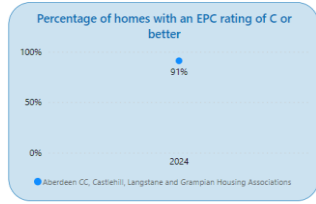
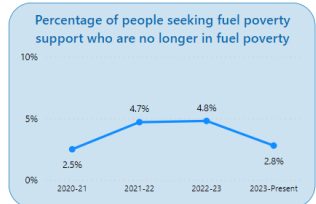
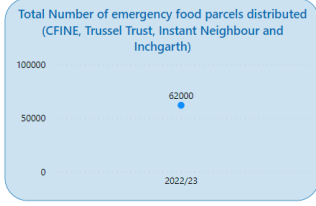
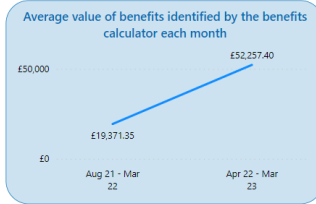
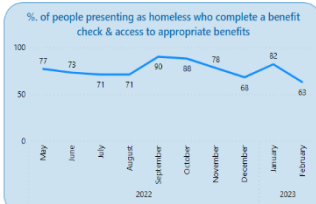
STRETCH OUTCOMES

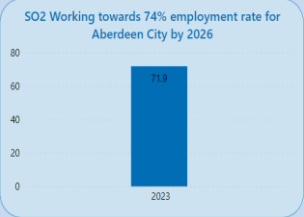


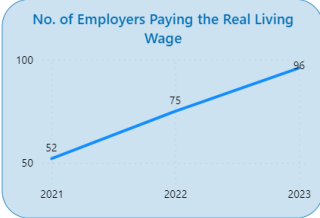
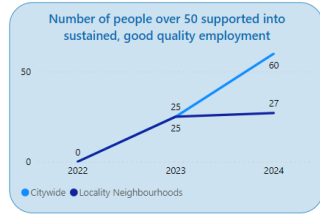
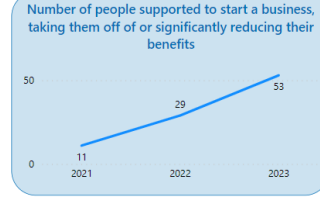
1. 20% reduction in the percentage of people who report they have been worried they would not have enough food to eat and/ or not be able to heat their home by 2026.
2. 74% employment rate for Aberdeen City by 2026

LEAD PARTNERS:

- Aberdeen City Council
- Aberdeen Council of Voluntary Organisations (ACVO)
- Business Gateway
- Culture Aberdeen
- Grampian Regional Equality Council (GREC)
- North East Scotland College (NESCol)
- NHS Grampian
- SCARF
- Scottish Enterprise
- Skills Development Scotland



Stretch Outcome	Key Drivers	Improvement Project Aim and Reference	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner
<p>1. 20% reduction in the percentage of people who report they have been worried they would not have enough food to eat and/or not be able to heat their home by 2026.</p>  <p>Responsible Outcome Improvement Group: Anti-Poverty Group</p>	<p>Mitigating the causes of poverty and supporting those experiencing poverty.</p>	<p>1.1 Increase to 92% the number of homes that meet an EPC rating of C or better by 2026.</p>		<p>Social housing; City Wide; Early Intervention</p>	<p>Aberdeen City Council</p>
		<p>1.2 10% of people seeking fuel poverty support are no longer in fuel poverty by 2026.</p>		<p>City wide; people living in social housing Early Intervention</p>	<p>SCARF</p>
		<p>1.3 Increase the number of people referred from food banks to cash first initiatives by 10% by 2026.</p>		<p>City Wide; Early Intervention</p>	<p>Cash First Partnership</p>
		<p>1.4 Increase the uptake of unclaimed benefits across Aberdeen City by 10% by 2025.</p>		<p>City Wide; Early Intervention</p>	<p>Aberdeen City Council</p>
		<p>1.5 Ensure 100% of those assessed as homeless are offered a financial assessment to check they are accessing all appropriate benefits by 2025.</p>		<p>City Wide; people presenting as homeless; Response</p>	<p>Aberdeen City Council</p>

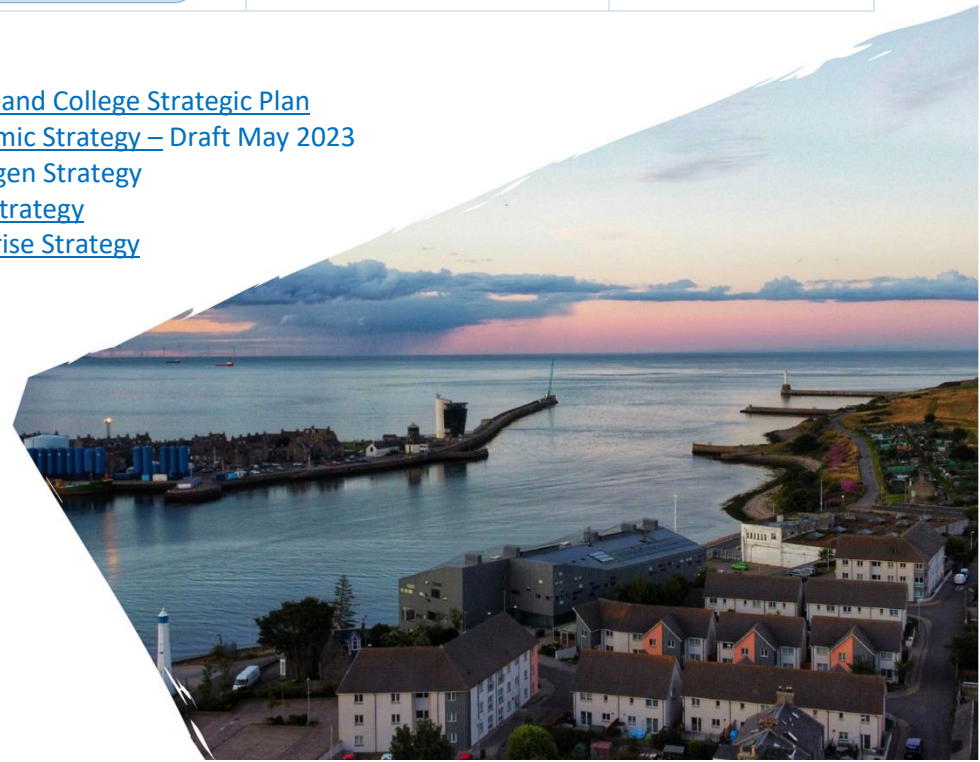
Stretch Outcome	Key Drivers	Improvement Project Aim and Reference	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner
<p>2. 74% employment rate for Aberdeen City by 2026</p>  <p>SO2 Working towards 74% employment rate for Aberdeen City by 2026</p> <p>Responsible Outcome Improvement Group: Aberdeen Prospers</p>	Supporting labour market to recover from impact of Covid-19 on employment.	2.1 Support 25 people from ethnic minorities into sustained, good quality employment by 2026.		City Wide; Ethnic minorities; Early Intervention	Aberdeen Council of Voluntary Organisations (ACVO) / Grampian Regional Equality Council (GREC)
		2.2 Support 25 people into good quality jobs within Health and Social Care by 2026.		City Wide; Long term health conditions and/or disabilities; Early Intervention	NHSG
	Increasing the number of people in Aberdeen in sustained, fair work.	2.3 Increase employer sign up to the Real Living Wage by 5% year on year to 2026 to achieve Real Living Wage City Status by 2026.		City Wide; Employers Early Intervention	Scottish Enterprise
		2.4 Support 100 people into sustained, good quality employment by 2026, with a particular focus on those from priority neighbourhoods and people over 50.		Priority neighbourhoods and people over 50; Early Intervention	Skills Development Scotland
		2.5 Supporting 100 people to start a business in Aberdeen who will be coming off the benefits system or significantly reducing their benefits through starting a business by 2026.		City wide; benefits claimants; Early Intervention	Business Gateway

Stretch Outcome	Key Drivers	Improvement Project Aim and Reference	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner
	Fewer employers reporting skills gaps	2.6 Support 40 young parents into training and / or employability provision by 2026.		City wide; Young parents (mothers and fathers) aged 16 to 25 Early Intervention	Aberdeen City Council
		2.7 Upskill 50 individuals who are experiencing digital barriers to apply for employment opportunities by 2026.		City Wide; People experiencing digital barriers; Early Intervention	Aberdeen City Council
		2.8 Support 25 individuals to gain employability skills through volunteering opportunities by 2026.		City Wide; People experiencing barriers to employment; Early Intervention	Culture Aberdeen

LOCAL SUPPORTING STRATEGIES

- [City Region Deal 2021-2025](#)
- [City Centre Masterplan](#)
- [Council Delivery Plan](#)
- [Cultural Strategy for Aberdeen](#)
- [Destination Tourism Strategy 2022-2030](#)
- [Granite City Growing; a food growing strategy for Aberdeen 2019-24](#)
- [Granite City Good Food Plan - Plan of the Sustainable Food City Partnership](#)
- [Net Zero Aberdeen Building and Heating Strategy](#)
- [Net Zero Aberdeen Energy Supply Strategy](#)

- [North East Scotland College Strategic Plan](#)
- [Regional Economic Strategy – Draft May 2023](#)
- [Regional Hydrogen Strategy](#)
- [Regional Skills Strategy](#)
- [Scottish Enterprise Strategy](#)



PROSPEROUS PEOPLE (CHILDREN & YOUNG PEOPLE)



Our ambition is to make Aberdeen a place where all children and young people can grow up loved, safe and respected so that they can realise their full potential. The Stretch Outcomes outlined below and the improvement aims aligned to them reflect these aspirations and support the delivery of the Children Services Plan.

Over the next few years we will work with families and young children to ensure they have the best possible start in life by helping them reach their developmental milestones. We continue to have a focus on improving mental health and wellbeing and increasing the attainment of our children and young people. Our improvement projects also provide focussed interventions for those who require the most support such as: those from our priority neighbourhoods; those experiencing poverty; those who are Care Experienced; at risk of entering the Justice system; or who have additional Support Needs/disabilities ensuring they have the same opportunities to thrive as their peers.

POPULATION NEEDS ASSESSMENT DATA:



Co-location and co-delivery are increasingly evident across the universal services and our multi-agency Fit Like Hubs provide a model for targeted partnership integration and delivery. We now need to build on this positive start to ensure services at universal, targeted and specialist levels of our Tiered Intervention Framework provide effective early and preventative Family Support. We recognise that co-designing more integrated services with service users and their families will be critical to the delivery of the Stretch Outcomes for Children and Young People.

There is also a need to improve the alignment of children's services with adult services in order to take a whole family approach and address issues that can arise at transition points. In developing our stretch outcome outcomes, we have listened to the priorities of our children and young people, their families and those who support them through opportunities to engage with the data informing our planning and monitoring and from survey data held across the Community Planning Partnership. We undertake a yearly review of the data as part of our statutory reporting on progress and use the insight gleaned to validate or help reset our Plans.

Meaningful and effective participation will be central to the delivery of our LOIP Improvement aims and we will monitor and report on how our children and young people have directly influenced service delivery through Community Planning Aberdeen.


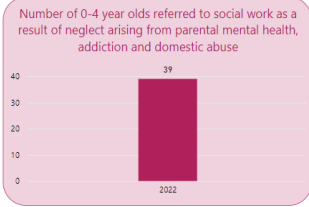
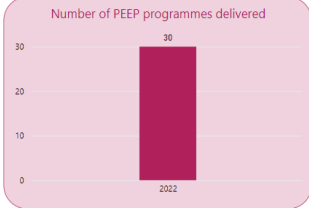
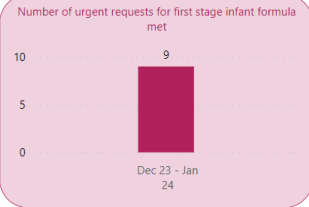
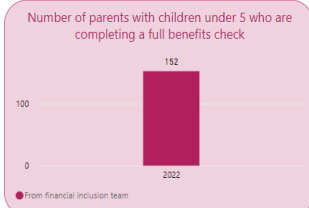
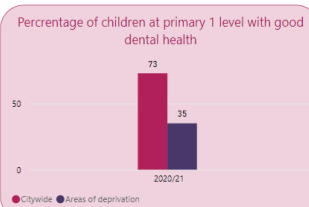
STRETCH OUTCOMES

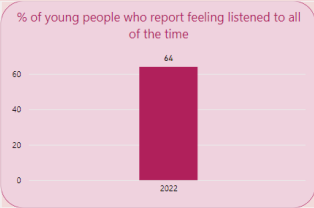

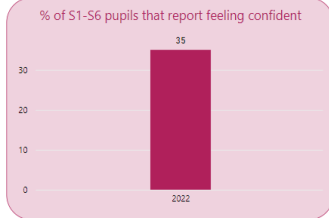
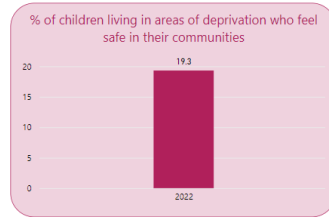
3. 95% of all children will reach their expected developmental milestones by their 27-30 month review by 2026.
4. 90% of children and young people report they feel listened to all of the time by 2026.
5. By meeting the health and emotional wellbeing needs of our care experienced children and young people they will have the same levels of attainment in education and positive destinations as their peers by 2026.
6. 95% of children living in our priority neighbourhoods (Quintiles 1 & 2) will sustain a positive destination upon leaving school by 2026.
7. 83.5% fewer young people (under 18) charged with an offence by 2026.
8. 100% of our children with Additional Support Needs/disabilities will experience a positive destination.

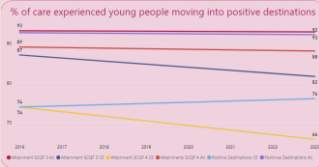
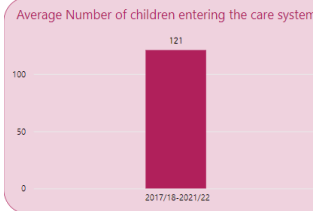
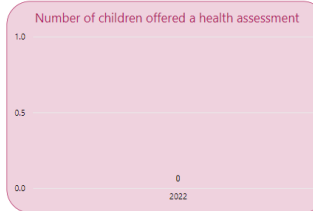
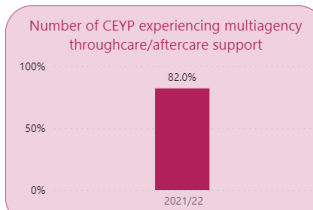

LEAD PARTNERS:

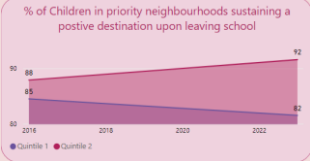


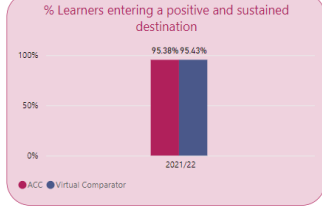
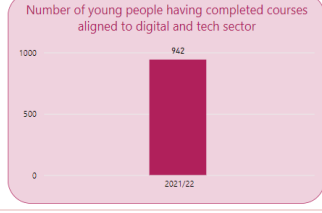
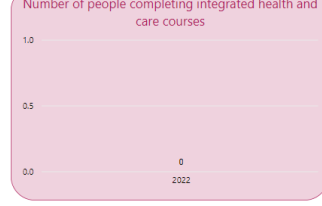
- Aberdeen City Council
- Aberdeen City Health & Social Care Partnership
- ACVO
- NHS Grampian
- North East Scotland College
- Police Scotland
- Scottish Children's Reporter Administration



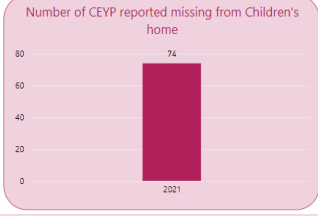
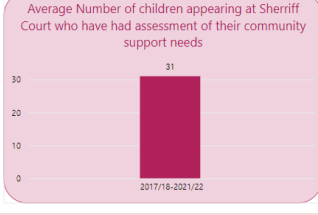

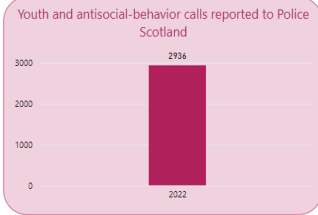


Stretch Outcome	Key Drivers	Improvement Project Aim and Reference	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner
<p>3. 95% of all children will reach their expected developmental milestones by their 27-30 month review by 2026</p>  <p>Responsible Outcome Improvement Group: Children's Services Board</p>	<p>Ensuring that families receive the parenting and family support they need.</p>	<p>3.1 Reduce by 5% the no. of children aged 0-4 who are referred to Children's Social Work as a result of neglect arising from parental mental health, addiction and domestic abuse 2026.</p>		<p>City Wide; children aged 0-4; Early Intervention</p>	<p>ACHSCP</p>
		<p>3.2 Increase by 40% the number of Peep programmes delivered by multi-agency partners by 2025.</p>		<p>Priority Neighbourhoods; Early Intervention</p>	<p>Aberdeen City Council</p>
	<p>Improving health and reducing child poverty inequalities.</p>	<p>3.3 100% of urgent requests for first stage infant formula and nutritional support for pre-school children are met by 2024.</p>		<p>City Wide; Early Intervention</p>	<p>NHSG</p>
		<p>3.4 Increase by 10% the no. of parents with children under 5 who are completing a full benefits check by 2024.</p>		<p>City Wide; All new Parents and Parents of Pre-school Children; Prevention</p>	<p>NHSG</p>
		<p>3.5 Improve dental health at primary 1 to the national average by reducing the levels of dental health decay in areas of deprivation to 50% by 2025.</p>		<p>Priority Neighbourhoods; Children pre primary 1; Early Intervention</p>	<p>NHSG</p>

Stretch Outcome	Key Drivers	Improvement Project Aim and Reference	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner
<p>4. 90% of children and young people report they feel listened to all of the time by 2026.</p> 	Improving timely access to support.	4.1 Reduce demand on Tier 3 services by 5% by 2026.		City wide; Early Intervention	NHSG, CAMHS
		4.2 Reduce waiting time for interventions starting, by each tier 2/3 service by 5% by 2026.	Baseline to be established as part of the project.	City wide; children and young people requesting Tier 2 and 3 mental health assistance; Prevention	NHSG, CAMHS
		4.3 100% of children leaving care are referred to services that can meet assessed mental health needs within 4 weeks of the health assessment being completed by 2024.	Baseline to be established as part of the project.	City wide; Looked After Children leaving care; Early Intervention	NHSG
	Increasing children’s knowledge and understanding of their own physical and mental wellbeing and take an early intervention and prevention approach.	4.4 Increase by 5% the number of S1-S6 pupils who report that they feel confident by 2025.		City wide; S1-S6 pupils; Prevention	Aberdeen City Council (Education)
		4.5 Increase by 10% the % of children living in areas of deprivation who feel safe in their communities by 2025.		Priority Neighbourhoods; Children; Prevention	Aberdeen City Council (Community Safety)

Stretch Outcome	Key Drivers	Improvement Project Aim and Reference	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner
<p>5. By meeting the health and emotional wellbeing needs of our care experienced children and young people they will have the same levels of attainment in education and positive destinations as their peers by 2026</p>  <p>Responsible Outcome Improvement Group: Children's Services Board</p>	<p>Improving education and health outcomes for care experienced children and young people.</p>	<p>5.1 Reduce by 5% the number of children entering the care system by 2024.</p>		<p>City wide; Children and young people at risk and entering care; Early Intervention</p>	<p>Aberdeen City Council</p>
		<p>5.2 100% of children and young people leaving care are offered a health assessment to identify gaps in their health provision and needs by 2024.</p>		<p>City wide; Looked After Children and young people leaving care; Response</p>	<p>NHSG</p>
		<p>5.3 Increase the number of care experienced young people by 10% receiving multiagency throughcare/aftercare support by 2024.</p>		<p>City wide; Care experienced children and young people; Response</p>	<p>Aberdeen City Council</p>
	<p>Supporting attainment of balance of care where children are able to remain more often at home and or with kin.</p>	<p>5.4 80% of care experienced parents will report that they believed they were sufficiently prepared for parenthood by 2026.</p>	<p>Baseline to be established as part of the project.</p>	<p>City wide; Care experienced parents; Response</p>	<p>NHSG</p>
	<p>Supporting children and young people to understand and access multiagency throughcare and aftercare services.</p>	<p>5.5 80% of the identified multi-agency workforce successfully complete Corporate Parenting training aligned to the Promise by 2025.</p>		<p>City wide; Multi-agency staff; Early Intervention</p>	<p>Aberdeen City Council</p>

Stretch Outcome	Key Drivers	Improvement Project Aim and Reference	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner
<p>6. 95% of all our children, including those living in our priority neighbourhoods (Quintiles 1 & 2), will sustain a positive destination upon leaving school by 2026</p>  <p>Responsible Outcome Improvement Group: Children’s Services Board</p>	<p>Improving pathways to education, employment and training for all our children</p>	<p>6.1 75% of identified multi-agency staff reporting confidence in identifying and taking action on harm by 2026.</p>	<p>Baseline to be established as part of the project.</p>	<p>City wide; Multi-agency staff; Prevention</p>	<p>Aberdeen City Council</p>
		<p>6.2 Increase to 3 the delivery of co-located and delivered services by health and education by 2024.</p>		<p>City wide; Young people in school; Early Intervention</p>	<p>Aberdeen City Council</p>
		<p>6.3 Increase by 10% the rate of completion of NPA/FA/HNC courses available to young people across the city by June 2024.</p>		<p>City wide; Young people; Prevention</p>	<p>Aberdeen City Council</p>
		<p>6.4 Increase the % of learners entering a positive and sustained destination to be ahead of the Virtual Comparator for all groups by 2025.</p>		<p>Each SIMD quintile; Young people; Early Intervention</p>	<p>Aberdeen City Council</p>
		<p>6.5 Increase by 20% the number of young people completing courses aligned to support the digital and tech sector by 2026.</p>		<p>City wide; Young people; Prevention</p>	<p>Aberdeen City Council</p>
		<p>6.6 Increase to 50 the no. of people completing more integrated health and care courses by 2025.</p>		<p>City wide; Children and young people; Prevention</p>	<p>NESCOL</p>

Stretch Outcome	Key Drivers	Improvement Project Aim and Reference	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner
<p>7. 83.5% fewer young people (under 18) charged with an offence by 2026.</p>  <p>Responsible Outcome Improvement Group: Children's Services Board</p>	<p>Young people receive the right help at the right time to improve outcomes for young people at risk of becoming involved in the Justice System.</p>	<p>7.1 Reduce by 20% the number of care experienced young people charged with an offence by 2025.</p>		<p>City wide; Care Experienced Young People; City wide; Early Intervention</p>	<p>Police Scotland</p>
	<p>More people appropriately diverted from Justice System to effective interventions aimed at reducing the likelihood of reoffending, where appropriate.</p>	<p>7.2 Reduce by 15% the number of care experienced young people reported missing from Children's homes to Police Scotland by 2024.</p>		<p>City wide; Care experienced young people in Children's homes; Early Intervention</p>	<p>Police Scotland</p>
	<p>Tackling antisocial behaviour in problem areas with appropriate and effective interventions.</p>	<p>7.3 90% of 16/17 year olds appearing at Sherriff Court in relation to Lord Advocate's guidance will have had an assessment of their community support needs by 2025.</p>		<p>City wide; 16 and 17 year olds appearing at Sherriff Court; Response</p>	<p>Aberdeen City Council (Children's Social Work)</p>
		<p>7.4 Increase by 5% the no. of 16/17 year olds who are diverted from prosecution by 2025.</p>		<p>City wide; 16 and 17 year olds in conflict with the law; Early Intervention</p>	<p>Aberdeen City Council (Children's Social Work)</p>
		<p>7.5 Reduce by 15% the number of instances of youth anti-social behaviour calls to Police Scotland by 2025.</p>		<p>City wide; Under 18s; Early Intervention</p>	<p>Police Scotland</p>

Stretch Outcome	Key Drivers	Improvement Project Aim and Reference	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner	
8. 100% of our children with Additional Support Needs/ Disabilities will experience a positive destination by 2026.	Improving pathways to education, employment and training for our children with ASN/disabilities.	8.1 Increase by 10%, the percentage of children and young people with additional support needs (ASN) and/or a disability accessing full time education by 2026.		City wide; YP with additional support needs/disability; Early Intervention	Aberdeen City Council	
		8.2 Increase by 5%, the percentage of young people with additional support needs/disability entering a positive destination by 2025.		City wide; Young people with additional support needs/disability; Early Intervention	Aberdeen City Council	
	Ensuring young carers receive the support they need.	8.3 Increase by 20% the number of registered young carers accessing support from the Young Carers service by 2025.		City wide; Young carers; Early Intervention	Barnardos	
		Ensuring our children with ASN/disabilities and their families receive the support they need	8.4 By 2025, 90% of families with children with an additional support need or disability will indicate that they have access to peer and community support that meets their needs.	Baseline to be established as part of the project.	City wide; Families with children with an additional support need/disability; Early Intervention	NHSG
	Responsible Outcome Improvement Group: Children's Services Board	Improving timely access to support.	8.5 90% of identified multi-agency staff working with children and young people with disabilities will report confidence in identifying and taking action on how harm presents in children with additional support needs/disabilities by 2026.	Baseline to be established as part of the project.	City wide; Multi-agency staff working with children and young people with disabilities; Early Intervention	NHSG
			8.6 Increase by 20% the number of families of children with autism or awaiting diagnosis accessing support prior to diagnosis and reduce the interval between referral and diagnosis by 2024.	Baseline to be established as part of the project.	City wide; Families of children with autism or awaiting diagnosis; Early Intervention	NHSG



Local Supporting Strategies

[Aberdeen City National Improvement Framework Action Plan](#)

[Aberdeen Playing Pitch Strategy](#)

[Aberdeen Aquatics Strategy](#)

[Aberdeen Sports Facilities Strategy](#)

[AHSCP Strategic Plan High Level Plan 2022-26](#)

[Children's Services Plan](#)

[Child Poverty Plan](#)

Local [Autism](#) and [Carers](#) Strategies

[Strategy for Active Aberdeen](#)

[Corporate Parenting Plan](#)

[Child Protection Improvement Plan](#)

[Community Learning & Development Plan](#)

[Children's Rights Report](#)

Early Learning & Childcare [Delivery](#) and [Accessibility](#) Plan

PROSPEROUS PEOPLE (ADULTS)



We want Aberdeen to be a place where everyone can live long and healthy lives. The rising cost of living is a key risk to population health and is likely to increase the existing inequalities in healthy life expectancy, with people from areas with higher deprivation having shorter lives and being more likely to live with poorer health for longer. With people making difficult decisions between heat and food, evidence shows that general physical and mental health will be affected.

There will be long term consequences of the cost of living crisis, many of which are preventable. Mitigating the impacts on people, communities, as well as the inequalities currently experienced, can only be achieved by us working together in partnership and through targeting improvement activity for vulnerable and disadvantaged people, families, and groups. Food, water, clothing, sleep and shelter are the basic human needs for survival but for our most vulnerable people, each day consists of trying to meet these needs. Our improvement activity is focused on supporting the people most vulnerable to harm due to poverty, homelessness, mental health and drugs and alcohol in the short term as well as making changes to our systems to prevent these harms in the future.

POPULATION NEEDS ASSESSMENT DATA:



As part of the city's ongoing efforts to enact change and reduce homelessness locally, Aberdeen is delighted to be one of the six flagship locations of Homewards, a five year locally led programme launched by Prince William and The Royal Foundation of the Prince and Princess of Wales. Through Homewards, Aberdeen is being supported over the next five years to create a coalition of committed people and organisations from private, public and voluntary sectors who will work together to create and deliver an action plan, as well as an Innovative Housing Project that aims to unlock homes at scale. The Homewards Aberdeen coalition will work in collaboration with existing programmes and working groups, and will enhance ongoing work rather than duplicate it. It will also be given the space, tools and expertise to focus on preventing homelessness in all its forms, and put Aberdeen on a trajectory to ending it, making it rare, brief and unrepeatable.

Whilst taking a targeted approach to support our most vulnerable communities, we are also ensuring our universal services create a culture in which healthy behaviours are the norm starting with the early years and persisting throughout our lives. We are taking a whole family approach to providing all individuals and communities with the social resources needed to make informed decisions about health and lifestyle. We recognise that information alone is not enough and we need to ensure the right environment is available to facilitate and support people to make the right behavioural choices. Our projects focus on access to affordable healthy food, reducing tobacco smoking and vaping. Evidence shows that there are factors that increase the likelihood of some people using alcohol and drugs and the harm caused to them and their family. Through our improvement activity, we are increasing access to alcohol and drug support for the whole family within their community, including early identification of children requiring preventative support to mitigate the risk of future harm in relation to drug and alcohol use. Each individual's recovery will be unique and their, and their families' voice will be critical to the success of our improvement activity and will be a key part of the shaping of the projects and ensuring a whole system approach.

Through our engagement, our communities have expressed the importance of access to improvements to community health services and support services, as well availability of activities within their communities to stay connected. We need to ensure that people have access, when needed, to the health and support services, at the earliest opportunity and in the setting that enables them to engage. To support this, we have projects focused on increasing uptake of cancer screening of people in our priority neighbourhoods, support for chronic pain management, as well as access to drug and alcohol education and support across a range of settings. We are committed to providing and raising awareness of accessible opportunities to stay well and connected in your community through a range of activities and access to interventions to identify, at an early point, when behaviours could turn to harm.

LEAD PARTNERS:

- Aberdeen City Council
- Aberdeen City Health & Social Care Partnership
- Aberdeen Council of Voluntary Organisations (ACVO)
- Alcohol and Drugs Action
- NHS Grampian
- Police Scotland
- Homewards Aberdeen Coalition
- Sport Aberdeen
- Scottish Fire & Rescue Service
- Quarriers
- Violence Against Women Partnership

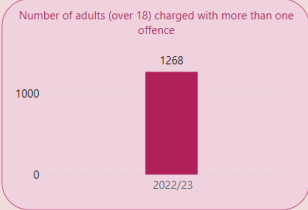






All people in Aberdeen are entitled to live within our community in a manner in which they feel empowered, resilient and safe. People sometimes need others to support their achievement of a full, active, safe citizenship. Through our partnership working, we are seeing increases in diversion out of the justice system, and we are committed to continue to reduce the number of people and communities affected or harmed by crime through an early intervention approach to offending through preventative aims. We recognise that we need to support people who have offended, to turn their behaviour around and become contributors to society. Research shows that maintaining and building upon protective factors such as access to housing, healthcare, employability, financial stability and professional support, such as intervention and access to drug and alcohol support, assists in reducing repeat offending and a return to custody, with all of the associated financial and human costs. We are focussed on identifying all need and developing a whole system approach enabling people to access the support they require at the earliest opportunity and creating opportunities for engagement on the issues which are contributing to reoffending behaviour. Our plans take targeted interventions to reduce the impact of crime on communities, such as hate crimes through improving awareness and expanding Third-Party Reporting Centres. We are taking a whole population approach to changing attitudes and recognising domestic abuse, because we are acutely aware of the unseen and unreported abuse and we are committed to working with partners and communities in making all people feel safe.

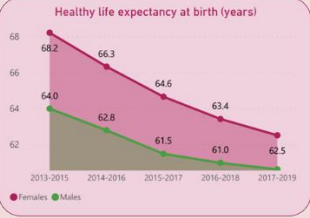

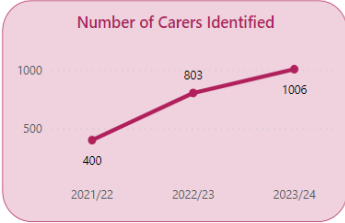
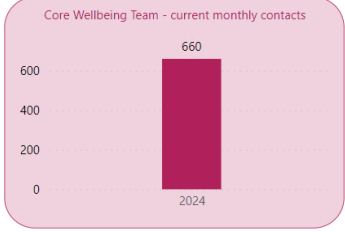

STRETCH OUTCOMES



9. 10% fewer adults (over 18) charged with more than one offence by 2026
10. Healthy life expectancy (time lived in good health) is five years longer by 2026
11. Reduce the rate of both alcohol related deaths and drug related deaths by 10% by 2026
12. Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer term ambition to end homelessness in Aberdeen City.



Stretch Outcome	Key Drivers	Improvement Project Aim	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner												
<p>9. 10% fewer adults (over 18) charged with more than one offence by 2026</p>  <p>Number of adults (over 18) charged with more than one offence</p> <table border="1"> <tr> <th>Year</th> <th>Number of adults</th> </tr> <tr> <td>2022/23</td> <td>1268</td> </tr> </table>	Year	Number of adults	2022/23	1268	<p>Those who are convicted are supported to engage with relevant services and reduce re-offending.</p>	<p>9.1 Increase by 50% number of work able people on orders and leaving prison engaging with employability support by 2026.</p>	 <p>No. of people engaged with Community Justice progressing at least one stage along the Employability Skills Pipeline</p> <table border="1"> <tr> <th>Year</th> <th>Total</th> <th>Custody Route</th> <th>Community Route</th> </tr> <tr> <td>Q1 2020 - Q2 2022</td> <td>63</td> <td>36</td> <td>27</td> </tr> </table>	Year	Total	Custody Route	Community Route	Q1 2020 - Q2 2022	63	36	27	<p>City Wide; people on orders and leaving prison; Prevention</p>	<p>Aberdeen City Council /Scottish Prison Service</p>
	Year	Number of adults															
	2022/23	1268															
	Year	Total	Custody Route	Community Route													
	Q1 2020 - Q2 2022	63	36	27													
<p>9.2 Reduce by 90% the number of people released from prison in to Aberdeen City without suitable accommodation by 2026.</p>	 <p>Homeless applications from Prison</p> <table border="1"> <tr> <th>Year</th> <th>Applications</th> </tr> <tr> <td>2015-16</td> <td>133</td> </tr> <tr> <td>2016-17</td> <td>70</td> </tr> <tr> <td>2017-18</td> <td>70</td> </tr> <tr> <td>2018-19</td> <td>95</td> </tr> <tr> <td>2019-20</td> <td>80</td> </tr> <tr> <td>2020-21</td> <td>60</td> </tr> </table>	Year	Applications	2015-16	133	2016-17	70	2017-18	70	2018-19	95	2019-20	80	2020-21	60	<p>City Wide; people released from prison; Early Intervention</p>	<p>Aberdeen City Council (Housing)</p>
Year	Applications																
2015-16	133																
2016-17	70																
2017-18	70																
2018-19	95																
2019-20	80																
2020-21	60																
<p>9.3 Reduce by 10% the number of people entering police custody with additional support needs by 2026.</p>	 <p>Kittybrewster Custody Service</p> <table border="1"> <tr> <th>Year</th> <th>Sum of Disclosed MH Issue</th> <th>Sum of Prompted to access support</th> </tr> <tr> <td>2020/21</td> <td>140</td> <td>18</td> </tr> <tr> <td>2022/23</td> <td>883</td> <td>635</td> </tr> </table>	Year	Sum of Disclosed MH Issue	Sum of Prompted to access support	2020/21	140	18	2022/23	883	635	<p>Kittybrewster Custody Suite; people in police custody; Early Intervention</p>	<p>Police Scotland</p>					
Year	Sum of Disclosed MH Issue	Sum of Prompted to access support															
2020/21	140	18															
2022/23	883	635															
<p>9.4 Increase to 80% the number of community justice clients completing exit questionnaires with 90% of those showing an improvement by 2026.</p>	 <p>% of individuals completing community justice exit questionnaires reporting improvement</p> <table border="1"> <tr> <th>Year</th> <th>Percentage</th> </tr> <tr> <td>2021/22</td> <td>88%</td> </tr> </table>	Year	Percentage	2021/22	88%	<p>City Wide; Community Justice clients Prevention</p>	<p>ACHSCP, Justice Social Work</p>										
Year	Percentage																
2021/22	88%																
<p>9.5 80% of individuals in the Justice system that identify to have concerns with their substance use are offered or accessing support by 2026.</p>	<p>To be established as part of the project.</p>	<p>City Wide; people in the justice system requiring substance use support; Response</p>	<p>ACHSCP, Justice Social Work</p>														

Stretch Outcome	Key Drivers	Improvement Project Aim	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner									
	Taking targeted interventions to reduce the impact of crime on communities.	9.6 80% of multi-agency staff report awareness and understanding of the links between gender equality and gender based violence by 2026.	<p>% of multi-agency staff report awareness and understanding of the links between gender equality and gender based violence</p> <table border="1"> <tr><th>Year</th><th>Value</th></tr> <tr><td>2023</td><td>0</td></tr> </table>	Year	Value	2023	0	City Wide; multi-agency staff Prevention	Aberdeen City Council / Violence Against Women Partnership (VAWP)					
		Year	Value											
		2023	0											
		9.7 85% of people report they have confidence in Community Justice by 2025.	To be established as part of the project.	City Wide; Prevention	Aberdeen Council of Voluntary Organisations (ACVO)									
	9.8 Increase by 10% community confidence to report hate crimes by 2026.	<p>Hate crimes reported to police</p> <table border="1"> <tr><th>Year</th><th>Value</th></tr> <tr><td>2018/19</td><td>231</td></tr> <tr><td>2019/20</td><td>305</td></tr> <tr><td>2021/22</td><td>336</td></tr> <tr><td>2022/23</td><td>344</td></tr> </table>	Year	Value	2018/19	231	2019/20	305	2021/22	336	2022/23	344	City Wide; Early Intervention	GREC
Year	Value													
2018/19	231													
2019/20	305													
2021/22	336													
2022/23	344													
9.9 Reduce by 10% the number of adult anti social behaviour calls to Police Scotland by 2026.	<p>Number of adult anti social behaviour calls to Police Scotland</p> <table border="1"> <tr><th>Year</th><th>Value</th></tr> <tr><td>2023</td><td>11809</td></tr> </table>	Year	Value	2023	11809	City Wide; Early Intervention	Police Scotland							
Year	Value													
2023	11809													
Changing attitudes about domestic abuse in all its forms and ensuring victims receive access to the right support.	9.10 Increase by 15% the reports of domestic abuse to Police Scotland by 2026.	<p>Reports of domestic abuse to Police Scotland</p> <table border="1"> <tr><th>Year</th><th>Value</th></tr> <tr><td>2018/19</td><td>2499</td></tr> <tr><td>2019/20</td><td>2566</td></tr> <tr><td>2020/21</td><td>2610</td></tr> <tr><td>2021/22</td><td>2597</td></tr> </table>	Year	Value	2018/19	2499	2019/20	2566	2020/21	2610	2021/22	2597	City Wide; Early Intervention	Aberdeen City Council / Violence Against Women Partnership (VAWP)
Year	Value													
2018/19	2499													
2019/20	2566													
2020/21	2610													
2021/22	2597													

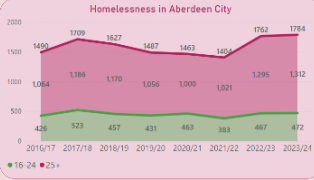
Stretch Outcome	Key Drivers	Improvement Project Aim	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner
<p>10. Healthy life expectancy (time lived in good health) is five years longer by 2026</p>  <p>Responsible Outcome Improvement Group: Resilient, Included & Supported Group</p>	<p>Supporting vulnerable and disadvantaged people, families and groups.</p>	<p>10.1 Reduce the 5 year rolling average number of suicides in Aberdeen by at least 5% by 2026.</p>		<p>City Wide; Adults; Prevention</p>	<p>ACHSCP</p>
	<p>Provide individuals and communities with the social resources needed to reduce feelings of loneliness and social isolation.</p>	<p>10.2 Increase the number of carers identified by 20% by 2025.</p>		<p>City Wide; Unpaid carers; Early Intervention</p>	<p>Quarriers</p>
	<p>Encouraging adoption of healthier lifestyles through a whole family approach.</p>	<p>10.3 Increase by 50% the number of people engaged with Stay Well Stay Connected initiatives by 2025.</p>		<p>City Wide; Over 45s; Prevention</p>	<p>ACHSCP</p>
		<p>10.4 To support 50 low-income families in priority neighbourhoods to improve healthy eating behaviours and adopt good life choices to support healthy weight by 2026.</p>		<p>Priority neighbourhoods; Low income families; Prevention</p>	<p>ACHSCP</p>
		<p>10.5 Increase by 5% the number of people living in identified priority neighbourhoods who accept the invitation of cancer screening on the basis of informed consent by 2026.</p>	<p>To be established as part of the project.</p>	<p>Priority neighbourhoods; Prevention</p>	<p>NHSG</p>

Stretch Outcome	Key Drivers	Improvement Project Aim	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner					
		10.6 Decrease the number of women who are smoking in pregnancy in the 40% most deprived SIMD by 5% by 2026.	 <p>Number of women who are smoking in pregnancy in the 40% most deprived SIMD</p> <table border="1"> <tr> <th>Year</th> <th>Percentage</th> </tr> <tr> <td>2019/20 - 2021/22</td> <td>23.9%</td> </tr> </table>	Year	Percentage	2019/20 - 2021/22	23.9%	SIMD1; Women in pregnancy; Early Intervention	NHSG	
		Year	Percentage							
		2019/20 - 2021/22	23.9%							
10.7 Increase by 20% the number of individuals living with Chronic Pain into self-management and other pathways initiatives to support their conditions by 2026.	To be established as part of the project.	City Wide; People living with chronic pain; Early Intervention	Sport Aberdeen							
10.8 Reduce to 4% the number of 13-18 year olds in regular use of Vaping products by 2026.		 <p>Number of 13-18 year olds in regular use of Vaping products</p> <table border="1"> <tr> <th>Year</th> <th>Percentage</th> </tr> <tr> <td>2022/23</td> <td>5.6%</td> </tr> <tr> <td>2023/24</td> <td>5.6%</td> </tr> </table>	Year	Percentage	2022/23	5.6%	2023/24	5.6%	City Wide; 13-18 year olds; Early Intervention	Aberdeen City Council (Education)
Year	Percentage									
2022/23	5.6%									
2023/24	5.6%									

Stretch Outcome	Key Drivers	Improvement Project Aim	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner
<p>11. Reduce the rate of both alcohol related deaths and drug related deaths by 10% by 2026.</p> <p>Rate of Alcohol and Drug related deaths Aberdeen</p>	<p>Whole family approach to prevention of young people developing alcohol and drug problems</p> <p>Reducing harm, morbidity and mortality caused by alcohol and drugs.</p>	<p>11.1 Reduce the average age from 14 to 12 at which children are identified as requiring preventative support to mitigate the risk of future harm in relation to drug and alcohol use by 2026.</p>		<p>City Wide; Children at risk of future harm in relation to drug and alcohol use; Prevention</p>	<p>Aberdeen City Council (Social Work)</p>
		<p>11.2 Reduce the % of 13-15 year olds reported as using each sub group of drug by 50% and cannabis by 20% by 2026.</p>		<p>City Wide; 13-15 year olds; Prevention</p>	<p>Aberdeen City Council (Education)</p>
		<p>11.3 Decrease the number of women who are drinking in pregnancy in the 40% most deprived SIMD areas by 5% by 2026.</p>		<p>Priority neighbourhoods; Women in pregnancy; Early Intervention</p>	<p>NHSG</p>
		<p>11.4 Increase by 10% the number of individuals who are screened for alcohol consumption and by 10%, year on year, the number of individuals in our priority neighbourhoods receiving alcohol support by 2026.</p>		<p>Priority neighbourhoods; Moderate to hazardous drinkers; Early Intervention</p>	<p>Alcohol and Drugs Action</p>

Responsible Outcome Improvement Group:
 Alcohol and Drugs Partnership/
 Children Services

Stretch Outcome	Key Drivers	Improvement Project Aim	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner																		
		11.5 Reduce by 20% the number of drug related deaths in our priority neighbourhoods by increasing the distribution of naloxone by 25% year on year by 2026.	<table border="1"> <caption>Percentage of drug related deaths in Aberdeen</caption> <thead> <tr> <th>Year</th> <th>Other Neighbourhoods</th> <th>Priority Neighbourhoods</th> </tr> </thead> <tbody> <tr> <td>2019</td> <td>57</td> <td>45</td> </tr> <tr> <td>2020</td> <td>39</td> <td>61</td> </tr> <tr> <td>2021</td> <td>35</td> <td>65</td> </tr> </tbody> </table> <table border="1"> <caption>Naloxone Kits Supplied Aberdeen</caption> <thead> <tr> <th>Year</th> <th>Kits Supplied</th> </tr> </thead> <tbody> <tr> <td>2022</td> <td>1058</td> </tr> <tr> <td>2023</td> <td>1383</td> </tr> </tbody> </table>	Year	Other Neighbourhoods	Priority Neighbourhoods	2019	57	45	2020	39	61	2021	35	65	Year	Kits Supplied	2022	1058	2023	1383	Priority neighbourhoods and people at risk of drug overdose that are not in treatment; Response	ACHSCP
		Year	Other Neighbourhoods	Priority Neighbourhoods																			
		2019	57	45																			
2020	39	61																					
2021	35	65																					
Year	Kits Supplied																						
2022	1058																						
2023	1383																						
11.6 80% of people closed from Assertive Outreach as no longer considered at risk by 2026.	<table border="1"> <caption>Percentage of people closed from Assertive Outreach as no longer considered at risk</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1/11/23 - 23/01/24</td> <td>49</td> </tr> </tbody> </table>	Period	Percentage	1/11/23 - 23/01/24	49	City Wide; People with multiple complex needs; Response	ACHSCP																
Period	Percentage																						
1/11/23 - 23/01/24	49																						
Supporting Recovery from alcohol and drug issues.	11.7 Increase by 10% the number of people in active recovery from drug and alcohol by 2025.	<table border="1"> <caption>Number of people at Stage 4 and 5 Recovery (Drugs and Alcohol)</caption> <thead> <tr> <th>Year</th> <th>Alcohol</th> <th>Sum of Drugs</th> </tr> </thead> <tbody> <tr> <td>2021/22</td> <td>56</td> <td>15</td> </tr> <tr> <td>2022/23</td> <td>53</td> <td>19</td> </tr> </tbody> </table>	Year	Alcohol	Sum of Drugs	2021/22	56	15	2022/23	53	19	Priority neighbourhoods; Early Intervention	ACHSCP										
Year	Alcohol	Sum of Drugs																					
2021/22	56	15																					
2022/23	53	19																					

Stretch Outcome	Key Drivers	Improvement Project Aim	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner
<p>12. Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer term ambition to end homelessness in Aberdeen City.</p>  <p>Responsible Outcome Improvement Group: Homelessness Outcome Improvement Group</p>	Reframing perceptions of homelessness.	<p>12.1 Increase % of people who feel more informed about preventing homelessness and % of people who feel able to 'ask and act'.</p> <p>12.2 Improve the effectiveness of an increased number of public, private, third and faith sector organisations contributing to preventing homelessness in Aberdeen.</p> <p>12.3 Increase % of decisions which impact on preventing homelessness are informed by and co-produced by people with lived experience.</p>	<p>To be established as part of the project</p> <p>15 partners (Ending Homelessness Group)</p> <p>To be established as part of the project</p>	<p>City Wide Prevention</p> <p>City Wide Prevention</p> <p>People with lived experienced of homeless Prevention</p>	<p>Homewards Aberdeen Coalition</p> <p>Homewards Aberdeen Coalition</p> <p>Homewards Aberdeen Coalition</p>
	Universal prevention of homelessness and addressing root-causes	<p>12.4 Integrate housing, employment, employability and mental health support pathways for young people to support prevention of homelessness.</p> <p>12.5 Increase % of housing option assessments undertaken using an integrated, multi-agency, person centred approach.</p> <p>12.6 Reduce the no. of evictions and increase % of people supported to sustain their tenancy across private and social landlords.</p>	<p>To be established as part of the project</p> <p>To be established as part of the project</p> <p>To be established as part of the project</p>	<p>Young people at risk of homelessness Early Intervention</p> <p>City Wide Prevention</p> <p>Social and private tenants Prevention</p>	<p>Homewards Aberdeen Coalition</p> <p>Homewards Aberdeen Coalition</p> <p>Homewards Aberdeen Coalition</p>
	Ensuring adequate supply of housing across all tenures and homes are the right size, type and location	<p>12.7 Increase no. of families accessing mediation support</p> <p>12.8 Increase education and skills relating to tenancy management and housing rights for young people</p>	<p>To be established as part of the project</p> <p>To be established as part of the project</p>	<p>Families at risk Early Intervention</p> <p>Young people Prevention</p>	<p>Homewards Aberdeen Coalition</p> <p>Homewards Aberdeen Coalition</p>
		12.9 Increase accessibility to a wider range of housing options to people at risk of homelessness	<p>To be established as part of the project</p>	<p>Social and private tenants Early Intervention</p>	<p>Homewards Aberdeen Coalition</p>

Note: This stretch outcome is subject to amendment as a result of further work taking place with the Royal Foundation as part of the Homewards Aberdeen Coalition.

LOCAL SUPPORTING STRATEGIES

[Aberdeen Alcohol and Drugs Partnership Drugs Strategy](#)

[Aberdeen Playing Pitch Strategy](#)

[Aberdeen Aquatics Strategy](#)

[Aberdeen Sports Facilities Strategy](#)

[AHSCP Strategic Plan High Level Plan 2022-26](#)

[Community Learning & Development Plan](#)

[Children's Services Plan](#)

Local [Autism](#) and [Carers](#) Strategies

[Aberdeen City Local Policing Plan 2023-26](#)

[Local Fire and Rescue Plan 2022-23- Aberdeen City](#)

[Local Housing Strategy](#)

[Strategy for Active Aberdeen](#)

[NHS Grampian's Strategy 2022-2028](#)



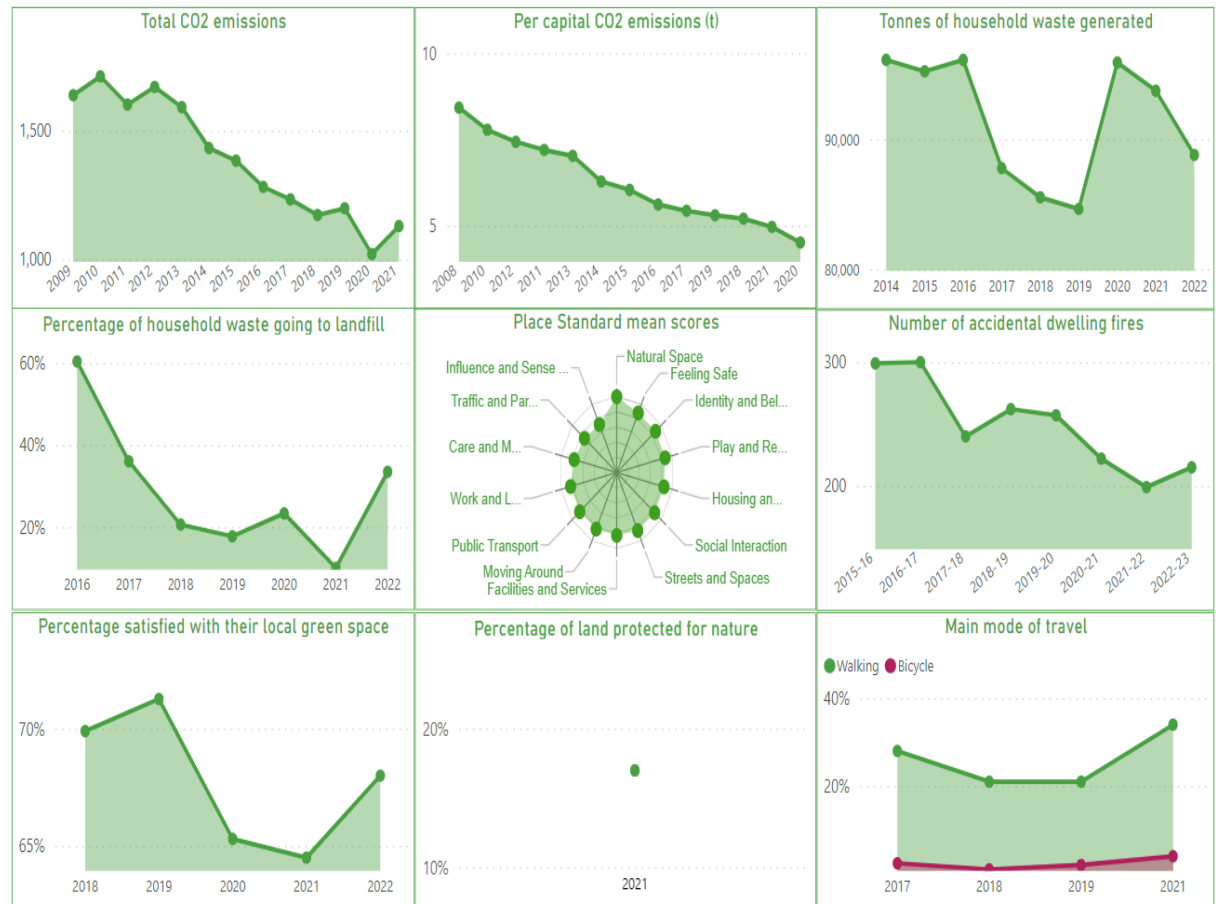
PROSPEROUS PLACE



The pandemic led to an increased appreciation of nature and the important role it plays in supporting individuals and communities to live in healthy, sustainable ways. The place where we live, both the natural and built environment, plays an integral role in determining the quality of life of people and is vital to improving health; reducing inequality and enabling all people to prosper regardless of where they live in the city. Therefore, while framing our response to these challenges, we continue to have three overarching areas of focus, reducing carbon emissions, increasing sustainable travel and protecting our natural environment.

Research shows that people can benefit from spending time outdoor and the appearance and maintenance of neighbourhoods is a key theme from our public engagement. We are committed to sustaining the increased appreciation for nature and supporting our communities live and have access to sustainable, good quality green and blue space, as well as a well maintained built environment. Our projects are focused on empowering our communities and ensuring good quality natural and built spaces are accessible for all. Through our social prescribing project, where appropriate, people will be prescribed outdoor activities to alleviate their

POPULATION NEEDS ASSESSMENT DATA:



symptoms. This also supports increased use of community spaces, social contact and community cohesion, all of which were key themes arising from our public engagement.

We have made progress with organisations and individuals already committed to the Climate and Nature Pledge launched in 2022, however we know we need to go further and we will continue to work in partnership with all landowners to achieve a balance of more nature friendly and natural spaces with green space that is safe and accessible for people to enjoy. Our communities and businesses must be engaged and empowered to co-design and deliver the innovative changes required to enable people to lead healthy lives and achieving our national and local environmental targets, such as Net Zero Emissions by 2045.

To reduce carbon emissions and increase climate resilience, our projects will focus on testing innovative ways to adapt and mitigate the effects of climate change. Whilst we have a focus on reducing emissions from our public sector buildings, we recognise the importance of our communities, and the impact that our personal decisions can have on the environment. Therefore, we are committed to empowering our communities to take forward and test initiatives unique to their setting across all our projects. We have supported community resilience, from development of resilience plans through to volunteering opportunities, but we know that there is more to be done.

Increasing sustainable travel continues to be a key priority. Active travel is increasing with nearly 1 in 4 people using bicycle or walking to work or school, and we are committed to sustaining the increase in walking and wheeling. Through our engagement, our communities have expressed the challenges faced with the cost and availability of public transport, in response we have added a new project focused on looking at ways to support people to reduce their use of a car.

STRETCH OUTCOMES

13. Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate.

14. Increase sustainable travel: 38% of people walking and 5% of people cycling and wheeling as main mode of travel and a 5% reduction in car miles by 2026.

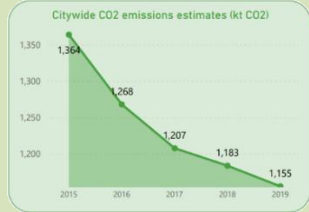
15. 26% of Aberdeen's area will be protected and/or managed for nature and 60% of people report they feel that spaces and buildings are well cared for by 2026.

LEAD PARTNERS:

- Aberdeen City Council
- CFINE
- NESCAN
- NESTRANS
- NHS Grampian
- Scottish Fire and Rescue Service

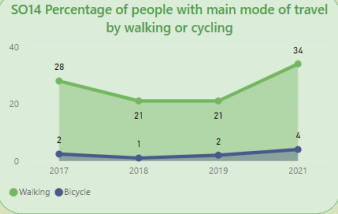
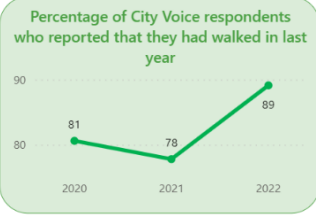
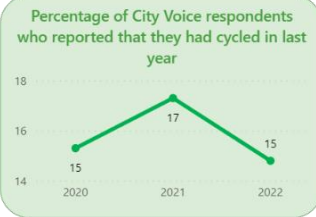
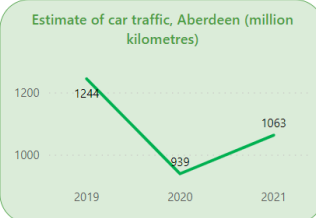


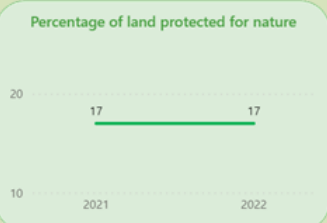
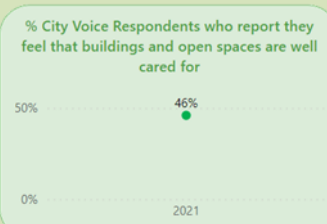


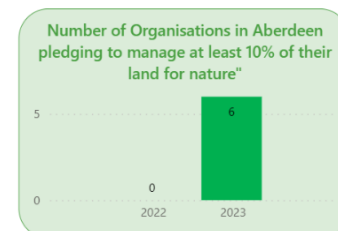

13. Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate



Responsible Outcome Improvement Group:
Sustainable City Group

Stretch Outcome	Key Drivers	Improvement Project Aim	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner
<p>13. Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate</p> <p>Responsible Outcome Improvement Group: Sustainable City Group</p>	<p>Reducing emissions across the city through delivery of Aberdeen's Net Zero Vision & Route-map.</p>	<p>13.1 Reduce public sector carbon emissions by at least 7% by 2026.</p>		<p>Public Sector; City Wide; Response</p>	<p>Aberdeen City Council</p>
		<p>13.2 Reduce the generation of waste in Aberdeen by 8% by 2026.</p>		<p>City Wide; Response</p>	<p>NHSG/CFine</p>
	<p>Contributing to the delivery of Aberdeen Adapts by developing a bottom up approach to community resilience to encourage greater ownership and independent action towards understanding communities' risks from climate change and adapting to them.</p>	<p>13.3 To have Community led resilience plans in place for the most vulnerable areas (6) in the City by 2025 and increase by 10% the % of people who know where to find information and resources to help prepare for severe weather events by 2025.</p>		<p>Areas vulnerable to flooding (Deeside – Culter; Bridge of Don and Denmore; Grandhome; The Green and Merchant Quarter; Riverside Drive and Holburn Street and FootDee); Early Intervention</p>	<p>Aberdeen City Council</p>
			<p>13.4 Increase by 20 the number of teams and/or volunteers ready to mobilise in icy weather by 2025.</p>		

Stretch Outcome	Key Drivers	Improvement Project Aim	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner
<p>14. Increase sustainable travel: 38% of people walking; 5% of people cycling and wheeling as main mode of travel and a 5% reduction in car miles by 2026.</p>  <p>Responsible Outcome Improvement Group: Sustainable City Group</p>	<p>Supporting different ways for active travel in everyday journeys, using partners and volunteers to address safety, infrastructure, fitness, well-being and confidence.</p>	<p>14.1 Increase % of people who walk and wheel as one mode of travel by 5% by 2026.</p>		<p>City Wide; Prevention</p>	<p>NHSG</p>
		<p>14.2 Increase % of people who cycle and wheel as one mode of travel by 2% by 2026.</p>		<p>City Wide; Prevention</p>	<p>Nestrans</p>
		<p>14.3 Reduce car kms by 5% by 2026</p>		<p>City Wide; Response</p>	<p>Nestrans</p>

Stretch Outcome	Key Drivers	Improvement Project Aim	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner
<p>15. 26% of Aberdeen’s area will be protected and/or managed for nature and 60% of people report they feel that spaces and buildings are well cared for by 2026.</p>   <p>Responsible Outcome Improvement Group: Sustainable City Group</p>	<p>Increasing the diversity, quality and use of the Aberdeen’s green spaces by facilitating community participation in them to restore nature and increase people’s satisfaction, health, and wellbeing.</p>	<p>15.1 Increase to 65% the proportion of people who feel they can regularly experience good quality natural space by 2026.</p>		<p>Priority neighbourhoods; Prevention</p>	<p>Aberdeen City Council</p>
		<p>15.2 100 people to be socially prescribed nature by 2026 to support positive outcomes in relation to their health and wellbeing.</p>		<p>Priority neighbourhoods; Early Intervention</p>	<p>NHSG</p>
		<p>15.3 25% of people report that they understand the importance of nature on both their neighbourhood and individual wellbeing by 2026.</p>	<p>To be established as part of the project.</p>	<p>City Wide; Prevention</p>	<p>Aberdeen City Council</p>
	<p>Increasing the area of public, private and community land managed for nature, in recognition of the nature crisis and in alignment with global and national ambitions to protect 30% of land and 30% of water by 2030 (30-30-30).</p>	<p>15.4 At least 23 organisations across all sectors in Aberdeen pledging to manage at least 10% of their land for nature by 2024 and at least 26% by 2026.</p>		<p>City wide organisations; Prevention</p>	<p>Aberdeen City Council</p>
	<p>Supporting and empowering communities to care for their neighbourhoods to make all feel positive and secure and support their wellbeing.</p>	<p>15.5 Increase by 50% the number of community groups delivering local environmental improvements in their neighbourhoods by 2026.</p>		<p>City Wide; Prevention</p>	<p>NESCAN</p>

LOCAL SUPPORTING STRATEGIES

[Aberdeen City Waste Strategy 2014-25](#)

[Aberdeen Local Development Plan 2022](#)

[A Climate-Positive City at the Heart of the Global Energy Transition](#)

[Aberdeen Adapts – Aberdeen’s Climate Adaptation Framework](#)

[Core Paths Plan](#)

[Destination Tourism Strategy 2022-2030](#)

[Granite City Growing; a food growing strategy for Aberdeen 2019-24](#)

[Granite City Good Food Plan - Plan of the Sustainable Food City Partnership](#)

[Nestrans Regional Transport Strategy 2013-35](#)

[Net Zero Aberdeen Building and Heating Strategy](#)

[Net Zero Aberdeen Circular Economy Strategy](#)

[Net Zero Aberdeen Energy Supply Strategy](#)

[Local Transport Strategy 2023-30](#)

[Net Zero Aberdeen Mobility Strategy](#)

[Net Zero Aberdeen Natural Environment Strategy](#)

[Net Zero Routemap for the City](#)

[North East Flood Risk Management Strategy](#)

[Open Space Strategy](#)

[Regional Hydrogen Strategy](#)

[Regional Spatial Strategy](#)

[Tree and Woodland Strategy](#)



COMMUNITY EMPOWERMENT



Community empowerment places a focus on enabling and building strong personal and community resilience, where people have as much control over their lives as possible. It creates the conditions for individuals to come together and work together as a local community to influence and action improvements to their local environment.

Our ambition is for all communities to become equal community planning partners. As a partnership we appreciate, understand and value the vital role that communities must play in improving outcomes for Aberdeen and we want to build on our existing community relationships and to engage all people and community groups.

We know that power inequalities have and continue to exist. Historically, some groups have faced discrimination and disadvantage, and this continues to have an impact today. We want to encourage all individuals, regardless of their background and circumstances, who have available time, resources and capacity to be active in their community. To ensure that all people can participate, and are treated equally, we must consider and address these inequalities.

POPULATION NEEDS ASSESSMENT DATA:



There is a common belief that the current way of planning and delivering public services is too top down, with not enough control and power sitting with communities. Our aim is to build the capacity of communities and staff to come together and work together to make changes for the better. Communities have expressed that they want more opportunities to get involved in decision making and they want to be consulted more. How and when we are engaging our communities, as well as the outcome of the engagements were also raised as key areas for improvement.

We are committed to addressing the issues raised by increasing awareness of the opportunities that there are for participating in local planning and decision making and through creating the conditions for individuals to come together and work together as a local community to influence and action improvements to their local environment. By increasing our people's ability and freedom to choose to participate in decisions that help change things for the better, as well as increasing their empowerment and supporting better decision making, it benefits the individual and the community because it creates strong social relationships and builds collective power.

The metaphor of a ladder is used to represent the interactions between Community Planning partners and all people. The top rung of the ladder represents self determination, where activities and decisions are made independently by people in their communities. The further down the ladder, the less influence the community has over decisions. Whilst the aim is to climb the ladder, it is important to recognise that all rungs can be appropriate depending on the context. The ladder rungs represent levels of engagement, not steps.

STRETCH OUTCOME


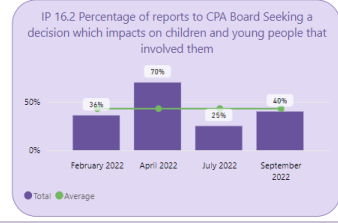
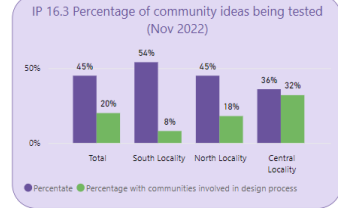


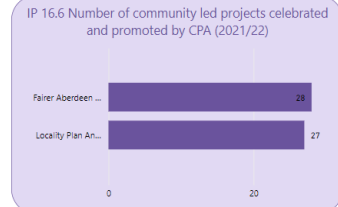
50% of people report they feel able to participate in decisions that help change things for the better by 2026.



LEAD PARTNERS:

- Aberdeen City Council
- Aberdeen City Health & Social Care Partnership
- Aberdeen Council of Voluntary Organisations (ACVO)
- NHS Grampian
- Station House Media Unit (SHMU)
- Grampian Regional Equality Council
- Aberdeen Health Determinants Research Collaborative



Stretch Outcome	Key Drivers	Improvement Project Aim	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner																		
<p>16. 50% of people report they feel able to participate in decisions that help change things for the better by 2026</p>  <p>Percentage of respondents who scored 5 and above to feeling able to participate in decisions that help change things for the better</p> <p>2021: 24%</p>	<p>Conditions for collaboration enable delivery of shared objectives and a focus on action rather than hierarchy</p>	<p>16.1 100% of decisions which impact on children and young people are informed by them by 2026.</p>	<p>IP 16.2 Percentage of reports to CPA Board Seeking a decision which impacts on children and young people that involved them</p>  <table border="1"> <caption>IP 16.2 Data</caption> <thead> <tr> <th>Month</th> <th>Total (%)</th> <th>Average (%)</th> </tr> </thead> <tbody> <tr> <td>February 2022</td> <td>34%</td> <td>34%</td> </tr> <tr> <td>April 2022</td> <td>70%</td> <td>34%</td> </tr> <tr> <td>July 2022</td> <td>25%</td> <td>34%</td> </tr> <tr> <td>September 2022</td> <td>40%</td> <td>34%</td> </tr> </tbody> </table>	Month	Total (%)	Average (%)	February 2022	34%	34%	April 2022	70%	34%	July 2022	25%	34%	September 2022	40%	34%	Children and Young People; Prevention	Aberdeen City Council			
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		April 2022	70%	34%																			
		July 2022	25%	34%																			
September 2022	40%	34%																					
<p>16.2 Increase the number of community ideas identified within locality plans being tested by CPA and partners where communities are involved in the design process to at least 50% by 2026.</p>	<p>IP 16.3 Percentage of community ideas being tested (Nov 2022)</p>  <table border="1"> <caption>IP 16.3 Data</caption> <thead> <tr> <th>Category</th> <th>Percentage (%)</th> <th>Percentage with communities involved (%)</th> </tr> </thead> <tbody> <tr> <td>Total</td> <td>45%</td> <td>20%</td> </tr> <tr> <td>South Locality</td> <td>54%</td> <td>8%</td> </tr> <tr> <td>North Locality</td> <td>45%</td> <td>18%</td> </tr> <tr> <td>Central Locality</td> <td>36%</td> <td>32%</td> </tr> </tbody> </table>	Category	Percentage (%)	Percentage with communities involved (%)	Total	45%	20%	South Locality	54%	8%	North Locality	45%	18%	Central Locality	36%	32%	City Wide; Prevention	Aberdeen City Council					
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<p>16.3 Increase the number and diversity of community members participating in community planning at a meaningful level (Rung 5 and above) by 100% by 2025.</p>	<p>IP 16.4 Number of community members participating in Community Planning (Nov 2022)</p>  <table border="1"> <caption>IP 16.4 Data</caption> <thead> <tr> <th>Program</th> <th>Number of Members</th> </tr> </thead> <tbody> <tr> <td>Total</td> <td>3812</td> </tr> <tr> <td>Citizens Simulator</td> <td>2642</td> </tr> <tr> <td>City Voice Panelist</td> <td>765</td> </tr> <tr> <td>Community Empowerment</td> <td>44</td> </tr> <tr> <td>Locality Empowerment</td> <td>59</td> </tr> <tr> <td>Fairer Aberdeen Panelist</td> <td>28</td> </tr> <tr> <td>Community Connect</td> <td>26</td> </tr> <tr> <td>Inequality Neighbourhood</td> <td>19</td> </tr> <tr> <td>Fairer Aberdeen Board</td> <td>9</td> </tr> </tbody> </table>	Program	Number of Members	Total	3812	Citizens Simulator	2642	City Voice Panelist	765	Community Empowerment	44	Locality Empowerment	59	Fairer Aberdeen Panelist	28	Community Connect	26	Inequality Neighbourhood	19	Fairer Aberdeen Board	9	City Wide; Prevention	Aberdeen City Council / Aberdeen City Health and Social Care Partnership
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<p>Social connections and networks working together is supported and encouraged.</p>	<p>16.4 10% increase in amount of funding distributed by local funders across Aberdeen City using non-traditional methods by 2026.</p>	<p>IP 16.5 Number of community led projects supported to access CPA funding (2021/22)</p>  <table border="1"> <caption>IP 16.5 Data</caption> <thead> <tr> <th>Category</th> <th>Number of Projects</th> </tr> </thead> <tbody> <tr> <td>Total</td> <td>81</td> </tr> <tr> <td>Communities M...</td> <td>30</td> </tr> <tr> <td>Fairer Aberdeen ...</td> <td>24</td> </tr> <tr> <td>Health Improve...</td> <td>23</td> </tr> <tr> <td>Community Sup...</td> <td>4</td> </tr> </tbody> </table>	Category	Number of Projects	Total	81	Communities M...	30	Fairer Aberdeen ...	24	Health Improve...	23	Community Sup...	4	City Wide; Prevention	Aberdeen Council of Voluntary Organisations (ACVO)							
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<p>16.5 Increase the number of community led projects promoted and celebrated across the City, and increase by 20% the proportion of policy and decision makers who feel they have a good awareness of community-led initiatives in the City by 2025.</p>	<p>IP 16.6 Number of community led projects celebrated and promoted by CPA (2021/22)</p>  <table border="1"> <caption>IP 16.6 Data</caption> <thead> <tr> <th>Category</th> <th>Number of Projects</th> </tr> </thead> <tbody> <tr> <td>Fairer Aberdeen ...</td> <td>28</td> </tr> <tr> <td>Locality Plan An...</td> <td>27</td> </tr> </tbody> </table>	Category	Number of Projects	Fairer Aberdeen ...	28	Locality Plan An...	27	City Wide; Prevention	Station House Media Unit (SHMU)														
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Stretch Outcome	Key Drivers	Improvement Project Aim	Baseline Trend Data	Target Population/ Intervention Tier	Lead Partner								
	Capacity building to support people and communities to work together.	16.6 Increase the number of people (staff and communities) who state that they have the skills, tools and support they need to work together to make improvements in the community to 50% by 2025.	<p>IP 16.7 Percentage of respondents to locality planning survey agreeing that an empowerment toolkit should be co-produced with communities (Nov 2020)</p> <table border="1"> <caption>Survey Results: Empowerment Toolkit</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>84%</td> </tr> <tr> <td>Don't know</td> <td>8%</td> </tr> <tr> <td>No</td> <td>8%</td> </tr> </tbody> </table>	Response	Percentage	Yes	84%	Don't know	8%	No	8%	City Wide; Prevention	NHS Grampian/ Grampian Engagement Network
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Yes	84%												
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LOCAL SUPPORTING STRATEGIES

- [Community Empowerment Strategy 2023-26](#)
- [Net Zero Aberdeen Empowerment Strategy](#)
- [North Locality Plan 2021-26](#)
- [South Locality Plan 2021-26](#)
- [Central Locality Plan 2021-26](#)



HOW WE WILL ACHIEVE OUR OUTCOMES?



By Working Together

Demand for our services are increasing throughout the city, this continues to stretch the public sector, meaning that much provision is diverted to crisis response. It is difficult therefore as individual organisation to provide **early intervention and prevention**.

This is an issue that we all share and the LOIP represents an opportunity for greater joint effort, in order to work towards **early intervention and prevention**; working in partnership we can better help each other to improve outcomes for people. For example, we can develop shared, whole and targeted population campaigns on issues within the LOIP to bolster our improvement efforts. This **whole systems** and **whole family approach** to our **shared leadership** and increasingly closer delivery means that we can capitalise on the knowledge, skills and tools used across the workforce and communities to meet the needs of changing circumstances.

We already have a shared approach to Quality Improvement which is being used by our multi-agency Outcome Improvement Groups to take forward the LOIP improvement projects. We will encourage further **learning and working together** to continue to build a shared approach to delivering real improvement.

We will work across the CPA, with the Health Research Determinants Collaborative to build on our shared intelligence and research, bringing together our understanding of the needs and data across partners. This will involve sharing our data, understanding the full picture of our population, analysing and understanding demand more fully. Through regular review and scrutiny we will be able to quickly determine and adapt our services and solutions as we progress to meet changing need.

It is essential to the future of the city that our workforce and people have the skills to thrive, can **exploit digital technologies** and can interact using modern tools and platforms in order to ensure that we can more effectively redirect our resources. Our data will become an enabler, supporting and driving the re-design of customer focused services responding to evolving needs and the growing opportunities of digital technologies.

Achieving the ambition of our LOIP is going to require a movement to embed the LOIP across all partners. This will mean the LOIP running through individual partners planning and into individual team and staff objectives. This will be the judgement of real time and skills being deployed to deliver our shared strategy.

Community Planning Aberdeen is the only strategic forum where partners in Aberdeen are able to jointly plan how to deploy **collective resources** to achieve the agreed priorities set out in the Local Outcome Improvement Plan (LOIP). CPA continues to develop its approach to joint resourcing to ensure the LOIP is the focal point for the planning and deployment of resources

To fulfil the LOIP ambition we are going to need to marshal our forces and work together to focus on the right improvement projects. This is going to require a different approach to resource management and a greater sharing of **capability and capacity**.

By Working With Our Communities

Effective engagement with people and communities about how local services are planned and delivered will be integral to how we deliver our plan. Our **Community Empowerment, Engagement and Participation** Strategy ensures we are united in our approach to work with people to help them achieve their aspiration for their communities.

We are committed to becoming a **City of Learning** means capitalising on the vast opportunities, resources and potential for enabling people to learn and develop themselves in ways that meet their needs, interests and ambitions. In this way they can participate more fully in their own lives and in the life of the City to help their families and communities prosper.

It is by focussing on geographies and communities of interest most in need to build **community resilience** that we will achieve better outcomes across our whole city. Our improvement work will be targeted to support these communities initially so we can learn what works for our most vulnerable people before we scale up and spread across the City.

We already have made significant progress through our three priority neighbourhoods. The focus on these areas will continue to be vital because of their levels of need as demonstrated in our **Population Needs Assessment**. What will be different is the way we wrap services around these areas and build even stronger and more resilient communities.

People can also face barriers because of their race, gender, age, disability, sexual orientation, religion or belief. In delivering this plan, the Partnership will seek to tackle inequality in the city and within individual communities in whatever form it manifests itself, through clear and coordinated approaches. This includes **tackling stigma** in all its forms by working in partnership to take forward behavioural campaigns and explore other ways of promoting positive change in people's attitudes. We need to do this in partnership with local media outlets.

By Working With the Private Sector

Greater opportunities for **Private Sector involvement** in the Local Outcome Improvement Plan will allow perspectives and experiences from this sector to be more widely utilised than they have perhaps previously. Whatever methods used to involve the private sector, the objectives for their involvement in Community Planning Partnerships should be mutually supporting - to ensure that businesses fully contribute to the well-being of local communities and, in turn, that the conditions exist for business to thrive and develop in that community thus benefiting the whole community.

OUR GOLDEN PYRAMID



Our golden pyramid depicts our determination to ensure that Community Planning Aberdeen works together as a whole to enable and empower local people, communities and partnerships to be the makers of their own improved outcomes.

Of topmost importance is the realisation of local partnerships forged by local people and local communities. We are committed to working with people in their ‘places’ – their homes, their streets and their neighbourhoods to support them to plan, resource and deliver community led approaches which will deliver improved local outcomes at a community and city-wide level.

Each of the Community Planning Partners plan the delivery of their services in a range of ways. For example, by Police division, Council function, NHS Boards and Scottish Fire and Rescue Service hubs. As partners we accept these differences in delivery structures, but are united in our commitment to working together and with local people to achieve improved outcomes.

This Local Outcome Improvement Plan (LOIP) represents our ambitions city wide, but is very much grounded in the needs of our most disadvantaged communities. It is by working with these communities to take forward our improvement activity that we will learn how we can change, how we can improve and how we can scale up and spread what works. That is how we will make the difference in Aberdeen and achieve our vision of a Place where all people can indeed prosper.



ACCOUNTABILITY STRUCTURE



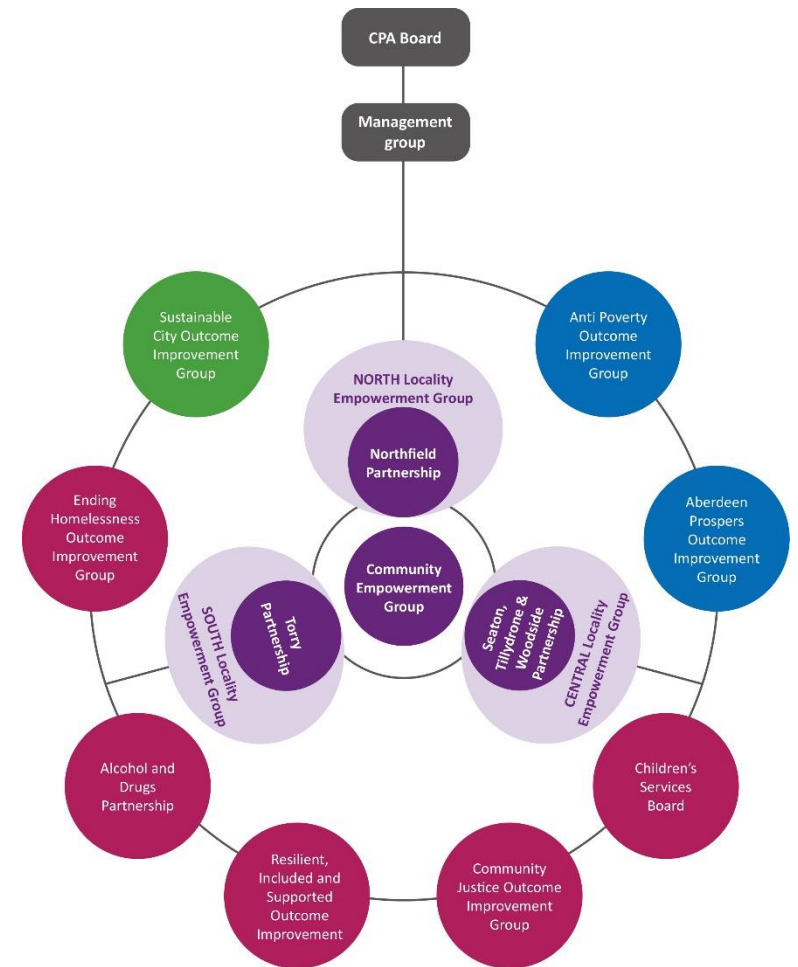
Community Planning Aberdeen Accountability Structure

The CPA Board provides strategic leadership and direction for Community Planning across Aberdeen. It will scrutinise overall delivery of progress against this Local Outcome Improvement Plan (LOIP) and the underpinning Locality Plans to ensure improved outcomes across all areas of Aberdeen.

The CPA Management Group is accountable to the CPA Board and oversees the delivery of progress by our seven themed Outcome Improvement Groups (OIG). The Anti-Poverty Group is a new addition to the structure, ensuring that the Partnership takes action to alleviate the consequences of poverty in the short term as well as prevent future poverty through the work of all of the OIGs together.

The Outcome Improvement Groups facilitate effective joint working across Community Planning partners and with communities to ensure delivery of the LOIP and locality plans remain on track, and to advise the CPA Board of any additional action required to overcome barriers.

The Community Empowerment Group works with the Locality Empowerment Groups and Priority Neighbourhood Partnerships oversee the delivery of Locality Plans with communities to ensure equality of outcomes being achieved across the City.

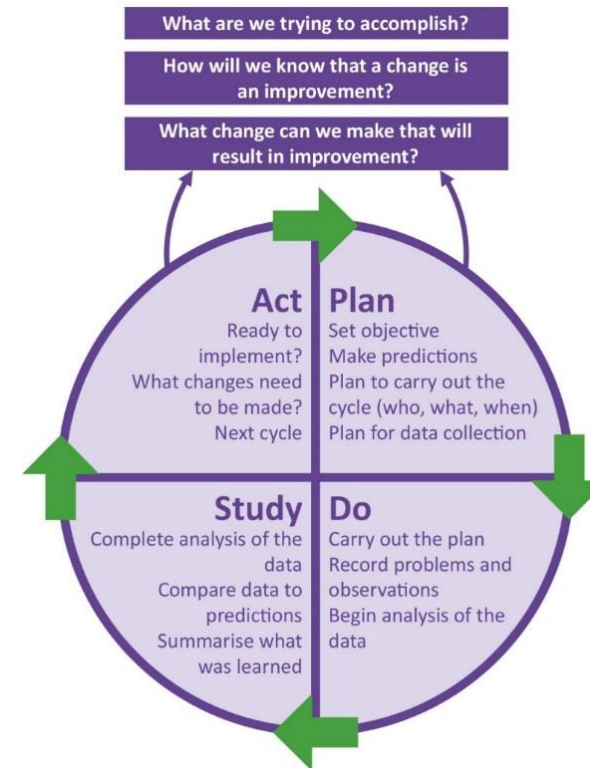


Improvement and Innovation

CPA will use Quality Improvement (QI) and the Model for Improvement framework for driving improvement activity across the Partnership. The provides us with a systematic approach to improvement which focuses on doing things better at the system level. It can be used for any area of business and is designed to break down change into manageable chunks. Each change idea is tested to make sure that actions taken are leading to improvement. Designed by the Institute of Health Improvement (IHI), this approach is used widely across Scotland as part of the [3 Step Improvement Framework for Scotland's Public Services.](#)

In line with the methodology, initiation of every improvement project listed in this LOIP commence on approval of a project charter. The project charter sets out specifically what we are trying to achieve, by how much and by when. It includes the business case for undertaking the improvement project, drawing on national research to evidence how it supports prevention and early intervention to maximise the use of future resources. Using data is an essential component of the methodology and charters outline the range of process, output and outcome indicators which will be used to assess performance improvement.

To support staff to use the improvement methodology we have developed a comprehensive 'Innovate and Improve' programme to build capacity and capability in QI and the Model for Improvement across our Partnership and Communities. The programme is led by an Improvement Faculty consisting of members from across the Partnership who are committed to sharing their knowledge and expertise in Quality Improvement.



Evaluation and performance management

Ultimately, improving outcomes will be the test of our success. We have included a carefully chosen list of improvement measures and aims within this document. However, in some areas, for example the early years work, the results may take up to five years to demonstrate success in achieving longer term significant outcomes. It is therefore critical that we use evidence based self-evaluation to ensure we are measuring the impact and outcomes we are having in taking forward this plan. As part of our performance management arrangements we will produce an annual performance report detailing progress against this plan.

CHANGE LOG



This change log provides record of all approved changes made to the Local Outcome Improvement Plan following approval of the original document by the Community Planning Aberdeen Board on 22 August 2016. Significant changes to the LOIP require approval by the CPA Board prior to incorporating into the document. The latest versions of the LOIP is available online at <https://communityplanningaberdeen.org.uk/wp-content/uploads/2024/05/LOIP-16-26-April-2024.pdf/>.

Version	Changes	Page Number	Approved By	Date
1	Local Outcome Improvement Plan.	1-34 and 42-61	CPA Board	22 August 2016
2	People are resilient, included and supported when in need section added.	35-41	CPA Board	12 December 2016
	Updated governance and accountability structure following approval of the Final Report for the Review of CPA Infrastructure.	59	CPA Board	12 December 2016
3	Priority community justice drivers incorporated into People are resilient, included and supported when in need section.	35-41	CPA Board	24 April 2017
4	Amendments as proposed in 2016/17 Annual Outcome Improvement Report pages 81-82.	16-59	CPA Board	4 December 2017
5	Refresh of Local Outcome Improvement Plan 2016-26 following revised Population Needs Assessment 2018. The refresh introduces 15 new Stretch Outcomes which clearly quantify the scale of Partnership's ambition to address key issues. The refresh also includes the specific improvement project aims that Outcome Improvement Groups will be working towards in an effort to achieve our stretch outcomes. The Board was asked to approve these projects based on their confidence that these are the projects that will yield improved outcomes and scalable results.	1-55	CPA Board	26 February 2019
6	Removal of Improvement Project Aim 'Increase the number of 27-30 month reviews completed for eligible children by 5.2% by 2021' further to the decision of the CPA Board that this is a single system improvement project.	20	CPA Board	2 December 2019
	Improvement Project Aim 'Increase the number of people with autism who are supported to be in education, employment or training by 2021' amended to 'Increase the number of autistic people aged 16 to 25 who are supported into employment by 2021.'	38	CPA Board	2 December 2019
7	Improvement Project Aim 'Increase the number of Digital and ICT SVQ level 4 qualifications achieved by 10% by 2021.' amended to 'Increase the number of people within Aberdeen City qualified with ICT and Digital skills at SCQF Levels 7 and 8 by 10% by 2024.'	15	CPA Board	26 February 2020
	Improvement Project Aim 'Increase the number of distress brief intervention opportunities for people with mental health issues by 10% by 2021' amended to 'Increase the number of Distress Brief	38	CPA Board	26 February 2020

Version	Changes	Page Number	Approved By	Date
	Interventions opportunities for people presenting to frontline services in distress by 10% by 2021.'			
8	Removal of Improvement Project Aim "Increase in the MMR vaccine uptake for children at 24 months by 3.9% by 2020. "	19	CPA Board	16 September 2020
9	Refresh of Local Outcome Improvement Plan 2016-26 following revised Population Needs Assessment 2021 . The refresh takes place within the context of the Covid-19 pandemic. Key changes include: an increased focus on poverty through new Stretch Outcome 1, new stretch outcome 15 to enhance the natural environment, contraction of improvement projects from 120 to 75 to sharpen focus and inclusion of lead partner, baseline data and target population.	1-49	CPA Board	7 July 2021
10	Improvement Project Aim 'Improve the overall impact of partnership wide community benefits by increasing the number of projects which involve community co-design activities from 0 to 5 by December 2023.' Amended to 'Increase the number of responsible businesses working with Community Planning Aberdeen through Community Benefits and CSR activity by 200% by 2023.'	15	CPA Board	15 September 2021
11	Removal of Improvement Project Aim "The number of children and young people with an eating disorder who are identified within 3 months of onset is increased by 50% by 2023."	20	CPA Board	15 February 2023
12	Replacement of Stretch Outcome 4-9 with Stretch outcome 4-9 as contained in the revised Children's Services Strategic Plan 2023-26 approved by the CPA Board on 19 April 2023	18-25	CPA Board	19 April 2023
13	Refresh of Local Outcome Improvement Plan 2016-26 following revised Population Needs Assessment 2023 . Key changes include: The Local Outcome Improvement Plan now includes 16 Stretch Outcomes; former Stretch Outcomes relating to employability and skills development are now merged into one; new Stretch Outcome 12 introduced to reduce homelessness and ensure a multi-agency response to the new Housing (Scotland) Bill introduced in the Scottish Parliament on 26 March 2024. Note this stretch outcome is subject to change as a result of further work taking place with the Royal Foundation as part of the Homewards Aberdeen Coalition; new section on community empowerment, incorporating Stretch Outcome 16 approved in 2022 as part of the community empowerment strategy; and inclusion of intervention tier for each improvement aim to demonstrate the balance between the three tiers of prevention and early intervention.	1-56	CPA Board	29 April 2024



ENDORSEMENTS



This document is endorsed by the following Community Planning Partners:



Aberdeen City Health & Social Care Partnership
A caring partnership



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Scottish Enterprise



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland



Skills
Development
Scotland



 communityplanning@aberdeencity.gov.uk

 communityplanningaberdeen.org.uk

 @CPAberdeenCity

 @CPAberdeen



Community Planning
Aberdeen

Aberdeen City's Local Outcome Improvement Plan - Summary

2016-2026



Community Planning
Aberdeen

WELCOME



A warm welcome from Community Planning Aberdeen. We are a group of public service organisations working in partnership to improve outcomes for and with people across the City, especially those most in need. All Councils in Scotland are required to have a Community Planning Partnership in place, there are 32 across Scotland. Community Planning Aberdeen has 12 core partners, but we work alongside many more organisations and community groups. We are united in our desire to make things better for the people of Aberdeen through the delivery of the Local Outcome Improvement Plan (LOIP).



What is the Local Outcome Improvement Plan (LOIP)?

You may have heard people talking about the Local Outcome Improvement Plan (LOIP) – but do you know what it is and what it means for Aberdeen? The LOIP is a document which sets out how Community Planning Aberdeen will improve outcomes for and with local people and communities. The vision set out in the LOIP is that Aberdeen will be **'a place where all people can prosper'** by 2026. By this we mean that we want everyone in the city to have the same opportunities, regardless of their background or circumstances. The LOIP is our city wide plan. It is complemented and underpinned by Locality Plans for the North, South and Central localities of the City. This sees every neighbourhood in Aberdeen covered by a Locality Plan.



How will we achieve our vision?

To achieve this we have developed 16 goals, called Stretch Outcomes, that we are working to achieve over the next two years. They cover four themes **Economy**, **People**, **Place** and **Community Empowerment**, with 97 improvement projects planned to help achieve our goals. This offers lots opportunities for you to get involved and you can find out details on how to get involved below. The LOIP is a ten year plan which is reviewed in consultation with partners every two to three years to make sure that we are making a difference.

Economy	People	Place	Community Empowerment
<ul style="list-style-type: none"> 1. Reducing Poverty 2. Increasing Employment & Skills 	<ul style="list-style-type: none"> 3. Supporting Child Development 4. Improving Child Mental Health 5. Supporting Care Experienced Young People 6. Positive Destinations for all Young People 7. Reducing Youth Offending 8. Supporting children and young people with Additional Support Needs 9. Reducing adults re-offending 10. Improving Health Life Expectancy 11. Reducing Alcohol and Drug Deaths 12. Reducing Homelessness 	<ul style="list-style-type: none"> 12. Tackling Climate Change 13. Increasing Sustainable Travel 14. Improving the Built and Natural Environment 	<ul style="list-style-type: none"> 16. Increasing Community Empowerment



97 improvement aims



The Economy section of the LOIP details the actions we will take to mitigate the causes of immediate and acute poverty and to improve our economy and increase employment opportunities in Aberdeen. There are two outcomes in this section and 13 improvement projects.

Our Economy Stretch Outcomes – By 2026

1. **20% reduction in the percentage of people who report they have been worried they would not have enough food to eat and/ or not be able to heat their home by 2026.**
2. **Working towards a 74% employment rate by 2026**

The 12 improvement projects focus on ensuring all people across the City have can maximise their incomes and reduce their bills through **access to food, fuel, shelter and finance**. We are also working to support people into **good quality and fair work opportunities** either through employment, **starting up their own business** and by **upskilling our residents'** through skills and qualification/training opportunities.

Some of our improvement projects:

Maximising income and access to support through increasing the uptake of benefits	Improving access to affordable food through a cash first approach	Financial assessments for people presenting as homeless	Improving home energy efficiency and reducing fuel poverty
Increasing employer sign up to the Real Living Wage and achieving accreditation	Supporting all people, with a focus on ethnic minority communities, priority neighbourhoods and people over 50 into sustained, good quality employment	Supporting business start ups to help people reduce or come off benefits	Upskilling people experiencing digital barriers to apply for employment opportunities

CHILDREN AND YOUNG PEOPLE



This section of the LOIP is all about making sure that every child and young person in Aberdeen has equal opportunities to grow, develop and reach their full potential. In total, there are six Stretch Outcomes within this section and 32 improvement projects.

Children & Young People Stretch Outcomes – By 2026

3. 95% of all children will reach their expected developmental milestones
4. 90% of children and young people report they feel listened to all of the time
5. Our care experienced children and young people will have the same levels of attainment in education and positive destinations as their peers
6. 95% of all our children, including those living in our priority neighbourhoods will sustain a positive destination upon leaving school
7. 83.5% fewer young people (under 18) charged with an offence
8. 100% of our children with Additional Support Needs/ Disabilities will experience a positive destination

The projects we are working together to deliver include supporting parents and families and supporting **children under 5 reach their expected milestones**, reducing inequalities for **care experienced children** and improving outcomes for young people in our **priority neighbourhoods**. We want to improve our children and young people’s **physical, mental and emotional health and wellbeing**, by ensuring that children and young people feel listened to with projects focused on early intervention for young people to have needs identified and to be able to access the support they need. Other projects focus on **improving education experience and post-school opportunities**. Our projects will also provide appropriate and **effective activities and interventions** for young people to reduce their involvement in offending behaviour and supporting them to more positive destinations.

Some of our improvement projects:

Reducing children referred to Children’s Social Work as a result of neglect	Supporting parents and families through PEEP programme	Nutritional support for pre school children	Improving dental health levels at primary one level
Reducing waiting times for mental health support	Supporting mental health of children leaving care	Ensuring young people feel safe in their communities	Reducing the number of young people entering the care system
Supporting children and young people to do well in school and have positive options for when they leave school	Diverting young people from prosecution	Reducing youth anti-social behaviour calls to police	Make sure that children, young people and their families know where to get help when they need it

ADULTS



This section of the LOIP has four outcomes all of which look to ensure that there are opportunities are in place to enable all to have positive, safe and successful lifestyles. The four outcomes focus on increasing healthy life expectancy (time lived in good health), decreasing the number of people re-offending, reducing the number of alcohol and drug related deaths and reducing overall homelessness.

Adult Stretch Outcomes – By 2026

- 9. 10% fewer adults (over 18) charged with more than one offence
- 10. Healthy life expectancy (time lived in good health) is five years longer
- 11. Reduce the rate of both alcohol related deaths and drug related deaths by 10%
- 12. Reduce homelessness by 10% and youth homelessness by 6% by 2026, ensuring it is rare, brief and non-recurring with a longer term ambition to end homelessness in Aberdeen City

There are **37** improvement projects to help us reach these aims. These projects will focus on improving outcomes for people experiencing vulnerability or disadvantage by ensuring there is **access to support where required**, such as access to **alcohol and drug support in our priority neighbourhoods**. To support this approach we are also focused on helping people to make **informed decisions about health and lifestyle and providing individuals** and communities with the resources needed to **improve mental health** and reduce feelings of loneliness and social isolation. Other projects focus on providing interventions and support such as support to **sustain tenancies**, access to mediation for families and increased **housing availability** to make homelessness rare, brief and unrepeatable.

We are focused on mitigating the factors which can contribute to offending and therefore supporting all individuals to thrive and **reducing the impact of crime** on communities.

Some of our improvement projects:

Supporting those leaving prison to get back into work and find a place to live	Reducing anti-social behaviour to make people feel safe	Increasing awareness and reporting of hate crimes and domestic abuse	Reducing suicide
Supporting unpaid carers	Increasing resilience and reducing social isolation by encouraging people to Stay Well, Stay Connected	Increasing uptake of cancer screening	Reducing smoking and drinking in pregnancy
Reducing young people using drugs and vaping	Increasing access to drug and alcohol supports in our priority neighbourhoods	Supporting people to recover from alcohol and drugs	Reducing youth homelessness

PLACE



This section of the LOIP is about how we can do even more to promote and improve the positive qualities of Aberdeen as a place to live, work, and visit. Our environment and the quality of the place is vital to the quality of life enjoyed in Aberdeen and encouraging the health and wellbeing of people.

The three outcomes in this section cover **reducing carbon emissions** in the city, **increasing sustainable travel** (walking, cycling and reducing car use) and looking after the place we live with **well cared for open spaces and buildings**.

Place Stretch Outcomes – By 2026

- 13. Addressing climate change by reducing Aberdeen’s carbon emissions by at least 61%
- 14. Increase sustainable travel: 38% of people walking and 5% of people cycling and wheeling as main mode of travel and a 5% reduction in car miles
- 15. 26% of Aberdeen’s area will be protected for nature and 60% of people report they feel that spaces and buildings are well cared for by 2026

There are 12 improvement projects that will help us achieve these aims. These include a focus on **reducing carbon emissions and waste; increasing walking and cycling**. Our plans also look to work with communities to build community resilience through the development of **community led resilience plans**, and supporting and **empowering communities to care for their neighbourhoods** and to increase their **satisfaction with good quality green space**.

Some of our improvement projects:

Reducing public sector carbon emissions	Reducing waste by increasing recycling and reusing	Developing community led resilience plans	Empowering communities to protect their neighbourhoods when at risk
Increasing walking and cycling and reducing use of the car	Ensuring there is good quality natural space and supporting people to enjoy it	Supporting communities to make environmental improvements	Increasing organisations pledging their land for nature

COMMUNITY EMPOWERMENT



This section of the LOIP is about giving all people a voice and the ability to influence what happens to them and their community. To do that our improvement projects look to address the barriers that prevent people getting involved, particularly for those less likely to get involved.

Community Empowerment Stretch Outcomes – By 2026

16. 50% of people report they feel able to participate in decisions that help change things for the better by 2026

There are 6 improvement projects that will help us achieve this aim. These include a focus on **creating better conditions for collaboration**, to **social connectivity** being encouraged and supported, to **capacity building** to enable **empowerment**.

Some of our improvement projects:

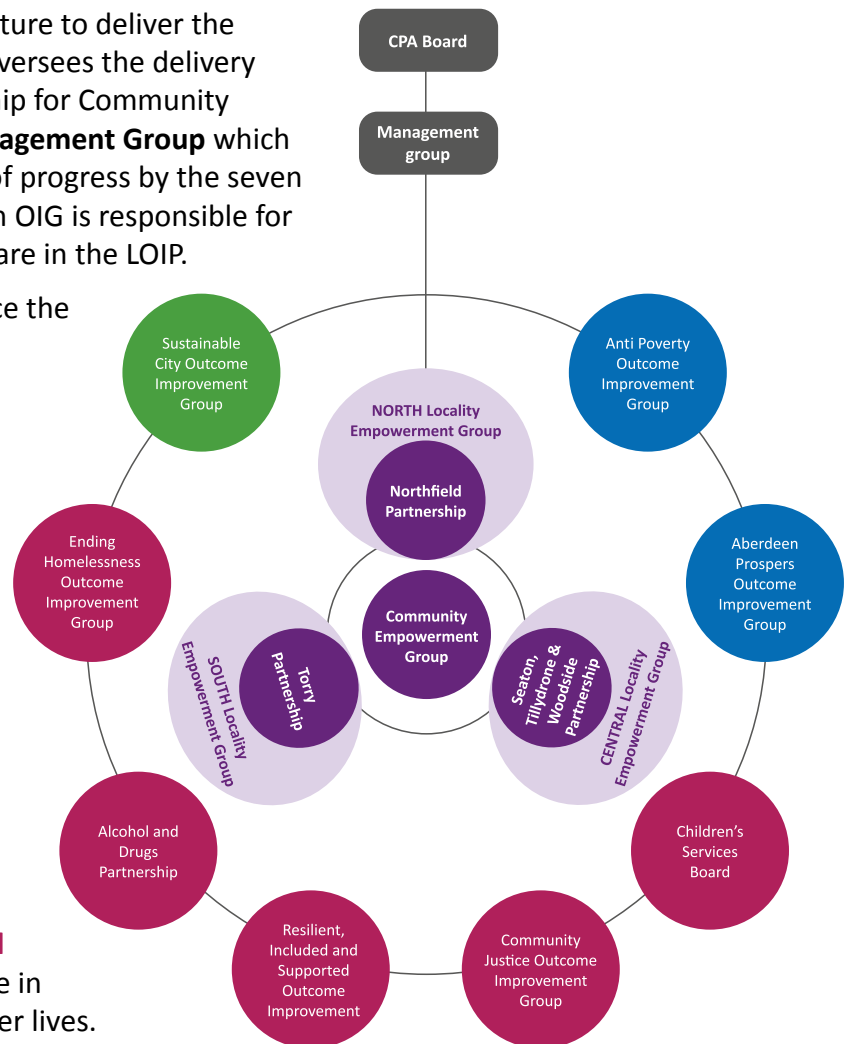
Working with communities to design and test their ideas	Increasing the number and diversity of community members participating in community planning	Decisions which impact on children and young people are informed by them
Community led organisations supported to access increased funding	Community led projects celebrated and promoted	Supporting staff and communities to work together

OUR STRUCTURE



Community Planning Aberdeen has a structure to deliver the LOIP. This consists of the **CPA Board** who oversees the delivery of the LOIP and provides strategic leadership for Community Planning Aberdeen. Then there is the **Management Group** which is responsible for overseeing the delivery of progress by the seven outcome improvement groups (OIGs). Each OIG is responsible for one or more of the stretch outcomes that are in the LOIP.

- Anti Poverty Group is working to reduce the causes and impact of poverty.
- **Aberdeen Prospers** is responsible for working towards increasing the employment rate in city.
- The **Children's Services** OIG delivers the 6 Stretch Outcomes in the People (Children and Young People) theme of the LOIP.
- The **Community Justice Group** brings partners and stakeholders together to oversee community justice in Aberdeen. It is driving forward the three stretch outcomes focussed on preventing reoffending.
- The **Resilient, Included and Supported Group** is working to ensure that people in Aberdeen are living longer and healthier lives.
- The **Alcohol and Drugs Partnership** is working together to reduce alcohol drug related deaths in Aberdeen.
- The **Ending Homelessness Group** is working together to reduce homelessness in Aberdeen.
- The **Sustainable City Group** is responsible for delivering the stretch outcomes in the place section of the LOIP.
- The **Community Engagement Group** brings together stakeholders from across the partnership who are involved in community engagement.
- **Locality Empowerment Groups and Priority Neighbourhood Partnership** oversee the development and delivery of the Locality Plans.



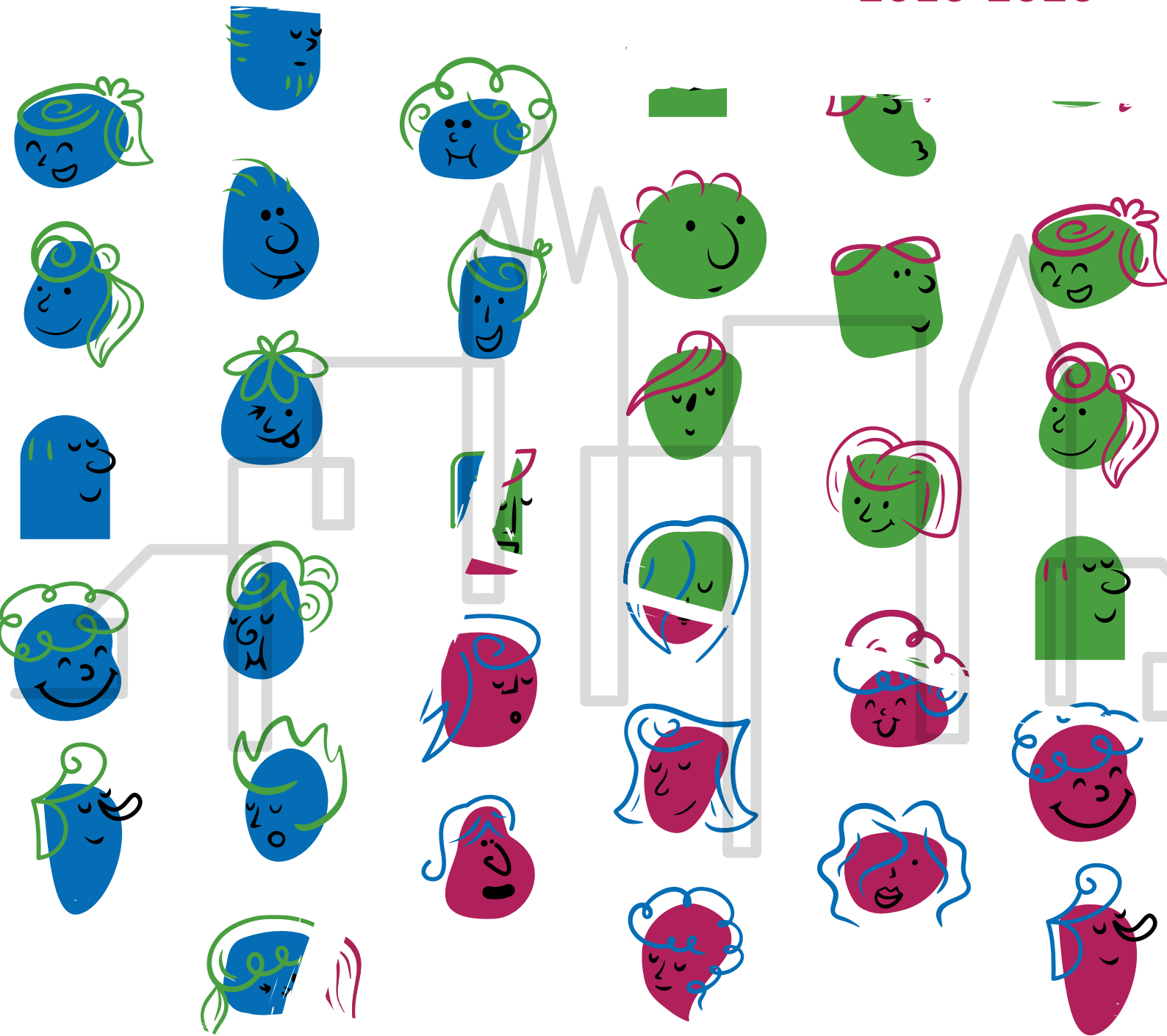
How to get involved

To find out more and to read the full version of the Local Outcome Improvement Plan 2016-26, you can visit Community Planning Aberdeen's website, www.communityplanningaberdeen.org.uk. If you would like to get involved in any of the improvement projects described in this document and want to be part of achieving our outcomes, please get in touch. We value your contribution and feedback. Please email: communityplanning@aberdeencity.gov.uk

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Aberdeen City's Local Outcome Improvement Plan Children and Young People's Version

2016-2026



ABERDEEN'S LOCAL OUTCOME IMPROVEMENT PLAN



This is a guide for children and young people to understand the plan 12 organisations across Aberdeen have for services in the city.

If you want to look at the complete document, [you will find it here - Local Outcome Improvement Plan](#)

A glossary of terms used in this plan and what they mean can be found on page 14.



What have we done to create the Refreshed Plan?



We have listened to what people across Aberdeen, including children and their families, told us about our work to check that we have focused on changing the right things.



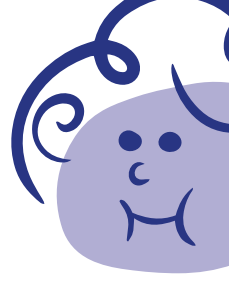
We have based our plan on data and what professionals and people have told us what is important.



Community Planning Aberdeen Board, is the name of Group who are responsible for making sure we stick to this Plan and we will review our progress every year to make sure we are doing everything we need to for all people of Aberdeen.



Who are Community Planning Aberdeen?



Community Planning Aberdeen is made up of people from organisations and services that support people across Aberdeen.

Members of the Community Planning Aberdeen Board include people from Aberdeen City Council, NHS Grampian, Aberdeen Health and Social Care Partnership, Police Scotland, Scottish Fire and Rescue, North East College, Third Sector. Our logos are below:



The Community Planning Aberdeen Board holds the responsibility to:



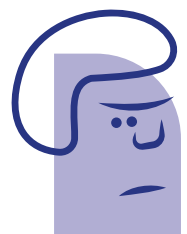
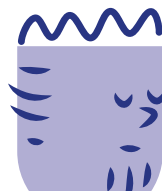
Make sure that all people in Aberdeen can realise their full potential



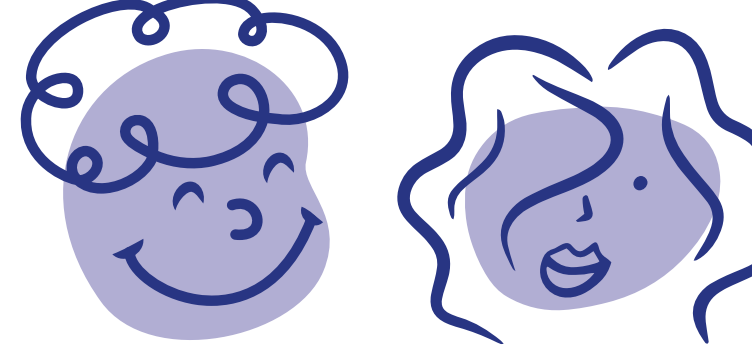
Put into action the local outcome improvement plan – our priorities for improving Aberdeen – we have 16 priorities for how we are proposing to do this. They cover four themes: Economy, People, Place and Community Empowerment with 97 projects identified to help achieve our priorities.



Make sure services work together for the benefit of all people in Aberdeen



Our top 16 priorities in the plan



The Plan says that Community Planning Aberdeen want to do 16 things. They want to:

Economy	People	Place	Community Empowerment
<ol style="list-style-type: none"> 1. Make sure that people feel they have enough to eat and can heat their homes 2. Help more people to find jobs 	<ol style="list-style-type: none"> 3. Make sure babies and children (0-5 years) have the best start in life 4. Improve Child Mental Health 5. Support Care Experienced Young People 6. Ensure Positive Destinations for all Young People 7. Reduce Youth Offending 8. Support children and young people with Additional Support Needs 9. Reduce Adults Re-offending 10. Improve Healthy Life Expectancy 11. Reduce Alcohol and Drug Deaths 12. Reduce Homelessness 	<ol style="list-style-type: none"> 12. Tackle Climate Change 13. Increase walking and cycle and reduce car use 14. Improve the Built and Natural Environment 	<ol style="list-style-type: none"> 16. Increase Community Empowerment

Our Economy



There are two priorities in the economy section of the LOIP, with 13 projects. The intent behind them is to reduce the number of people experiencing poverty and to support employment opportunities for all people in Aberdeen.

Priority 1: Make sure people feel they have enough to eat and can heat their homes

Why are Community Planning Aberdeen concerned about this?

More and more families find it hard to pay for bills, heat their houses and pay for their shopping. We want to support families to reduce their bills and increase the money they have.

What are we going to do?

We are going to:

- Make sure that all families can get the money that is available to them
- Help people spend less on their heating bills
- Support people to be able to pay their heating bills
- Make sure homeless people get support and access to money support
- Make sure people have access food



Priority 2: Help more people to find jobs

Why are Community Planning Aberdeen concerned about this?

There is a bigger number of people who don't currently have a job in Aberdeen than there were before COVID-19 and we want to make sure we do the best we can to help them find a job.

What are we going to do?

We are going to:

- Help people to start their own business
- Help young parents to get a job
- Teach people to use computers for their work
- Make sure people get paid enough to pay their bills
- Support people to get good quality jobs



Our Children and Young People



This section of the LOIP is all about making sure that every child and young person in Aberdeen can achieve your goals. In total, there are six priorities for children and young people, with 32 projects.

Priority 3: Make sure babies and children between 0-5 years old have the best start in life possible

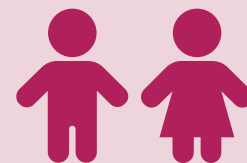
Why are the Community Planning Aberdeen concerned about this?

All children have a right to life, good food and the right to grow up healthy. We know that these early years are really important in making sure a child is healthy and has good relationships when they grow up.

What are we going to do?

We are going to:

- Make sure families have access to food and money to provide what children need
- Offer help to children and their families earlier to stop small problems from becoming big ones
- Make sure babies and children have their health needs regularly checked and met
- Increase the number of 2 year olds being brought to Early Learning and Childcare services



Priority 4: Improve the mental health and wellbeing of children and families

Why are Community Planning Aberdeen concerned about this?

Every child has the right to the best possible health. We want all children to grow up healthy, loved and respected so they can achieve their full potential.

What are we going to do?

We are going to:

- Make sure that mental health support is easy to access when children and young people need it
- Provide more opportunities for children and young people to feel confident and good about themselves
- Help parents to have their health needs met so that they can do the same for their children
- Support children and young people to try activities where they live



Priority 5: Children and young people with care experience have the same levels of education, health and emotional wellbeing and opportunities as their peers

Why are Community Planning Aberdeen concerned about this?

Every child has the right to protection, participation, and development. As Corporate Parents we want the same outcomes for our children and young people with care experience as any good parent would want for their own children. We want to improve the futures of our children and young people and ensure they have the love, security and chances every child should have.

What are we going to do?

We are going to:

- Make sure we listen to the voice of children and young people, meaningfully involve them in decision-making and respond to what they tell us they want and need
- Support children and young people to do well in school and have positive options for when they leave school
- Make sure children and young people with care experience have their health needs regularly checked and met
- Do more to support families to stay together and where that's not possible or safe to do we want to keep children and young people in their family networks or with carers closer to home to maintain connections with the people and things that matter to them.



Priority 6: Improve how well our children and young people do in school and that they have positive options for when they leave school

Why are Community Planning Aberdeen concerned about this?

Every child has the right to an education and schools play a key role in supporting families in their communities, providing important places, opportunities and relationships for children and young people. We value the educational progress of all of our children and young people.

What are we going to do?

We are going to:

- Prepare our children and young people for life after school and support them to get into work or higher education opportunities
- Support those working with children and young people to prevent, identify and respond to harm to keep children and young people safe
- Make sure that children, young people and their families know where to get help when they need it





Priority 7: Reduce the number of young people coming into conflict with the law

Why are Community Planning Aberdeen concerned about this?

Children who come into conflict with the law have the right to be treated with respect and in a way that takes into account of their age. We know our children and young people with care experience are more likely to get into conflict with the law than their peers. We want to have a better, rights-based approach to youth justice.

What are we going to do?

We are going to:

- Reduce the number of young people coming into Court
- Develop a wide range of options for supporting young people in conflict with the law
- Support families and not just individual young people
- Create more opportunities for young people where they live



Priority 8: Increase the number of children and young people with additional support needs or a disability who leave school and go on to college/university, employment, training, personal skills development, or voluntary work

Why are Community Planning Aberdeen concerned about this?

Every child has a right to an education and to be treated with respect. We want to make sure that all of our children and young people are protected from harm and have access to support and opportunities that help them thrive.

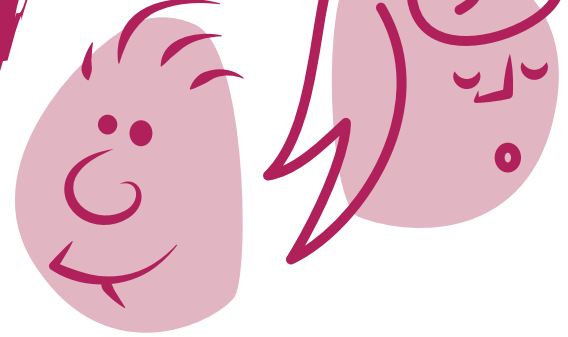
What are we going to do?

We are going to:

- Plan earlier for young people who require support into adulthood to avoid any gaps or difficulty when they leave school
- Reduce the number of children and young people with additional support needs and/or a disability not accessing full time education
- Support every child and young person's communication needs when we are working to keep them safe
- Make sure that children, young people, and their families know where to get help when they need it



Our Adults



This section of the LOIP is all about making sure that every adult in Aberdeen can live a healthy life. In total, there are four priorities, with 34 projects to help us achieve them.

Priority 9: Reduce the number of adults who re-offend and support them to not do this again.

Why are Community Planning Aberdeen concerned about this?

People who come into conflict with the law often have a number of needs that require support. Many may have had a difficult time as a child, live in poverty or have had negative experiences. We want to make sure that people who have offended are supported with their various needs and do not re-offend.

What are we going to do?

We are going to:

- Support those leaving prison to get back into work and find a place to live
- Provide ways for vulnerable people to have their needs identified when they come into police custody
- Making sure that people feel more confident in seeing and acting on signs of violence at home and in the community
- Reducing crime in our communities to make people feel safe



Priority 10: Improve the health of people in Aberdeen so that they can live longer lives

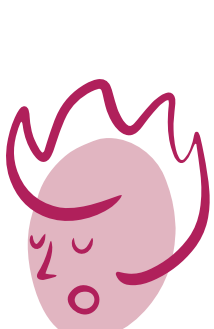
Why are Community Planning Aberdeen concerned about this?

Everybody should have the opportunity to live a long and healthy life. We want to make sure that all people have best possible support for and access to services that mental and physical health needs.

What are we going to do?

We are going to:

- Help families to make health eating and exercise choices
- Support people who have mental health needs to feel better
- Working with people quit vaping and smoking
- Make sure that people have access to health support



Priority 11: Reduce the number of people who die from drug or alcohol use

Why are Community Planning Aberdeen concerned about this?

The number of deaths from drugs and alcohol in Scotland remains high, we want to make sure those at risk in Aberdeen are well supported to stop using them.

What are we going to do?

We are going to:

- Work with children and young people who take or who are at risk of taking drugs, to help them stop at the earliest possible time
- Provide support to people to reduce their drug and alcohol use
- Continue to keep in touch with those we have helped to support them not to start using drugs and alcohol again
- Reduce the number of pregnant women who drink alcohol



Priority 12: Reducing anyone in Aberdeen from being or becoming homeless

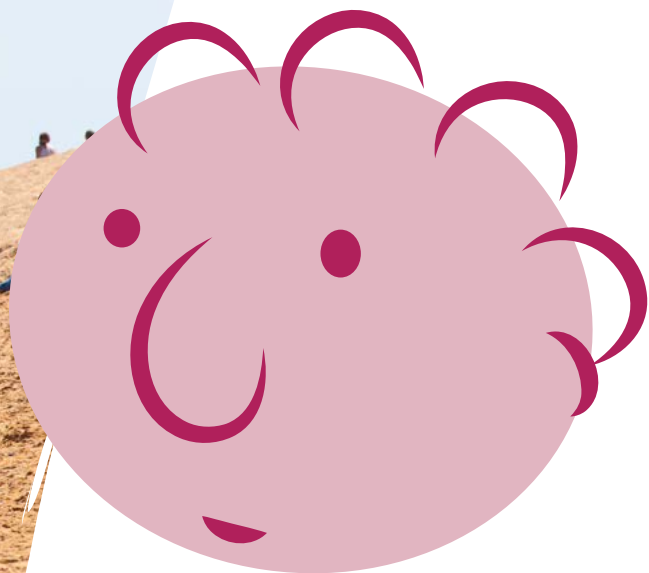
Why are Community Planning Aberdeen concerned about this?

Everybody should be able to have a place to call home, no one should have to live on the street. People can become homeless for many reasons, and once they become homeless it can be a very hard situation to get out of. We want to help those who have become homeless or at risk of being homeless.

What are we going to do?

We are going to:

- Reduce the number of young people who don't have a home
- Help people to keep their home
- Increase the number of houses available to people at risk of homelessness
- Ensure that people with experience of homelessness are informing our decisions on ending homelessness





The section in the LOIP is about how we can improve the place of Aberdeen. The quality of the place we live in can impact how people can live healthy lives. There are three priorities in this section and they focus on reducing carbon emissions in the city, increasing the number of people walking and cycling and having well cared for buildings and open space, with 12 projects to achieve this.

Priority 13: Tackling climate change by reducing the pollution levels we are creating in Aberdeen

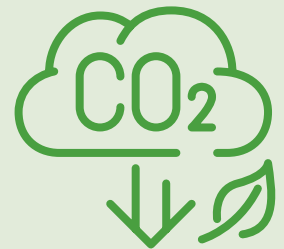
Why are Community Planning Aberdeen concerned about this?

We need to make sure we do our bit to improve the environment for our children and their children. In each community we need to work together to recycle, make less pollution and keep our outdoors, nice places to use.

What are we going to do?

We are going to:

- Work with places like schools, hospitals, museums and libraries to help them find ways to reduce the amount of pollution they make
- Help families to reduce the amount of rubbish they make
- Help families increase the recycling they do
- Make sure that communities have a plan in case they are affected by very bad weather



Priority 14: Increasing walking and cycling and reducing the amount of travelling people do by car

Why are Community Planning Aberdeen concerned about this?

We use so many cars that it is one of the biggest reasons for pollution in our environment. To tackle we this we want to encourage people to use cleaner ways to travel.

What are we going to do?

We are going to:

- Make it easier for people to walk or cycle to places they need to go
- Help people to use their cars less
- Encourage people to take the bus



Priority 15: Making sure our outdoor spaces like parks, gardens, playing fields woods, streets and buildings are well cared for

Why are Community Planning Aberdeen concerned about this?

Spending time outdoors is really important for mental and physical wellbeing. It is also a really important way we can make sure our environment stays clean, without pollution for years to come.

What are we going to do?

We are going to:

- Make sure people are happy with the outdoor spaces in the city
- Work with companies and services to give some of their land for nature
- Help support people in the community to improve outdoor spaces in their neighbourhood
- Supporting people to do more outdoor activities



Having Your Say



The section in the LOIP is about how we can empower everyone to get participate and have their say. The priority focuses on increasing the number of people who are sharing their view and informing the decisions that affect them, with 6 projects to achieve this.

Priority 16: Making sure everyone in Aberdeen, including children and young people can be involved in decisions that affect them

Why are Community Planning Aberdeen concerned about this?

We want to make sure that everyone has a chance to have their say on anything that we do that will affect them. To make sure that anyone can be involved in our LOIP projects our plan. And that they feel that they are involved.

What are we going to do?

We are going to:

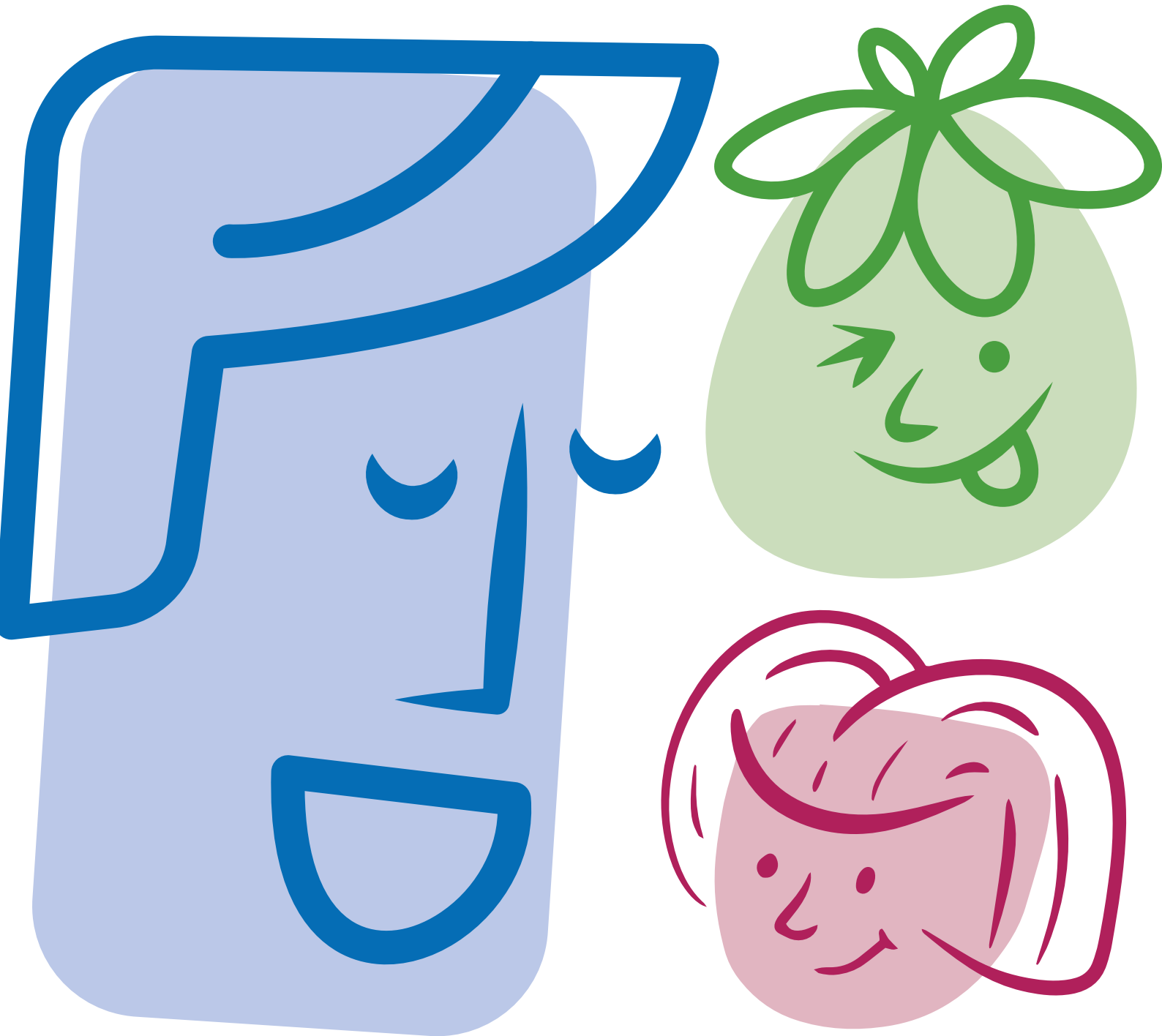
- Make sure that children any young people have a say in every decision that will affect them
- Support people in our community to be involved in our projects
- Give local communities more say in how money is spent on them
- Celebrate our communities



Glossary of Terms



Term	Meaning
Community Planning Partnership	Community Planning Aberdeen is the name for your local partnership of public, private and third sector organisations and communities all working together to improve people’s lives across Aberdeen City.
Care Experience	<p>‘Child/ Young person/ Person with Care Experience’ is the preferred terminology identified by those with experience of the care system as it is inclusive of those who may no longer be ‘looked after’ but still require our scaffold of support to thrive.</p> <p>This term includes those currently looked after and those who have been looked after at any time in their life, no matter how short, including adopted children who were previously looked after.</p>
Getting It Right For Every Child	The Getting it right for every child approach, also known as GIRFEC, supports children and young people so that they can grow up with all the help they and their families need.
Independent Care Review	The Care Review heard that Scotland needs to change how it cares for children.
Law	A set of rules telling people what to do or not to do. If they do not follow these rules, they can be punished.
Local Outcome Improvement Plan	Community Planning Aberdeen’s plan for improvement across the city.
Participation	Children and young people have the right to say how they feel, be listened to and taken seriously.
The Promise	The Promise to care experienced children and young people, from the care review, is that they will grow up loved, safe and respected. A child-friendly version of The Promise is available here.
Strategy	A plan.
Wellbeing	Being comfortable, healthy, or happy.



FOR FURTHER INFORMATION CONTACT:
Community Planning Team

 communityplanning@aberdeencity.gov.uk

 communityplanningaberdeen.org.uk

 [@CPAAberdeenCity](https://www.facebook.com/CPAAberdeenCity)

 [@CPAAberdeen](https://twitter.com/CPAAberdeen)



Community Planning
Aberdeen

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North Locality Plan

2021-2026

(Updated April 2024)



North Locality Neighbourhoods:

Dyce, Danestone, Oldmachar, Denmore, Balgownie & Donmouth, Bucksburn, Heathryfold, Middlefield, Kingswells, Northfield, Cummings Park, Sheddocksley, Mastrick, Summerhill



Community Planning
Aberdeen

Welcome



Welcome to the North Locality Plan which sets out the priority outcomes we want to achieve by 2026. We will work together with people living and working in the North Locality to deliver the plan. The plan was first published in July 2021 and has been refreshed in 2024 to ensure it remains relevant and focussed on North Locality priorities. Moving out of the pandemic, some priorities have changed but many remain the same. As part of the refresh process, we considered feedback gathered through our ‘what matters to you’ community engagement exercise and considered local level data, including progress we have made and areas for improvement reported as part of the North Locality Annual Report 2022-23. Most importantly, we listened to people living and working across the North Locality to hear what they think and understand what would make the greatest difference to them. The refreshed plan has been developed by Community Planning Aberdeen, working with members of the North Locality Empowerment Group and North Priority Neighbourhood Partnership. The plan supports delivery of the citywide Local Outcome Improvement Plan (LOIP).



Vision and Priorities

Our collective vision is to ensure that Aberdeen is a place where all can prosper. To achieve this in the North Locality, we have identified six priorities to be achieved under the four key themes of Economy, People, Place and Community.

ECONOMY	PEOPLE	PLACE	COMMUNITY
1.Reduce the number of people living in poverty (Page 3)	2.Improve the physical health and wellbeing of people (Page 5)	5.Maximise use of disused outdoor space (Page 8)	6. Increase the number of people and groups involved in making improvements and decisions in their community (Page 9)
	3. Support local volunteering (Page 6)		
	4.Early intervention approach (Page 7)		







These priorities are relevant to all neighbourhoods within the locality, but we recognise that some neighbourhoods will need more support to achieve improved outcomes. Priority neighbourhoods which experience disadvantage have been identified using the Scottish Index of Multiple Deprivation (SIMD). These neighbourhoods may need additional support to benefit from the same opportunities to thrive and succeed as other neighbourhoods within the locality.

Our priority neighbourhoods within the North Locality include Northfield, Mastrick, Cummings Park, Middlefield and Heathryfold.

Our Economy



What we know now

 <p>*8.3% of people in the North Locality worried they would not have enough to eat compared to 29.4% of people living priority neighbourhoods.</p>	 <p>*4.2% of households in the North Locality have experienced times when they felt *hungry but did not eat compared to 6.3% of households in priority neighbourhoods.</p>	 <p>*33.6% of people in the North Locality worried they would not be able to heat their home compared to 62.5% of people living in priority neighbourhoods.</p>
 <p>*2.8% of households in the North Locality have had to seek support for paying for heating, compared to 12.5% of households in priority neighbourhoods.</p>	 <p>People on universal credit has increased in the North Locality since 2020. 43% of UC claimants live in Priority Neighbourhoods.</p>	 <p>Child poverty has increased in the North Locality since 2019. 51% of children in low income families live in Priority Neighbourhoods.</p>

* Note of caution. The source of this data is [City Voice](#), Aberdeen's Citizens Panel and the sample size is smaller for priority neighbourhoods.

Priority 1:

Reduce the number of people living in poverty through the creation of local employment, training and apprenticeship opportunities, and create solutions to tackle food poverty


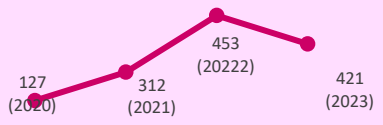



Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Create opportunities for fair work				
<ul style="list-style-type: none"> Encourage employers in the area to sign up to the Real Living Wage. Strengthen relationships with local businesses. Support development of social enterprises and small businesses Support and develop employment opportunities and routes to employment for young people. More access to apprenticeships and training 	Locality Wide Heathryfold, Middlefield, Northfield, Cummings Park & Mastrick	SHMU Business Gateway	No. of people supported to start up a social enterprise/ business (IP 2.5) No. of young parents supported into training or employment (IP 2.6) No. of people supported with	Stretch Outcome 2: Employability. All improvement projects. In particular, 2.4-2.7 Stretch Outcome 6: Positive Destinations. Improvement projects 6.3-6.6 Stretch Outcome 9: Community Justice.

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
<ul style="list-style-type: none"> • Develop a dedicated Northfield job fair • Develop locally available employability support. • Make childcare affordable and accessible to increase parental employment. 			digital skills to apply for employment (IP2.7) No. of people supported into good quality employment (IP 2.1)	Improvement project 9.1
Support our most vulnerable families				
<ul style="list-style-type: none"> • Support communities with benefit uptake and affordable heating • Sustain and develop community food provision • Insulation and retrofitting of housing • Buying debt/ debt management • Support families with English as a second language to access services 	Locality Wide Heathryfold, Middlefield, Northfield & Mastrick	CFINE Middlefield Community project Cummings Park Community Association Northfield Community Centre NESCAN Mastrick Community Centre	No. people accessing foodbanks referred to cash first initiatives (IP1.3) Uptake in unclaimed benefits (IP1.4) No. of socially rented households in fuel poverty (IP 1.2)	Stretch Outcome 1: Anti-Poverty All Improvement projects Stretch Outcome 2: Employability Improvement projects 2.1 and 2.7

Our People



What we know now

 <p>92.6% of school leavers from North Locality schools achieved an initial positive destination in 2022-23. This is compared to 89.6% for schools in priority neighbourhoods. The Aberdeen City average is 93.6%.</p>	 <p>No. of referrals each month to NHSG's children and adolescent mental health services increasing. <i>(Data only available at city wide level)</i></p>	 <p>The rates of death from suicide in the North Locality is 12.6 per 100,000, this is above the citywide average of 11.1 per 100,000 of the population. <i>(Data not available at neighbourhood level)</i></p>										
 <p>*25.4% of people in the North Locality said they didn't know how many units are in the alcoholic drinks they consume. 47.3% of people living in the North said they didn't think about units at all. Compared to 18.2% and 66.7% in priority neighbourhoods.</p>	 <p>The rate of drug related hospital stays for the North Locality in 2022 was 175.2 per 100,000. This has improved from 193 per 100,000 of the population in 2021. <i>(Data not available at neighbourhood level)</i></p>	<table border="1" data-bbox="1077 750 1460 840"> <tr> <td>F</td> <td>80.9</td> <td>81.1</td> <td>80.9</td> <td>80.8</td> </tr> <tr> <td>M</td> <td>77.2</td> <td>77.2</td> <td>77.3</td> <td>77.3</td> </tr> </table> <p>Life expectancy has stayed stable in the North Locality but is lower in priority neighbourhoods at 78.3 (F) and 75.4 (M)</p>	F	80.9	81.1	80.9	80.8	M	77.2	77.2	77.3	77.3
F	80.9	81.1	80.9	80.8								
M	77.2	77.2	77.3	77.3								

* Note of caution. The source of this data is [City Voice](#), Aberdeen's Citizens Panel and the sample size is smaller for priority neighbourhoods.

Priority 2:

Improve the physical health and wellbeing of people

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Upskill knowledge and understanding to improve health and wellbeing				
<ul style="list-style-type: none"> Support Community groups to know about Health and Wellbeing and Health and Social Care Services in the Community Use of noticeboards and social media to inform. Creating opportunities for those who identify as socially isolated or vulnerable to take part in activities. Upskilling communities and partners knowledge of 	<p>Locality Wide</p> <p>Middlefield Heathryfold, Middlefield, Northfield, Cummings Park & Mastrick</p>	<p>Northfield Community Centre, Fit Like Hub, SHMU, Middlefield Community Project, Mastrick Community Centre, Cummings Park</p>	<p>% the number of people engaged with Stay Well Stay Connected initiatives (IP 10.3)</p> <p>% of citizens who feel they can regularly experience good quality natural space (IP15.1)</p>	<p>Stretch Outcome 10: Healthy Life Expectancy Improvement project 10.1, 10.2, 10.3 and 10.4</p> <p>Stretch Outcome 15: Open Space and Built Environment Improvement project 15.1, 15.2, 15.4 and 15.5</p>

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Suicide Prevention, services and training. <ul style="list-style-type: none"> Improve physical place to encourage people to use outdoor space 		Community Association, Cummings Park Flat	No. of community groups making environmental improvements (IP15.4)	
Encourage healthy outdoor activities				
<ul style="list-style-type: none"> Promote and improve accessible, active travel, including more and safer walking and cycling routes Develop programmes to encourage outdoor activity 	Locality Wide	Middlefield Community Project Sport Aberdeen Cummings Park Flat	% of people cycling and walking (IP14.1&2) No. of organised physical/wellbeing activity opportunities in the area	Stretch Outcome 14: Sustainable Travel All improvement projects

Priority 3:

Support local volunteering opportunities

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Support local volunteering				
<ul style="list-style-type: none"> Increase volunteering opportunities in the area and the communication of them Develop opportunities for 'micro volunteering' such as one-off litter picks Develop package of support for volunteers Create community heritage centres to celebrate local identity 	Locality Wide	SHMU Middlefield Community Project Northfield Community Centre Cummings Park Community Association Cummings Park Flat Sport Aberdeen	No. of volunteering opportunities available	All Stretch Outcomes and Community Learning & Development Plan

Priority 4:

Early intervention approach targeted at those who are involved in, or at risk in offending

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Provide activities for children and young people				
<ul style="list-style-type: none"> • More activities/spaces for children and young people to participate in/be together • Diversionary Activities for young people • Develop a pump track in the Northfield Area • Develop and promote community safety initiatives. 	Locality Wide Heathryfold, Middlefield, Northfield, Cummings Park & Mastrick	AMPED Sport Aberdeen Mastrick Community Centre	% of S1-S6 pupils who report they feel confident (IP 4.4) % of children who feel safe in their community (IP4.5) Develop a pump track in the Northfield Area instances of youth anti-social behaviour calls to Police Scotland (IP7.5)	Stretch Outcome 4: Children's Mental Wellbeing Improvement projects 4.4 and 4.5 Stretch Outcome 7: Youth Justice Improvement project 7.5
Support those affected by alcohol and substance use				
<ul style="list-style-type: none"> • Encourage alcohol free social options. • Development of activities to promote recovery • Raise awareness of Substance use service and provision 	Heathryfold, Middlefield, Northfield, Cummings Park & Mastrick	Alcohol and Drugs Action Aberdeen in Recovery Cummings Park Community Association DSM Foundation	No. of women drinking in pregnancy (IP11.3) No. of people in priority neighbourhoods receiving alcohol support (IP11.4) No. of people at stage 5 recovery from drug and alcohol (IP11.7)	Stretch Outcome 11: Alcohol and Drugs Improvement projects 11.3-11.5 and 11.7



What we know now

 <p>*66.5% of North Locality respondents to the City Voice survey reported being satisfied or fairly satisfied with the overall quality of green/open spaces, compared to 64.7% of people living in priority neighbourhoods.</p>	 <p>*11.8% of people in the North Locality cycled in the last year compared to 5.9% of people living in priority neighbourhoods. 87.5% of people in the North Locality walked in the last year compared to 82.4% of people living in priority neighbourhoods</p>	 <p>59.1% of people in the North Locality are worried about their home and community being vulnerable to severe weather compared to 80% of people living in priority neighbourhoods. 5% of people in the North Locality agreed that the community has taken steps to prepare against this compared to 6.7% in priority neighbourhoods.</p>
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* Note of caution. The source of this data is [City Voice](#), Aberdeen's Citizens Panel and the sample size is smaller for priority neighbourhoods

Priority 5:







Maximise use of disused outdoor space to increase food growing opportunities

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Support greenspace use and development of area				
<ul style="list-style-type: none"> Encourage community growing spaces, such as Council allotments Encourage the use of green spaces for healthy benefits. Encourage responsible dog ownership Support outdoor activities by having benches placed in specific locations Grow more wildflowers Improve traffic management Develop opportunities/spaces for more physical activity in the area 	Heathryfold, Middlefield, Northfield, Cummings Park & Mastrick Locality wide	Danestone Community Centre, Dyce Community Garden and Orchard, Sport Aberdeen, Cummings Park Community Association, Cummings Park Flat,	No. of people experiencing good quality natural space (IP15.1) No. of people reporting positive outcomes in relation to their health and wellbeing (IP15.2) No of community groups delivering environmental improvements in their area (IP15.4)	Stretch Outcome: Sustainable Travel Improvement projects 14.1 Stretch Outcome 15: Open Space and Built Environment Improvement projects 15.1, 15.2, 15.4
Develop Local Resilience Plans				
<ul style="list-style-type: none"> Community led resilience plans in place, particularly for areas most vulnerable to flooding. 	Bridge of Don, Denmore and Grandholm	Community Councils in the North Locality	No. of resilience plans in place across the locality (13.3)	Stretch Outcome 13: Climate Change Improvement project 13.3

Our Community



What we know now

 <p>*37.9% of people in the North Locality scored highly* for overall identity and belonging compared to 20% of people in north priority neighbourhoods and 38.5% city wide.</p>	 <p>*43.7% of people in the North Locality scored highly* for how welcoming the place is compared to 33.4% of people in priority neighbourhoods and 46.6% city wide.</p>	 <p>*9.2% of people in the North Locality scored highly* for overall influence and sense of control compared to 6.7% of people in priority neighbourhoods and 16.7% city wide.</p>
 <p>*37.5% of people in the North Locality feel part of the community compared to only 26.7% in priority neighbourhoods and 46% city wide.</p>	 <p>*18.3% of people in the North Locality belong to community groups compared to 6.7% in priority neighbourhoods and 24.9% city wide.</p>	 <p>*In the North Locality, 17.5% are aware of Locality Plans, 5.8% are aware of Locality Empowerment Groups and 5% of Priority Neighbourhood Partnerships.</p>

*Scored 5 and above out of a possible 7

* Note of caution. The source of this data is [City Voice](#) , Aberdeen’s Citizens Panel and the sample size is smaller for priority neighbourhoods

Priority 6:


Increase the number of people and groups involved in making improvements and decisions in their community


Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Support people to get involved				
<ul style="list-style-type: none"> • Increase no. and diversity of community members participating in community planning • Support community led organisations to access funding for community led initiatives • Celebrate and increase awareness of community led projects • Explore how community assets can be used as community resources 	Locality Wide	All community groups and organisations	No of community ideas being tested (IP16.2) No. of people participating in community planning (IP16.3) No. of community led initiatives being supported to access funding (IP16.4)	Stretch Outcome 16: Community Empowerment All improvement projects


How to get involved


The [North Locality Empowerment Group](#) and the [Cummings Park, Heathryfold, Northfield, Mastrick and Middlefield Priority Neighbourhood Partnership](#) are two of the main ways we connect with our local communities in the North Locality. As a member of a LEG and a Priority Neighbourhood Partnership you will be able to provide a voice on behalf of the people and communities across your neighbourhood.

What's in it for you?

 Influence what happens in your community

 Help make a brighter future for all

 Connect with others

 Participation can lead to credits for the Saltire Award (young people, age 12-25)

Following a recent training session provided by SCDC in partnership with ACC/AHSCP, the community had this to say about community engagement:

"Talk to us and talk to us early. Don't make decisions and then get it approved by us. Communities have knowledge and skills to know what's best for us. We're the local experts about our places"

"Community Engagement is where people grow"

If you are interested in getting involved in helping achieve these aims in your local community, follow this link to find out more: [Our Communities - Community Planning Aberdeen](#) or email localityplanning@aberdeencity.gov.uk.



Meet your Locality Planning Team

We understand the importance of working with communities to build a thriving environment for everyone. By engaging with local communities through our dedicated locality planning team, we aim to become more receptive, supportive and action oriented. Community input is extremely valuable to this work.

The Locality Planning Team includes staff from Aberdeen City Council and the Aberdeen City Health and Social Care partnership working together to support improved outcome across all our localities and neighbourhoods. In the North Locality your locality planning contacts are Iain, Jade, Katie, and Kev.



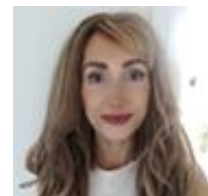
Iain Robertson,
Transformation Programme
Manager, Aberdeen City
Health and Social Care
Partnership



Jade Leyden,
Community Development
Manager, Aberdeen City
Council



Kev Donald, Community
Development Officer,
Aberdeen City Council



Katie Cunningham,
Public Health Coordinator,
ACHSCP

Please take a moment to complete this [survey](#) and let us know how we can enhance our service delivery and collaboration with you. Together we can make a positive impact and create a place where all people can prosper.

South Locality Plan

2021-2026
(Updated April 2024)



South Locality Neighbourhoods:

Culter; Cults, Bieldside, Milltimber & Countesswells; Hazlehead; Braeside, Mannofield, Broomhill, Seafield; Garthdee; Ferryhill; Torry; Cove; Kincorth, Leggart & Nigg



Community Planning
Aberdeen

Welcome



Welcome to the South Locality Plan which sets out the priority outcomes we want to achieve by 2026. We will work together with people living and working in the South Locality to deliver the plan. The plan was first published in July 2021 and has been refreshed in 2024 to ensure it remains relevant and focussed on South Locality priorities. Moving out of the pandemic, some priorities have changed but many remain the same. As part of the refresh process, we considered feedback gathered through our ‘what matters to you’ community engagement exercise and considered local level data, including progress we have made and areas for improvement reported as part of the South Locality Annual Report 2022-23. Most importantly, we listened to people living and working across the South Locality to hear what they think and understand what would make the greatest difference to them. The refreshed plan has been developed by Community Planning Aberdeen, working with members of the South Locality Empowerment Group and South Priority Neighbourhood Partnership. The plan supports delivery of the citywide Local Outcome Improvement Plan (LOIP).



Vision and Priorities

Our collective vision is to ensure that Aberdeen is a place where all can prosper. To achieve this in the South Locality, we have identified six priorities to be achieved under the four key themes of Economy, People, Place and Community.

ECONOMY	PEOPLE	PLACE	COMMUNITY
1.Reduce number of people living in poverty. (Page 3)	3.Support children and young people (Page 5)	5. Identify and maximise use of green space (Page 7)	6. Increase the number of people and groups involved in making improvements and decisions in their community (Page 9)
2.Improve and create employment opportunities (Page 4)	4. Focus on early intervention, prevention, and re-enablement actions (Page 6)		






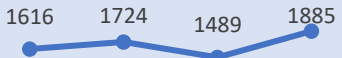
These priorities are relevant to all neighbourhoods within the locality, but we recognise that some neighbourhoods will need more support to achieve improved outcomes. Priority neighbourhoods which experience disadvantage have been identified using the Scottish Index of Multiple Deprivation (SIMD). These neighbourhoods may need additional support to benefit from the same opportunities to thrive and succeed as other neighbourhoods within the locality.

Our priority neighbourhoods within the South Locality include Torry and Kincorth.

Our Economy



What we know now

 <p>*7.2% of people in the South Locality worried they would not have enough to eat compared to 19.4% of people living in priority neighbourhoods.</p>	 <p>*5.6% of households in the South Locality have experienced times when they felt hungry but did not eat compared to 10% of households in priority neighbourhoods.</p>	 <p>*28.3% of people in the South Locality worried they would not be able to heat their home compared to 55.6% of people living in priority neighbourhoods.</p>
 <p>*5.6% of households in the South Locality have had to seek support for paying for heating, compared to 11.1% of households in priority neighbourhoods.</p>	 <p>People on universal credit has increased in the South Locality since 2020. 50% of UC claimants live in priority neighbourhoods.</p>	 <p>Child poverty has increased in the South Locality since 2019. 55% of children in low income families live in priority neighbourhoods.</p>

* Note of caution. The source of this data is [City Voice](#), Aberdeen's Citizens Panel and the sample size is smaller for priority neighbourhoods.

Priority 1:

Reduce number of people living in poverty. Address food and fuel poverty by identifying and using local assets (for example community cafés and community kitchens).

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Support our most vulnerable families				
<ul style="list-style-type: none"> Sustain and develop community food provision including food pantries Support communities with financial inclusion such as benefit uptake and affordable heating Insulation and retrofitting of housing to reduce fuel bills Improve affordability and accessibility of public transport Create a local trusted tradesperson scheme to ensure fairness and best value 	<p>Torry & Kincorth</p> <p>Locality Wide</p>	<p>CFINE</p> <p>Torry People's Assembly</p> <p>NESCAN</p>	<p>No. people accessing foodbanks referred to cash first initiatives (IP1.3)</p> <p>Uptake in unclaimed benefits (IP1.4)</p> <p>No. of socially rented households in fuel poverty (IP 1.2)</p>	<p>Stretch Outcome 1: Anti-Poverty All Improvement projects</p> <p>Stretch Outcome 14: Sustainable Travel 14.3</p>

Priority 2:


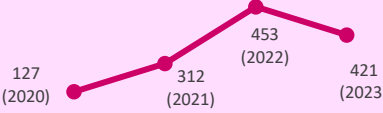



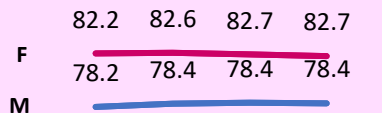
Improve and create employment opportunities; Develop skills, training and support for young people and businesses

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Support businesses and young people into employment				
<ul style="list-style-type: none"> Support development of Social Enterprises and small business start-ups – fill empty shops Grow the number of local job opportunities Strengthen relationships with local businesses as part of their Corporate Social Responsibility Explore alternative routes to apprenticeships Develop locally available employability support and training 	<p>Torry & Kincorth</p> <p>Locality Wide</p>	<p>Business Gateway</p> <p>SHMU</p>	<p>No. of people supported to start up a social enterprise/ business (IP 2.5)</p> <p>No. of people supported into good quality employment (IP 2.1)</p>	<p>Stretch Outcome 2: Employability. All improvement projects.</p> <p>Stretch Outcome 6: Positive Destinations. Improvement projects 6.3-6.6.</p> <p>Stretch Outcome 9: Community Justice. Improvement project 9.1</p>

Our People



What we know now

 <p>94.2% of school leavers from South Locality schools achieved an initial positive destination in 2022-23. This is compared to 89.6% for schools in priority neighbourhoods. The Aberdeen City average is 93.6%.</p>	 <p>No. of referrals each month to NHSG's children and adolescent mental health services increasing. <i>(Data only available at city wide level)</i></p>	 <p>The rate of death from suicide in the South Locality is 10.4 per 100,000, this is below the citywide average of 11.1 per 100,000 of the population. <i>(Data not available at neighbourhood level)</i></p>
 <p>*31.5% of people in the South Locality said they did not know how many units are in the alcoholic drinks they consume, 46% of people living in the South said they did not think about units at all. Compared to 45% and 65% in priority neighbourhoods.</p>	 <p>The rate of drug related hospital stays for the South Locality was 135.7 per 100,000 of the population. This was an improvement from 147.2 per 100,000 in 2021. <i>(Data not available at neighbourhood level)</i></p>	 <p>Life expectancy has stayed stable in the South Locality since 2018 for males and females. But it is lower in priority neighbourhoods at 79.6 (F) and 73.9 (M)</p>

* Note of caution. The source of this data is [City Voice](#) , Aberdeen's Citizens Panel and the sample size is smaller for priority neighbourhoods.

Priority 3:

Support children and young people to achieve their maximum potential

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Provide activities and support for Children and Young people				
<ul style="list-style-type: none"> • More freely available/low-cost facilities for children and young people, including sports facilities • Develop a pump track in Torry • Identify and develop actions to address the mental wellbeing of young people • Increase the number of care experienced young people going onto positive destinations 	<p>Torry and Kincorth</p> <p>Locality Wide</p>	<p>Streetsport, Balnagask Community Centre, Torry Dancers, VicTorry, Jesus House, Sport Aberdeen, The Bridge, Friends of St Fittick's Park Big Noise Torry</p>	<p>% of S1-S6 pupils who report they feel confident (IP 4.4)</p> <p>% of children who feel safe in their community (IP4.5)</p> <p>Develop pump track in Torry</p> <p>instances of youth anti-social behaviour calls to Police Scotland (IP7.5)</p>	<p>Stretch Outcome 4: Children's Mental Wellbeing Improvement projects 4.4 and 4.5</p> <p>Stretch Outcome 5 and 6: Positive Destination All Improvement projects</p> <p>Stretch Outcome 7: Improvement project 7.5</p>




Priority 4:

Focus on early intervention, prevention, and re-enablement actions to reduce inequalities and improve physical and mental wellbeing outcomes.

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Support people to make healthy choices				
<ul style="list-style-type: none"> Upskilling communities and partners' knowledge of health and wellbeing, weight management, services, and training. Awareness of services and signposting such as use of community noticeboards and accessible social media Upskilling communities and partners knowledge of suicide prevention services and training Raise awareness of substance service provision 	<p>Locality Wide</p> <p>Torry and Kincorth</p>	<p>Aberdeen in Recovery</p> <p>Alcohol and Drugs Action</p> <p>Friends of St Fittick's Park</p> <p>The Bridge</p> <p>DSM Foundation</p>	<p>% the number of people engaged with Stay Well Stay Connected initiatives (IP 10.3)</p> <p>No. of low-income families supported with healthy eating behaviours and maintaining weight (IP 10.4)</p> <p>No. of people in priority neighbourhoods receiving alcohol support (IP11.4)</p> <p>No. of people at stage 5 recovery from drug and alcohol (IP11.7)</p>	<p>Stretch Outcome 10: Healthy Life Expectancy Improvement project 10.1, 10.3 and 10.4</p> <p>Stretch Outcome 11: Alcohol and Drugs Improvement projects 11.1 and 11.2</p>



What we know now

 <p>*71.6% of South Locality respondents to the City Voice survey reported being satisfied or fairly satisfied with the overall quality of green/open spaces, compared to 50.1% of people living in priority neighbourhoods.</p>	 <p>*15.6% of people in the South Locality cycled in the last year compared to 6.3% of people living in priority neighbourhoods. 88.3% of people in the South Locality walked in the last year compared to 87.5% of people living in priority neighbourhoods.</p>	 <p>*58.4% of people in the South Locality are worried about their home and community being vulnerable to severe weather compared to 83.3% of people living in priority neighbourhoods. 7.7% of people living in the South Locality agreed that the community has taken steps to prepare against this, whilst there were no positive responses to this question in priority neighbourhoods.</p>
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* Note of caution. The source of this data is [City Voice](#) , Aberdeen’s Citizens Panel and the sample size is smaller for priority neighbourhoods.

Priority 5:

Identify and maximise use of green space: community food growing and community garden access (inter-generational community gardens)







Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Support people to make healthy choices				
<ul style="list-style-type: none"> Encourage community growing spaces Encourage the use of green spaces for healthy benefits Increase and improve cycle and walking routes, particularly in Torry Remove high speed cyclists from Deeside line Develop opportunities/spaces for more physical activity in the area- Torry 10k. 	<p>Locality Wide</p> <p>Torry & Kincorth</p>	<p>Tullos Wildlife Garden</p> <p>Friends of St Fittick’s Park</p> <p>Sport Aberdeen</p>	<p>No. of people who walk/cycle as one mode of travel (IP 14.1 & 14.2)</p> <p>No. of people reporting positive outcomes in relation to their health and wellbeing (IP15.2)</p> <p>No of community groups delivering environmental improvements in their area (IP15.4)</p>	<p>Stretch Outcome 14: Sustainable Travel All Improvement projects</p> <p>Stretch Outcome 15: Open Space and Built Environment Improvement projects 15.1, 15.2, and 15.4</p>

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Safe and welcoming environment				
<ul style="list-style-type: none"> • Increase litter bins • Encourage responsible dog ownership • promote use of greenspace and improve access to greenspace • Improved traffic management 	Locality Wide	South Locality Empowerment Group and South Priority Neighbourhood Partnership	No of community groups delivering environmental improvements in their area (IP15.4)	Stretch Outcome 13: Climate Change Improvement Project 13.2 Stretch Outcome 15: Open Space and Built Environment Improvement projects 15.1, 15.3 and 15.4

Our Community



What we know now

 <p>*44.5% of people in the South Locality scored highly* for overall identity and belonging compared to 30.4% of people in south priority neighbourhoods and 38.5% city wide.</p>	 <p>*49.7% of people in the South Locality scored highly* for how welcoming the place is compared to 40.9% of people in south priority neighbourhoods and 46.6% city wide.</p>	 <p>*22.5% of people in the South Locality scored highly* for overall influence and sense of control compared to 22.7% of people in south priority neighbourhoods and 16.7% city wide.</p>
 <p>*54.7% of people in the South Locality feel part of the community compared to only 34.8% in south priority neighbourhoods and 46% city wide.</p>	 <p>*27.9% of people in the South Locality belong to community groups compared to 26.1% in south priority neighbourhoods and 24.9% city wide.</p>	 <p>*In the South Locality, 17.7% are aware of Locality Plans, 8.8% are aware of Locality Empowerment Group and 4.7% of Priority Neighbourhood Partnerships.</p>

*Scored 4 and above out of a possible 7

* Note of caution. The source of this data is [City Voice](#) , Aberdeen’s Citizens Panel and the sample size is smaller for priority neighbourhoods.

Priority 6:


Increase the number of people and groups involved in making improvements and decisions in their community


Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Support people to get involved				
<ul style="list-style-type: none"> • Increase no. and diversity of community members participating in community planning • Support community led organisations to access funding for community led initiatives • Celebrate and increase awareness of community led projects • More public consultations on a regular basis 	Locality Wide	All community groups and organisations	No of community ideas being tested (IP16.2) No. of people participating in community planning (IP16.3) No. of community led initiatives being supported to access funding (IP16.4)	Stretch Outcome 16: Community Empowerment All improvement projects


How to get involved


The [South Locality Empowerment Group](#) and the [Torry Partnership](#) are two of the main ways we connect with our local communities in the South Locality. As a member of a LEG and Torry Partnership you will be able to provide a voice on behalf of the people and communities across your neighbourhood.

What is in it for you?

 Influence what happens in your community

 Help make a brighter future for all

 Connect with others

 Participation can lead to credits for the Saltire Award (young people, age 12-25)

Following a recent training session provided by SCDC in partnership with ACC/AHSCP, the community had this to say about community engagement:

“Talk to us and talk to us early. Don’t make decisions and then get it approved by us. Communities have knowledge and skills to know what is best for us. We’re the local experts about our places”

“Community Engagement is where people grow”

If you are interested in getting involved in helping achieve these aims in your local community, follow this link to find out more: [Our Communities - Community Planning Aberdeen](#) or email localityplanning@aberdeencity.gov.uk.

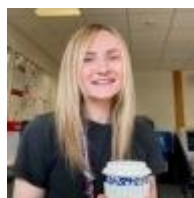
Meet your Locality Planning Team

We understand the importance of working with communities to build a thriving environment for everyone. By engaging with local communities through our dedicated locality planning team, we aim to become more receptive, supportive, and action orientated. Community input is extremely valuable to this work.

The Locality Planning Team includes staff from Aberdeen City Council and the Aberdeen City Health and Social Care Partnership working together to support improved outcome across all our localities and neighbourhoods. In the South Locality your locality planning contacts are Iain, Jade, and Teresa.



Iain Robertson,
Transformation Programme
Manager, Aberdeen City Health
and Social Care Partnership



Jade Leyden,
Community Development
Manager,
Aberdeen City Council



Teresa Dufficy, Community
Development Officer,
Aberdeen City Council

Please take a moment to complete this [survey](#) and let us know how we can enhance our service delivery and collaboration with you. Together we can make a positive impact and create a place where all people can prosper.

Central Locality Plan

2021-2026
(Updated April 2024)



Central Locality Neighbourhoods:

Ashgrove, City Centre, Froghall, George St, Hanover, Hilton, Midstocket, Old Aberdeen, Powis, Rosemount, Tillydrone, Seaton, Stockethill, Sunnybank, West End and Woodside



Community Planning
Aberdeen

Welcome



Welcome to the Central Locality Plan which sets out the priority outcomes we want to achieve by 2026. We will work together with people living and working in the Central Locality to deliver the plan. The plan was first published in July 2021 and has been refreshed in 2024 to ensure it remains relevant and focussed on Central Locality priorities. Moving out of the pandemic, some priorities have changed but many remain the same. As part of the refresh process, we considered feedback gathered through our 'what matters to you' community engagement exercise and considered local level data, including progress we have made and areas for improvement reported as part of the Central Locality Annual Report 2022-23. Most importantly, we listened to people living and working across the Central Locality to hear what they think and understand what would make the greatest difference to them. The refreshed plan has been developed by Community Planning Aberdeen, working with members of the Central Locality Empowerment Group and Central Priority Neighbourhood Partnership. The plan supports delivery of the citywide Local Outcome Improvement Plan (LOIP).



Vision and Priorities

Our collective vision is to ensure that Aberdeen is a place where all can prosper. To achieve this in the Central Locality, we have identified six priorities to be achieved under the four key themes of Economy, People, Place and Community.

ECONOMY	PEOPLE	PLACE	COMMUNITY
1. Reduce the number of People living in poverty (Page 3)	2. Improve Mental Health and Wellbeing of the population. (Page 5)	5. Maximise use of spaces in communities to create opportunities for people to connect and increase physical activity (Page 8)	6. Increase the number of people and groups involved in making improvements and decisions in their community (Page 10)
	3. Ensure people can access services timely through a person-centred approach (Page 6)		
	4. Create Safe and resilient communities (Page 7)		





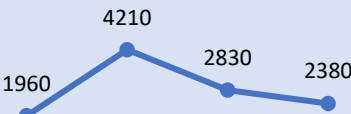
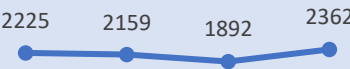
These priorities are relevant to all neighbourhoods within the locality, but we recognise that some neighbourhoods will need more support to achieve improved outcomes. Priority neighbourhoods which experience disadvantage have been identified using the Scottish Index of Multiple Deprivation (SIMD). These neighbourhoods may need additional support to benefit from the same opportunities to thrive and succeed as other neighbourhoods within the locality.

Our priority neighbourhoods within the Central Locality include Tillydrone, Woodside, Seaton, George Street, Stockethill and Ashgrove.

Our Economy



What we know now

 <p>*9.7% of people in the Central Locality worried they would not have enough to eat compared to 18% of people living priority neighbourhoods.</p>	 <p>*7.9% of households in the Central Locality have experienced times when they felt hungry but did not eat compared to 12.5% of households in priority neighbourhoods.</p>	 <p>*34.8% of people in the Central Locality worried they would not be able to heat their home compared to 43.1% of people living in priority neighbourhoods</p>
 <p>*5.4% of households in the Central Locality have had to seek support for paying for heating, compared to 8.3% of households in priority neighbourhoods</p>	 <p>People on Universal Credit has decreased after a spike in 2021. 49% of claimants live in central locality priority neighbourhoods</p>	 <p>Child poverty has increased in the central locality since 2019. 54% of children in low income families live in priority neighbourhoods</p>

* Note of caution. The source of this data is [City Voice](#) , Aberdeen’s Citizens Panel and the sample size is smaller for priority neighbourhoods.

Priority 1:

Reduce the number of people living in poverty through the creation of opportunities for employment and skills and create solutions to tackle food and fuel poverty.


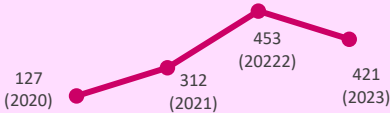



Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Support our communities who experience poverty				
<ul style="list-style-type: none"> • Sustain and develop community food provision including food pantries. • Support communities with financial inclusion. • Support English as Second Language (ESOL) families to access services. • Insulation and retrofitting of housing to reduce fuel bills 	<p>Tillydrone, Seaton, Woodside, Ashgrove, Stockethill & George Street</p> <p>Locality Wide</p>	<p>CFINE, Fersands and Sandilands SCIO, Seaton Management Committee, NESCAN, STAR Flat, The Lighthouse, Fresh Community Wellness SCIO, Aberdeen Lads Club</p>	<p>No. people accessing foodbanks referred to cash first initiatives (IP1.3)</p> <p>Uptake in unclaimed benefits (IP1.4)</p> <p>No. of socially rented households in fuel poverty (IP 1.2)</p>	<p>Stretch Outcome 1: Poverty Improvement projects 1.1-1.4</p>

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Strengthen opportunities for Business Growth				
<ul style="list-style-type: none"> • Support development of Social Enterprises and small businesses. • Utilise empty premises to encourage new businesses. • Grow the number of job opportunities in the locality • Strengthen relationships with local businesses. • Visually improve the area to encourage use/business 	Tillydrone, Seaton, Woodside, Ashgrove, Stockethill & George Street	SHMU Business Gateway Aberdeen Lads Club	No. of people supported to start up a social enterprise/ business (IP 2.5)	Stretch Outcome 2: Employability Improvement projects 2.3, 2.4 and 2.5 Stretch Outcome 15: Open Space and Built Environment Improvement project 15.5
Support development of employment opportunities.				
<ul style="list-style-type: none"> • Making childcare more affordable and accessible to increase parental employment • Support and develop employment opportunities for adults and young people. • Encourage employers in the locality to sign up to the Real Living Wage. • More access to apprenticeships and training • Support with digital skills for work (not just beginners) 	Tillydrone, Seaton, Woodside, Ashgrove, Stockethill & George Street Locality Wide	Pathways STAR Flat SHMU Printfield Project Fersands and Sandilands SCIO Tilly Flat Aberdeen Lads Club	No. of young parents supported into training or employment (IP 2.6) No. of people supported with digital skills to apply for employment (IP2.7) No. of people supported into good quality employment (IP 2.1)	Stretch Outcome 2: Employability. All improvement projects. Stretch Outcome 6: Positive Destinations. Improvement projects 6.3-6.6 Stretch Outcome 9: Community Justice. Improvement project 9.1

Our People



What we know now

 <p>94.3% of school leavers from Central Locality schools achieved an initial positive destination in 2022-23. This is compared to 89.6% for schools in priority neighbourhoods. The Aberdeen City average is 93.6%.</p>	 <p>No. of referrals each month to NHSG's children and adolescent mental health services increasing. <i>(Data only available at city wide level)</i></p>	 <p>The rate of death from suicide in the Central Locality is 10.5 per 100,000, this is below the citywide average of 11.1 per 100,000 of the population. <i>(Data not available at neighbourhood level)</i></p>															
 <p>*31.5% of people in the Central Locality said they didn't know how many units are in the alcoholic drinks they consume. 43.2% of people living in the Central Locality said they didn't think about units at all. Compared to 45.2% and 37.5% in priority neighbourhoods.</p>	 <p>The rate of drug related hospital stays for the Central Locality in 2022 was 249.6 per 100,000. This is a slight increase from 244.3 per 100,000 of the population in 2021. <i>(Data not available at neighbourhood level)</i></p>	<table border="1" data-bbox="1085 784 1468 884"> <tr> <td></td> <td>80.2</td> <td>80.3</td> <td>80.1</td> <td>80.0</td> </tr> <tr> <td>F</td> <td>75.1</td> <td>75.5</td> <td>75.5</td> <td>75.5</td> </tr> <tr> <td>M</td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <p>Life Expectancy has stayed stable in the Central Locality since 2018 for males and females. But it is lower in priority neighbourhoods at 78.1 (F) and 72.8 (M)</p>		80.2	80.3	80.1	80.0	F	75.1	75.5	75.5	75.5	M				
	80.2	80.3	80.1	80.0													
F	75.1	75.5	75.5	75.5													
M																	

* Note of caution. The source of this data is [City Voice](#) , Aberdeen's Citizens Panel and the sample size is smaller for priority neighbourhoods.

Priority 2: Improve Mental Wellbeing of the Population

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Create opportunities to upskill knowledge and understanding				
<ul style="list-style-type: none"> Use digital tools to support Mental Health and Wellbeing for young people. Upskilling communities and partners knowledge of Suicide Prevention. Support Community groups to understand community Health and Wellbeing. Creating opportunities for those who identify as isolated to take part in activities. 	Locality Wide	Sport Aberdeen, STAR FLAT, Fersands and Sandilands SCIO, Aberdeen FC Community Trust, Fresh Community Wellness SCIO, Aberdeen Lads Club	<p>% of S1-S6 pupils who report they feel confident (IP 4.4)</p> <p>No. of people engaged in Stay Well, Stay Connected initiatives (IP10.3)</p>	<p>Stretch Outcome 4: Children's Mental Wellbeing Improvement projects 4.4 & 4.5</p> <p>Stretch Outcome 10: Healthy Life Expectancy Improvement project 10.1 & 10.3</p>

Priority 3:

Ensure People can access services timely through a person-centred approach where the needs of the whole population are considered.

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Increase knowledge and understanding of health provision in locality				
<ul style="list-style-type: none"> Awareness of services and signposting. Upskilling communities and partners knowledge of Healthy Weight Management. Develop programmes of activities to informally support mental wellbeing 	Locality wide	Fersands and Fountain SCIO Printfield Project STAR Flat Tilly Flat The Lighthouse Fresh Community Wellness SCIO Aberdeen Lads Club	% the number of people engaged with Stay Well Stay Connected initiatives (IP 10.3) No. of low-income families supported with healthy eating behaviours and maintaining weight (IP 10.4)	Stretch Outcome 10: Healthy Life Expectancy Improvement project 10.3 & 10.4
Innovative approaches to addressing health issues				
<ul style="list-style-type: none"> Test use of nicotine training Developing assets and activities to encourage outdoor activity Improve physical place to encourage people to use outdoor space Identify and promote opportunities to communities to volunteer 	Locality wide	Sport Aberdeen STAR Flat Fersands and Sandilands SCIO Aberdeen Lads Club	%. of women smoking in pregnancy (IP10.6) % of young people regularly vaping (IP10.8) % of people cycling and walking (IP14) % of citizens who feel they can regularly experience good quality natural space (IP15.1) No. of community groups making environmental improvements (IP15.1)	Stretch Outcome 10: Healthy Life Expectancy Improvement Projects 10.6 and 10.8 Stretch Outcome 14: Walking and Cycling Improvement Projects 14.1 & 14.2 Stretch Outcome 15: Open Space and Built Environment Improvement project 15.1 and 15.2, 15.5 and 15.6




Priority 4:

Create safe and resilient communities

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Create local safe spaces to support outside activities				
<ul style="list-style-type: none"> Develop and promote community safety initiatives. Create indoor and outdoor opportunities for activities (young people). Encourage the use of green spaces for healthy activities. Road Safety 	Locality wide Woodside - Tillydrone, Seaton, Woodside, Ashgrove, Stockethill & George Street	Fersands and Sandilands SCIO SHMU Sport Aberdeen Off the Rails Community Garden (Woodside) The Lighthouse Fresh Community Wellness SCIO Aberdeen Lads Club	% of children who feel safe in their community (IP4.5) No. of community activities available for young people No. of youth and adult anti-social behaviour calls to Police Scotland (IP7.5/9.9) % of people who feel safe using various modes of travel at night (City Voice)	Stretch Outcome 4: Children's Mental Wellbeing Improvement project 4.5 Stretch Outcome 7 and 9: Youth and Community Justice Improvement projects 7.5 & 9.9 Stretch Outcome 15: Open and Built Environment Improvement project 15.1 & 15.2 Stretch Outcome 14: Sustainable Travel; All Projects
Support those affected by alcohol and substance use				
<ul style="list-style-type: none"> Development of activities to promote recovery. Raise awareness of substance use service and provision. 	Locality Wide Tillydrone, Seaton, Woodside, Ashgrove, Stockethill & George Street	Aberdeen in Recovery Alcohol and Drugs Action Woodside Network The Bridge DSM Foundation The Lighthouse Aberdeen Lads Club	No. of women drinking in pregnancy (IP 11.3) No. of people in priority neighbourhoods receiving alcohol support (IP11.4) No. of people at stage 5 recovery from drug and alcohol (IP11.7)	Stretch Outcome 11: Alcohol and Drugs Improvement projects 11.3-11.5 and 11.7



What we know now

 <p>*66.5% of Central Locality respondents to the City Voice survey reported being satisfied or fairly satisfied with the overall quality of green/open spaces, compared to 70.2% of people living in priority neighbourhoods.</p>	 <p>*16.8% of people in the Central Locality cycled in the last year compared to 13.7% of people living in priority neighbourhoods. 91.6% of people in the Central Locality walked in the last year compared to 96.1% of people living in priority neighbourhoods.</p>	 <p>*62.5% of people in the Central Locality are worried about their home and community being vulnerable to severe weather compared to 68.4% of people living in priority neighbourhoods. 6.1% of people in the Central Locality agreed that the community has taken steps to prepare against this compared to 6.4% in priority neighbourhoods.</p>
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* Note of caution. The source of this data is [City Voice](#), Aberdeen's Citizens Panel and the sample size is smaller for priority neighbourhoods.

Priority 5

Maximise the spaces in communities to create opportunities for people and nature to connect and increase physical activity.





Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Tackle waste in our communities				
<ul style="list-style-type: none"> Increase uptake of recycling options and reduce fly tipping. Increase community litter picks Encourage responsible dog ownership 	Tillydrone, Seaton, Woodside, Ashgrove, Stockethill & George Street Locality Wide	Sport Aberdeen Fresh Community Wellness SCIO Aberdeen Lads Club	Reduce generation of household waste (IP 13.2) No of community groups delivering environmental improvements in their area (IP15.4)	Stretch Outcome 13: Climate Change Improvement Project 13.2 Stretch Outcome 15: Open Space and Built Environment Improvement project 15.4
Develop resilience plans				
<ul style="list-style-type: none"> Develop flood and community resilience plans. 	The Green, Merchant Quarter, Holburn Street, Footdee	Community Councils in the Central Locality	No. of resilience plans in place across the locality (13.3)	Stretch Outcome 13: Climate Change Improvement project 13.3

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Support Greenspace Development				
<ul style="list-style-type: none"> • Encourage walking and cycling • Grow more wildflowers • Create space for community growing space and allotments • Create food growing initiatives 	Locality Wide	Sport Aberdeen NESCOAN, Earth and Worms, Fersands and Sandilands SCIO STAR Flat Fresh Community Wellness SCIO Aberdeen Lads Club	No. of people who walk/cycle as one mode of travel (IP 14.1 & 14.2) No. of people experiencing good quality natural space (IP15.1) No of community groups delivering environmental improvements in their area (IP15.4)	Stretch Outcome: Sustainable Travel Improvement projects 14.1-14.2 Stretch Outcome 15: Open Space and Built Environment Improvement project 15.1, 15.3, 15.4 and 15.5

Our Community



What we know now

 <p>*32% of people in the Central Locality scored highly* for overall identity and belonging compared to 21.6% of people in central priority neighbourhoods and 38.5% city wide.</p>	 <p>*45.8% of people in the Central Locality scored highly* for how welcoming the place is compared to 29.7% of people in priority neighbourhoods and 46.6% city wide.</p>	 <p>*16.9% of people in the Central Locality scored highly* for overall influence and sense of control compared to 16.7% of people in priority neighbourhoods and 16.7% city wide.</p>
 <p>*43.8% of people in the Central Locality feel part of the community compared to only 54% in priority neighbourhoods and 46% city wide</p>	 <p>*27.6% of people in the Central Locality belong to community groups compared to 32.4% in priority neighbourhoods and 24.9% city wide</p>	 <p>*In the Central Locality, 11.4% are aware of Locality Plans, 7.6% are aware of Locality Empowerment Groups and 7.6% of Priority Neighbourhood Partnerships.</p>

*Scored 5 and above out of a possible 7

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Priority 6:

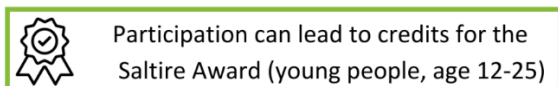
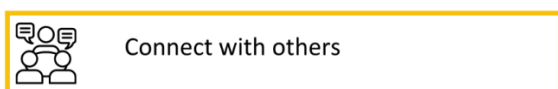
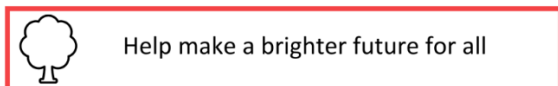
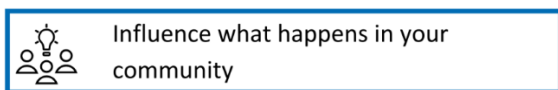
Increase the number of people and groups involved in making improvements and decisions in their community

Our ideas about how we will achieve this together	Where we will test our ideas	Community Partners we will work with	Data that will tell us if we are improving	Link to city wide Local Outcome Improvement Plan
Support people to get involved				
<ul style="list-style-type: none"> • Increase no. and diversity of community members participating in community planning • Support community led organisations to access funding for community led initiatives • Celebrate and increase awareness of community led projects • Ensure information, meetings and events are accessible and easy to understand 	Locality Wide	All community groups and organisations	<p>No of community ideas being tested (IP16.2)</p> <p>No. of people participating in community planning (IP16.3)</p> <p>No. of community led initiatives being supported to access funding (IP16.4)</p> <p>No. of people who feel they can access meetings and events</p>	Stretch Outcome 16: Community Empowerment All improvement projects

How to get involved

The [Central Locality Empowerment Group](#) and the [Woodside, Tillydrone and Seaton Priority Neighbourhood Partnership](#) are two of the main ways we connect with our local communities in the Central Locality. As a member of a LEG and Priority Neighbourhood Partnership you will be able to provide a voice on behalf of the people and communities across your neighbourhood.

What's in it for you?



Following a recent training session provided by SCDC in partnership with ACC/AHSCP, the community had this to say about community engagement:

"Talk to us and talk to us early. Don't make decisions and then get it approved by us. Communities have knowledge and skills to know what's best for us. We're the local experts about our places"

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If you are interested in getting involved in helping achieve these aims in your local community, follow this link to find out more: [Our Communities - Community Planning Aberdeen](#) or email localityplanning@aberdeencity.gov.uk.



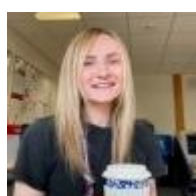
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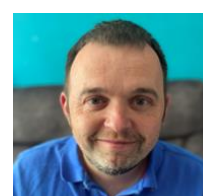
Iain Robertson,
Transformation
Programme Manager,
Aberdeen City Health and
Social Care Partnership



Jade Leyden,
Community Development
Manager, Aberdeen City
Council



Graham Donald,
Community Development
Officer, Aberdeen City
Council



Chris Smillie, Public
Health Coordinator,
ACHSCP

Please take a moment to complete this [survey](#) and let us know how we can enhance our service delivery and collaboration with you. Together we can make a positive impact and create a place where all people can prosper.

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ABERDEEN CITY COUNCIL

COMMITTEE	Council
DATE	03 July 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Treasury Management Strategy – Year-End Review
REPORT NUMBER	CORS/24/186
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Jonathan Belford
REPORT AUTHOR	Neil Stewart
TERMS OF REFERENCE	5 and 6

1. PURPOSE OF REPORT

- 1.1 To update the Council on Treasury Management activities undertaken during financial year 2023/24.

2. RECOMMENDATION

That Council: -

- 2.1 Consider and note the Treasury Management activities undertaken in the 2023/24 financial year as detailed in this report.

3. CURRENT SITUATION

Introduction

- 3.1 The Council approved a Treasury Management Policy for the financial years 2024/25 to 2026/27 on 7 February 2023. Part of this policy is to report a year-end review to full Council.
- 3.2 Historically, the Council's annual programme of capital investment has been funded by Treasury Management activities, such as additional long-term borrowing. It is a requirement of CIPFA "Code of Practice for Treasury Management in the Public Services" that Treasury Management is conducted in accordance with good professional practice, which this Council does.

Treasury Management 2023/24

- 3.3 The following is a summary of the significant Treasury Management activities which were undertaken during financial year 2023/24: -
- 3.4 Loans Pool Rate - The Council's average Loans Pool Rate takes account of all loan interest and expenses paid, as well as investment interest received during

the financial year. The Loans Pool Rate for 2023/24 was 3.87%, which can be broken down to 3.84% for interest, and 0.03% for expenses.

- 3.5 Long Term Borrowing – Four new Public Works Loan Board (PWLB) long-term loans totalling £80m were undertaken during financial year 2023/24. Each loan was for £20m and the average interest rate of the new borrowing was 4.27%.
- 3.6 PWLB Interest Rates – In October 2019 HM Treasury introduced a major change to PWLB public sector lending rates. There was an immediate increase to all PWLB borrowing rates of 100 basis points, adding an additional 1% to interest rates. This change meant that HM Treasury set its rates at an average of 180 basis points over the relevant gilt price.
- 3.7 The increase to lending rates was reversed in late November 2020, after a consultation exercise with local authorities and was announced as part of the UK government’s autumn spending review.
- 3.8 Short Term Borrowing - In 2016, the Council made the deliberate decision to run down its external temporary borrowing (short-term loans from other Local Authorities). This was due to the level of funds received from the Bond Issuance. External temporary borrowing has since been built back up to a manageable level, with available rates currently below long-term borrowing levels. As of 31st March 2024, £311m of temporary borrowing was held from other local authorities. This level will be reduced and replaced by long-term PWLB borrowing as interest rates permit in 2024/25.
- 3.9 North East Scotland Pension Fund – The Council’s Loans Fund has an ongoing Temporary Loan from the North-East of Scotland Pension Fund. This represents the Pension Fund’s excess level of cash funds on hand, which is driven by the Pension Fund’s cashflow requirements. This Temporary Loan is a means of earning the Pension funds a fair short-term interest rate from these funds, rather than a means of borrowing for the Loans Fund. As of 31st March 2024, the balance of the temporary loan was £41.2m.
- 3.10 Investments - As of 31st March 2024, the Council had temporary investments totalling £38.4m at an average rate of 5.23%. Investments were made in line with the current Counterparty List to the following institutions: -
- Clydesdale Bank £10.3m
 - Santander UK £10.0m
 - Federated Hermes MMF £18.1m
- 3.11 Common Good Fund Investment - A decision was taken by the Council in 2021 to invest £30m of Common Good cash in a Multi-Asset Income fund, which generates greater income for the fund, when compared with traditional fixed-term bank deposits. Several funds were considered for this purpose, and after a period of meetings and further due diligence, the decision was taken to proceed with Fidelity International’s Multi-Asset Income fund.

To date this fund has raised £3.4m in interest at an average rate of around 4.1%.

- 3.12 Retail Price Index (RPI) – At the time of writing, the latest RPI rate (April 24) was 3.3%, a fall of 1% from the previous month. Rises to this rate have particular relevance to the Council in relation to its 2016 Bond issuance. Increases in the RPI rate are used to calculate indexation, which is paid alongside half yearly repayments of the Bond debt.
- 3.13 Moody's Credit Rating - In late October 2023, Moody's downgraded the credit rating of its rated local authorities, including Aberdeen. The rating fell to A2, from A1, with an outlook of Stable. The annual review meeting regarding the Council's credit rating took place on 23rd February 2024, with no changes made to the credit rating at that time. A copy of the Moody's Credit Opinion is attached at Appendix 1.

4. FINANCIAL IMPLICATIONS

- 4.1 Treasury Management activities influence the loans pool interest rates and aims to minimise the cost of borrowing. This directly impacts on costs chargeable to the Council's revenue budgets through the interest rates that are applied to capital financing costs. Whilst the level of borrowing a Council can undertake is now devolved from the Scottish Government to individual Councils, it will still be constrained by the requirement for capital investment to be affordable, sustainable and prudent. The main test of affordability will be whether the capital financing costs can be contained within the revenue budgets.

5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the recommendations of this report, however it should be noted that the issuance of the Bonds requires the Council to comply with the Market Abuse Regulations, the Disclosure and Transparency Rules, the Listing Rules and ongoing obligations as set out in the London Stock Exchange Admission and Disclosure Standards.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	No significant risks identified			

Compliance	No significant risks identified			
Operational	No significant risks identified			
Financial	Loss of deposit in a failed bank or financial institution	The Council has strict lending criteria, only financial institutions with the highest credit ratings are included on the Council's Counterparty list. The list is compiled in conjunction with the Council's Treasury	L	Yes
Reputational	No significant risks identified			
Environment / Climate	No significant risks identified			

8. OUTCOMES

8.1 The proposals in this report have no impact on the Council Delivery Plan

9. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	It is confirmed by Chief Officer - Finance that no Integrated Impact Assessment is required
Data Protection Impact Assessment	Not Required

10. BACKGROUND PAPERS

10.1 CIPFA "Code of Practice for Treasury Management in the Public Services "; CIPFA "The Prudential Code for Capital Finance in Local Authorities"; Link Asset Services "Treasury Management Annual Investment Strategy"; Scottish Government "The Investment of Money by Scottish Local Authorities".

11. APPENDICES

Appendix 1 – Moody's Credit Opinion

12. REPORT AUTHOR CONTACT DETAILS

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CREDIT OPINION

1 November 2023

Update

Send Your Feedback

RATINGS

Aberdeen City Council

Domicile	Aberdeen, United Kingdom
Long Term Rating	A2
Type	LT Issuer Rating - Dom Curr
Outlook	Stable

Please see the [ratings section](#) at the end of this report for more information. The ratings and outlook shown reflect information as of the publication date.

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Aberdeen City Council (United Kingdom)

Update following downgrade to A2 stable

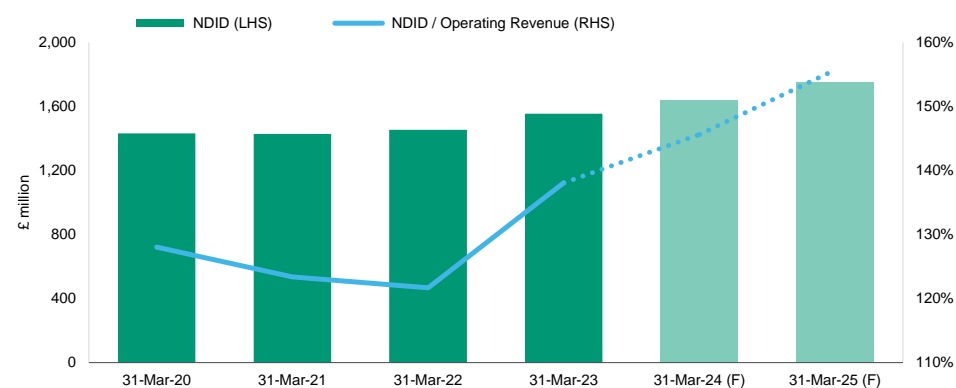
Summary

The credit profile of [Aberdeen City Council](#) (Aberdeen, A2 stable) reflects a strong institutional framework, albeit with limited fiscal flexibility, a wealthy local economy and a strong track record of operating performance, balanced by a high debt burden to finance the capital programme and project risks from The Event Complex Aberdeen (TECA) development. Aberdeen's credit profile benefits from our assumption of a high likelihood that the government of the [United Kingdom](#) (UK, Aa3 stable) would intervene in the event that Aberdeen were to face acute liquidity stress.

Exhibit 1

Aberdeen's debt level is expected to continue rising in future years

Net Direct and Indirect Debt (NDID) and NDID as a % of operating revenues, fiscals 2020 to 2025 (F)



Fiscals 2024 and 2025 are forecasted figures based on Aberdeen's latest medium-term financial plan.

Source: Aberdeen, Moody's Investors Service

Credit strengths

- » Strong institutional framework for Scottish local authorities, but limited fiscal flexibility
- » Wealthy local economy, with some concentration in oil and gas industries
- » Track record of balanced financial performance, but significant medium-term pressures

Credit challenges

- » Debt has increased in level and complexity in recent years
- » Exposure to key project risks associated with the development of TECA

Rating outlook

The stable outlook reflects our view that, despite the weakened fiscal flexibility, Aberdeen has a good level of financial resilience. It has decent budgetary buffers in the form of usable reserves to offset any budget deficits that emerge over the medium term and moderate debt levels. It also reflects the stable outlook on the UK sovereign rating.

Factors that could lead to an upgrade

Upward pressure on the ratings could emerge if the sector's funding settlement aligns with service demand and cost inflation, thereby supporting strong operating performance over the medium term, there is a sustained improvement in fiscal flexibility and debt metrics improve. An upgrade of the UK sovereign rating could also result in upward pressure on the ratings.

Factors that could lead to a downgrade

Downward pressure on the ratings could result from a sustained deterioration in operating performance and a material depletion of unringfenced usable reserves or a material increase in debt levels. A downgrade of the UK sovereign rating or a sustained weakening of the UK's institutional framework and extraordinary support mechanisms for local authorities could also lead to downward pressure on the rating.

Key indicators

Exhibit 2

Aberdeen City Council						
	31-Mar-20	31-Mar-21	31-Mar-22	31-Mar-23	31-Mar-24 (F)	31-Mar-25 (F)
Net Direct and Indirect Debt / Operating Revenue (%)	128.0	123.4	121.7	138.1	145.6	155.7
Interest Payments / Operating Revenue (%)	4.8	3.9	4.1	5.4	5.7	6.1
Gross Operating Balance / Operating Revenue (%)	(0.1)	3.1	2.9	(0.3)	(1.2)	(3.8)
Capital Financial Surplus (Requirement) / Total Revenue (%)	(10.2)	(0.1)	(8.9)	(11.8)	(7.4)	(10.1)
Intergovernmental Transfers / Operating Revenue (%)	50.1	49.5	43.4	47.3	46.9	46.4
Short-Term Direct Debt / Direct Debt (%)	14.8	16.6	15.7	20.1	24.5	29.7
GDP per capita as % of National Average	144.5	137.2	134.9	134.9	134.9	134.9
Usable Reserves / Operating Revenue (%)	5.4	8.6	11.2	13.8	10.5	6.7

Fiscals 2024 and 2025 are forecasted figures based on Aberdeen's latest medium-term financial plan.

Source: Aberdeen, Office for National Statistics (ONS), Moody's Investors Service

Detailed credit considerations

On 25 October 2023, Moody's downgraded the ratings and changed the outlook to stable from negative for Aberdeen. This followed Moody's change in outlook of the Government of the United Kingdom's Aa3 rating to stable from negative on 20 October 2023. The downgrade reflects our view that, while policy predictability has been restored at the sovereign level, the fiscal flexibility of local authorities in Scotland has materially deteriorated.

Aberdeen's ratings combine: (1) a Baseline Credit Assessment (BCA) of baa1; and (2) a high likelihood of extraordinary support from the UK government in the event that Aberdeen faced acute liquidity stress.

Baseline credit assessment

Strong institutional framework for Scottish local authorities, but limited fiscal flexibility

In Scotland, local government funding is a devolved responsibility. The UK sovereign provides the Scottish government with a block grant, currently constituting approximately 85% of the total budget. A block grant is then distributed by the Scottish government to local authorities in Scotland in the form of a general revenue grant, non-domestic rates income (business rates) and a general capital grant. For Aberdeen, this grant makes up about 50% of its gross expenditure. This funding structure implies that Aberdeen is less vulnerable to business closures compared to English local authorities, as non-domestic rates income serves as a balancing figure within

This publication does not announce a credit rating action. For any credit ratings referenced in this publication, please see the issuer/deal page on <https://ratings.moody.com> for the most updated credit rating action information and rating history.

its grant calculation, scaling up or down based on its grant allocation. This provides Aberdeen with some degree of insulation against economic downturns. Council taxes, fees, charges, trading and investment income are the primary sources of non-block grant revenue for Scottish local authorities, similar to their English counterparts. Scottish local authorities, like those in England, must prepare an annual balanced budget and any failure to meet this requirement means the government must be notified by the council's designated financial officer (Section 95 officer).

We consider that fiscal flexibility in the sector in Scotland has deteriorated materially due to the consistently high expenditure pressures and funding levels that do not keep pace with both cost inflation and demand.

However, those pressures are partly offset by Aberdeen's strong internal governance and scrutiny, supported by recent assessments from the Accounts Commission. The financial planning process includes a strategic review, underpinned by a medium-term financial plan, a corporate risk register and monitoring of the financial position (reported quarterly to the Finance and Resources Committee). Aberdeen, like other local authorities, manages several partnerships with other public bodies to deliver its social mandate. Moreover, Aberdeen owns shares in various entities and subsidiaries to support the delivery of its objectives. Aberdeen finances all of these, so their funding and saving plans are incorporated in Aberdeen's medium-term financial plan. None of these entities or subsidiaries carry any debt on their balance sheets.

Wealthy local economy, with high concentration in oil and gas industries

Aberdeen is located in the north east of Scotland, with a population of over 212,000. Aberdeen is wealthy compared with the rest of the UK and Scotland. Gross Domestic Product (GDP) per capita in Aberdeen City was £45,491 in 2021, or 135% of the UK average. The city has a highly skilled labour force, with approximately 54% of working age people having qualifications at NVQ4 and above compared with the Scottish and UK averages of 47% and 40%, respectively.

The oil and gas sector remains the primary driver of employment in Aberdeen's economy through direct employment on offshore rigs and indirectly through the supply chain. An analysis by Scottish government estimates that the energy sector as a whole represents around 44% of the city's employment. The energy sector also plays an outsized role in the GVA generated by Aberdeen, with GVA/per head (employment) in this sector almost four times that in life sciences and financial and business services.

The oil and gas sector is expected to remain robust over the next two years, following on from the cyclical highs of 2022. This is a credit positive for Aberdeen, given its concentration in the sector. However, significant concentration to this sector introduces volatility to the city's economic performance. Aberdeen's climate change plan, which aims to meet a net carbon zero target by 2045, includes extensive investment in clean energy infrastructure. Development of renewable energy infrastructure such as wind farms and hydrogen buses will require significant investment but will help steer the city towards its carbon transition goals target and introduce some diversification to the city's energy sector. In addition, as an export-led economy, it is exposed to geographical tensions. For instance, the Russia-Ukraine conflict has led to increased export volumes to the bloc as the EU aims to diversify its energy supplies away from Russia. Despite the recent positive performance in one of Aberdeen's key sectors, we expect the challenges looming from Brexit to weigh on trade in the longer term.

While the results of the Brexit referendum initially brought renewed impetus to the arguments for a second Scottish Independence referendum, we view this as currently having little bearing on the strong ties between the UK government, the Scottish government and in turn the Scottish local authority sector.

Track record of balanced financial performance, but significant medium-term pressures

Aberdeen generated a £3.7 million deficit on its General Fund and Housing Revenue Account (HRA) balance in fiscal 2023, resulting in a negative gross operating balance (GOB) of 0.3%, down from a positive GOB of 2.9% in fiscal 2022. In line with other local authorities, the fall in the operating performance in fiscal 2023 was largely driven by the continued impact of high inflation on the council's expenditure. In general, its budgetary performance and budgetary control is strong, however, Aberdeen faces pressures from elevated inflation over the near term and from increasing demand for services over the medium term, which will push up Aberdeen's spending. Aberdeen has forecasted to break-even on its general fund deficit and a £0.5 million HRA surplus. This leaves a net surplus of £0.5 million for fiscal 2024.

In fiscal 2023, the level of useable reserves to operating revenue increased marginally to 13.8% from 11.2% in fiscal 2022. However, non-earmarked General Fund reserves still remain relatively low at £12 million, equivalent to less than 1.0% of operating revenue, though are viewed to be reasonable given the council's size and the significant funding from the Scottish government. However, reserve balances are expected to reduce over the medium term to reflect usage of the capital fund, with government grants and contributions expected to return to historic levels whilst earmarked reserves are used to offset budget gaps.

The HRA, similar to that in England, is ring fenced and primarily funded through rental income. Aberdeen currently has around 22,500 council houses, which are covered by a 30-year HRA business plan. As is the case in England, in Scotland, the HRA cannot subsidise the general fund (Housing [Scotland] Act 1987).

Debt has increased in level and complexity in recent years

Aberdeen issued a £370 million index-linked bond in November 2016, maturing in 2054. The bond was intended to support the development of its ambitious capital programme, in particular, financing TECA. The bond is index-linked on the capital repayments - this increases the council's inflation-related risk as a limited proportion of Aberdeen's revenue is index-linked and raises the risk of a potential mismatch between revenue and indexation on the capital.

Aberdeen's debt burden rose to 138% of gross operating revenues at fiscal year ended 31 March 2023. This was due to additional long-term borrowing, as some capital spending plans reconvened following coronavirus restrictions. Aberdeen's debt includes direct debt of £1.4 billion, £126 million in Public Private Partnerships (PPP) liabilities and £56 million of finance leases. Its direct debt is predominantly split between borrowing from the Public Works Loan Board (PWL, a statutory body of the UK government, 39%), the bond issuance and premium (33%) and the remainder in market debt and temporary loans. There is no use of derivatives, although it continues to have some legacy Lender Option Borrower Option (LOBO) loans, however these are all at fixed rates. As capital spending resumes, borrowing is expected to increase, pushing up the debt level at a modest rate over the medium term.

Aberdeen's treasury policy is straightforward, reflecting the uncomplicated debt and treasury arrangements. The investment policy is risk averse, with an approved counterparty list with the highest-rated entities maintained and adhered to, and investments are currently held and planned to be held in highly rated money market funds. [Clydesdale Bank PLC](#) (LT Bank Deposits, A3 stable) is responsible for day-to-day banking facilities and offers an overdraft facility of £1.5 million.

Aberdeen also has a number of other existing indirect obligations, one of these being the pension liability of £19.5 million. Aberdeen is involved in two PPPs, including a 30-year PPP contract for the construction, maintenance and operation of 10 schools. The scheme came into operation between May 2009 and April 2011. The other PPP is for another school, Lochside, which came into operation in August 2018 and is for 28 years. The liability value of the PPPs in fiscal 2023 was £126 million. Aberdeen also has a finance lease for the commercial development at Marischal Square in Aberdeen City Centre, which completed in November 2017, for a duration of 35 years. This consists of a hotel, retail and office premises. The discounted present value of the minimum lease payments is £56 million and this has been consolidated into Aberdeen's net debt and indirect debt. Aberdeen City Council will be liable for the annual rental stream from the asset and carries the revenue risk should the project not be successful. Contingency amounts from the deal were available in the first few years of the development to protect the council against a shortfall in rental income as rental agreements were signed with tenants.

Exposure to key project risks associated with the development of TECA

TECA is the cornerstone of Aberdeen's capital programme. The project comprises a 12,500 capacity seated/standing arena, exhibition and conference centre, two hotels, car parking facilities and an anaerobic digestion plant. Construction started in July 2016 and is operational as of summer 2019. The total gross construction cost was £425 million.

The project is intended to bolster Aberdeen's ability to compete globally with other cities in the energy sector, as well as support the diversification of Aberdeen's economy through leisure and business tourism. We view the TECA development and Aberdeen's borrowing to finance it as demonstrating the council's higher risk appetite than a typical local authority, although the project is intended to boost Aberdeen's long-term economic performance.

TECA is operated by ASM Global, which has considerable experience running other major event and conference venues in the UK and globally, and hotel franchise agreements with RBH Hospitality Management, under Hilton Hotels and [Marriott International, Inc.](#) (Baa2 stable) brands. Construction risk is now materially lower, as the majority of the programme is now complete, including the anaerobic digestion plant.

However, Aberdeen remains exposed to revenue risk in the operations phase. The council's cash flow is expected to be affected by the capital programme in fiscal 2024, due to the higher operating costs resulting from the high inflation. Though activity was interrupted by coronavirus restrictions over the last two fiscal years, 120 large events are expected to have taken place in 2022. The ambition is to have an additional 4.5 million visitors, resulting in a £63 million net GVA to the Scottish economy. Over the medium to long term (2024-2028), the lingering impacts of the pandemic on the events and conference industry may result in a shift in demand for TECA's services, resulting in the local authority having to reconsider the focus of the site.

Extraordinary support considerations

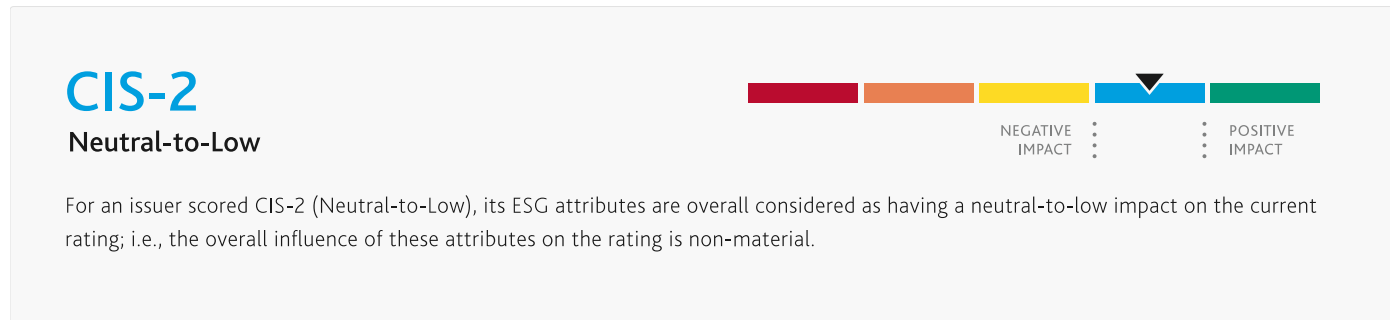
We consider Aberdeen to have a high likelihood of extraordinary support from the central government in the event of extreme financial stress. The UK government has regularly intervened when councils indicated a failure to balance budgets, providing mechanisms such as the ability to increase council tax by a higher amount than the rest of the sector and providing the ability to fund operating deficits through capital sources, including borrowing. We also expect that the PWLB would have the ability to act as lender of last resort in the event of severe liquidity stress in the sector.

ESG considerations

Aberdeen City Council's ESG Credit Impact Score is Neutral-to-Low CIS-2

Exhibit 3

ESG Credit Impact Score

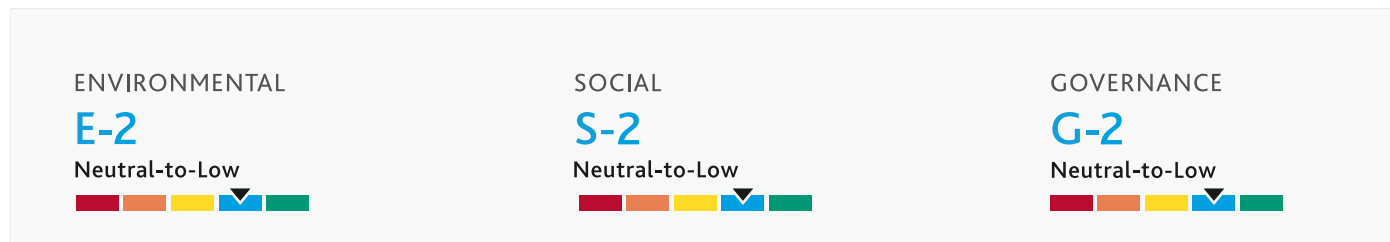


Source: Moody's Investors Service

Aberdeen's **CIS-2** indicates that ESG risks have a limited impact on its ratings. Environmental risks are low and its main exposure to social risks relates to housing risks, due to housing shortages and unaffordability in Aberdeen, which increases housing expenditure. However, its strong governance mitigates the impact of these risks on its ratings.

Exhibit 4

ESG Issuer Profile Scores



Source: Moody's Investors Service

Environmental

Aberdeen has limited exposure to environmental risks (**E-2**), which reflects a generally low exposure across most categories. However, there is a significant exposure to carbon transition risks due to the city's substantial reliance on the oil and gas sector and Scotland's net zero targets. This will require the city to make investments and adjustments over time to accommodate the transition. Beyond carbon transition, the other primary environmental risk pertains to physical climate risks. However, the responsibility for managing these risks typically falls under regional or national bodies.

Social

Aberdeen has limited exposure to social risks (**S-2**), reflecting a generally low exposure across most categories. The one exception relates to housing, where Aberdeen is assessed to have a material exposure to risks due to the city's housing shortages and unaffordability. The lack of affordable housing directly impacts local authorities because of their statutory responsibility to supply housing for residents, consequently leading to increased expenditure pressures.

Governance

Aberdeen has limited governance risks (**G-2**), reflecting its strong track record of budgetary management and high levels of transparency. However, these strengths are offset by a weakened institutional framework, characterised by limited fiscal flexibility, and increased debt and revenue risks due to investments in significant projects, such as a new conference and exhibition centre and a mixed-use town centre development. The coronavirus pandemic has impacted these projects, leading to prolonged revenue recovery

periods. As the owner of both sites, Aberdeen bears the responsibility for all revenue losses associated with these projects, although they constitute a relatively minor portion of their net budget.

ESG Issuer Profile Scores and Credit Impact Scores for the rated entity/transaction are available on Moodys.com. In order to view the latest scores, please click [here](#) to go to the landing page for the entity/transaction on MDC and view the ESG Scores section.

Rating methodology and scorecard factors

The assigned BCA of baa1 is one-notch below the suggested BCA. The suggested BCA of a3 reflects: (1) an idiosyncratic risk score of 4 (presented below) on a 1 to 9 scale, where 1 represents the strongest relative credit quality and 9 the weakest; and (2) a systemic risk score of Aa3, as reflected in the sovereign bond rating for the UK.

For details about our rating approach, please refer to [Rating Methodology: Regional and Local Governments](#), 16 January 2018.

Exhibit 5

Fiscal 2023 scorecard

Baseline Credit Assessment – Scorecard	Score	Value	Sub-factor Weighting	Sub-factor Total	Factor Weighting	Total
Factor 1: Economic Fundamentals				2.20	20%	0.44
Economic Strength [1]	1	135.21%	70%			
Economic Volatility	5		30%			
Factor 2: Institutional Framework				4	20%	0.80
Legislative Background	1		50%			
Financial Flexibility	7		50%			
Factor 3: Financial Position				4.50	30%	1.35
Operating Margin [2]	5	1.08%	12.5%			
Interest Burden [3]	5	4.81%	12.5%			
Liquidity	1		25%			
Debt Burden [4]	7	138.05%	25%			
Debt Structure [5]	5	20.07%	25%			
Factor 4: Governance and Management				5	30%	1.50
Risk Controls and Financial Management	1					
Investment and Debt Management	5					
Transparency and Disclosure	1					
Idiosyncratic Risk Assessment						4.09 (4)
Systemic Risk Assessment						Aa3
Suggested BCA						a3
Assigned BCA						baa1

[1] Local GDP per capita as % of national GDP per capita.

[2] Gross operating balance/operating revenue.

[3] Interest payments/operating revenue.

[4] Net direct and indirect debt/operating revenue.

[5] Short-term direct debt/total direct debt.

Source: Aberdeen, Moody's Investors Service

Ratings

Exhibit 6

Category	Moody's Rating
ABERDEEN CITY COUNCIL	
Outlook	Stable
Baseline Credit Assessment	baa1
Issuer Rating -Dom Curr	A2
Senior Unsecured -Dom Curr	A2

Source: Moody's Investors Service

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REPORT NUMBER 1384604

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ABERDEEN CITY COUNCIL

COMMITTEE	Council
DATE	3 July 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Review of Polling Districts and Polling Places
REPORT NUMBER	CORS/24/201
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Alan Thomson / Vikki Cuthbert
REPORT AUTHOR	David Gow
TERMS OF REFERENCE	9

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to gain the final approval of Council for the list of polling districts and polling places, following public consultation.

2. RECOMMENDATIONS

That Council:-

- 2.1 Agrees the recommended changes to polling districts outlined in the report to Council of 7 February 2024 (COM/24/033) without alteration.
- 2.2 Agrees the recommended changes to polling places outlined in the report to Council of 7 February 2024 (COM/24/033) with two alterations as described in 3.6.

3. CURRENT SITUATION

- 3.1 Council considered a report on the matter (COM/24/033) at its meeting on 7 February 2024. Council (i) agreed the recommended changes to polling districts as outlined;- (ii) agreed the recommended changes to polling places as outlined;- (iii) agreed to proceed to public consultation; and (iv) noted that following public consultation, a report containing the final proposals would be presented for consideration at a future Council meeting by July 2024.

Public Consultation

- 3.2 The public consultation was advertised on the Council website, within the Town House, at Central, Airyhall and Bucksburn Libraries and using Council social media channels. Consultation was also undertaken with the Electoral Registration Officer, the Returning Officer for Aberdeenshire, the Disability Equity Partnership and Community Councils.

Representations Received Regarding Polling Districts

- 3.3 There were no representations received regarding the recommended changes to polling districts.

Recommended Changes to Polling Districts

- 3.4 Following the public consultation, it is recommended that the changes to polling districts outlined in the report to Council of 7 February 2024 (COM/24/033) be approved without alteration.

Representations Received Regarding Polling Places

- 3.5 Rosemount and Mile End Community Council responded that they had no objection to Get Active @ Westburn replacing Skene Square School.

There were no other representations received regarding the recommended changes to polling places.

Recommended Changes to Polling Places

- 3.6 Following the public consultation, it is recommended that the changes to polling places outlined in the report to Council of 7 February 2024 (COM/24/033) be approved with the following alterations.

Polling District	Original Recommendation	Updated Recommendation
DN0408, Mastrick East	Holy Family Church, Mastrick	Grace Reformed Church
SS1301, Abbotswell SS1304, Craighill	South St Nicholas Church	Abbotswell School

DN0408, Mastrick East

When Holy Family Church, Mastrick was originally visited to assess its suitability as a potential polling place, the church said they would address the lack of disabled access at the building by having a ramp constructed. When contacting the church in January this year to enquire of progress in construction of the ramp, we were informed that management of the church had changed. Since then, contacting and communicating with the church has been more difficult than it was previously. Unfortunately, these difficulties mean that we no longer feel confident in establishing it as a polling place. We must be able to quickly and easily contact all polling places. This is essential where bookings must be made quickly and at very short notice in some cases.

The church have also informed us that they will not now be able to construct a ramp. Whilst this is something we could manage through provision of a temporary ramp, it is not ideal and would provide an element of risk not in place at any other polling place.

Grace Reformed Church is a suitable alternative.

SS1301, Abbotswell and SS1304, Craighill

It was noted in report COM/24/033 that South St. Nicholas Church in Kincorth was due to close in August 2024. However, the date for closure has been moved forward to 21st July. Whilst the church originally suggested that the building may be available for a period after the date of closure, this is no longer the case. Therefore, in the absence of other suitable alternatives, it is recommended that the polling place for these districts after 21st July be Abbotswell School.

We will continue to monitor the future circumstances of South St Nicholas Church and reassess the situation should it become available again for use as a polling place.

Timing of Changes

- 3.7 Changes to polling districts, approved by Council, will be implemented after the next UK Parliamentary General Election. Changes to polling places, approved by Council, will be implemented immediately.

4. FINANCIAL IMPLICATIONS

- 4.1 The recommendations in this report have no significant financial implications.

5. LEGAL IMPLICATIONS

- 5.1 The council has a legal duty to carry out this review. Timings of statutory reviews of polling districts and polling places are specified in the Electoral Registration and Administration Act 2013. The requirements of this review are set out in Schedule A1 to the Representation of the People Act 1983.

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 identified.			

Compliance	The review is a statutory requirement.	The Council will comply with its statutory duty by completing the review.	Low	Yes
Operational	Some voters will attend a different polling place.	A change of polling place will be highlighted on the poll card and advertised through multiple channels. All electors have the option of voting by post.	Low	Yes
Financial	No significant risks identified.			
Reputational	No significant risks identified.			
Environment / Climate	No significant risks identified.			

8. OUTCOMES

8.1 The proposals in this report have no impact on the Council Delivery Plan.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	An Integrated Impact Assessment has been completed.
Data Protection Impact Assessment	Not required
Other	Not required

10. BACKGROUND PAPERS

10.1 Electoral Registration and Administration Act 2013.

<https://www.legislation.gov.uk/ukpga/2013/6/contents/enacted>

10.2 Schedule A1 to the Representation of the People Act 1983

<https://www.legislation.gov.uk/ukpga/1983/2/schedule/A1>

10.3 Review of Polling Districts and Polling Places – COM/24/033

<https://committees.aberdeencity.gov.uk/ieIssueDetails.aspx?IId=73458&PlanId=0&Opt=3#A1103865>

11. APPENDICES

- 11.1 Appendix A - Full list of recommended polling districts and polling places following consultation.

12. REPORT AUTHOR CONTACT DETAILS

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Review of Polling Districts and Polling Places

Appendix A

Full list of polling districts and polling places following consultation

Polling District Code	Polling District Name	Polling Place	Proposed Future Polling District Code	Proposed Future Polling District Name	Proposed Future Polling Place	Comments
ABERDEEN NORTH						
DN0101	KIRKHILL	DYCE CHURCH HALL				
DN0102	DYCE NORTH	DYCE COMMUNITY CENTRE				
DN0103	DYCE SOUTH	DYCE COMMUNITY CENTRE				
DN0104	NEWHILLS	BEACON SPORTS CENTRE				
DN0105	STONEWOOD	STONEWOOD SCHOOL				Polling district boundary changes as described in Council report (COM/24/033)
DN0106	DANESTONE NORTH	DANESTONE COMMUNITY CENTRE			DANESTONE CONGREGATIONAL CHURCH	
DN0107	BANKHEAD	BEACON SPORTS CENTRE		BUCKSBURN WEST		Polling district boundary changes as described in Council report (COM/24/033) + to be renamed Bucksburn West
DN0108	BUCKSBURN	BEACON SPORTS CENTRE		BUCKSBURN EAST		Polling district to be renamed Bucksburn East
DN0109	MUGIEMOSS	DANESTONE COMMUNITY CENTRE			DANESTONE CONGREGATIONAL CHURCH	
DN0110	DANESTONE SOUTH	DANESTONE COMMUNITY CENTRE			DANESTONE CONGREGATIONAL CHURCH	
DN0201	JESMOND	OLDMACHAR CHURCH				
DN0202	MUNDURNO	BRIDGE OF DON BAPTIST CHURCH				
DN0203	NEWBURGH	GLASHIEBURN SCHOOL			GET ACTIVE @ JESMOND	
DN0204	GREENBRAE	BRIDGE OF DON BAPTIST CHURCH				
DN0205	MIDDLETON	OLDMACHAR CHURCH				
DN0206	PARKWAY NORTH	GLASHIEBURN SCHOOL			GET ACTIVE @ JESMOND	
DN0207	BALGOWNIE	ST COLUMBA'S CHURCH				
DN0208	SILVERBURN	BALGOWNIE COMMUNITY CENTRE				
DN0209	BRIDGE OF DON	BALGOWNIE COMMUNITY CENTRE				
DN0301	KINGSWELLS CENTRAL	KINGSWELLS COMMUNITY CENTRE				Merge DN0301 + DN0306
DN0302	KINGSWELLS NORTH	KINGSWELLS COMMUNITY CENTRE				
DN0303	SHEDDOCKSLEY EAST	KINGSFORD SCHOOL			SHEDDOCKSLEY COMMUNITY CENTRE	
DN0304	SHEDDOCKSLEY WEST	SHEDDOCKSLEY COMMUNITY CENTRE				
DN0305	SUMMERHILL NORTH	ST CLEMENT'S CHURCH				
DN0306	KINGSWELLS SOUTH	KINGSWELLS COMMUNITY CENTRE	DN0301	KINGSWELLS CENTRAL		Merge DN0301 + DN0306
DN0307	WHITEMYRES	SHEDDOCKSLEY BAPTIST CHURCH	DN0306	WOODEND		Merge DN0307 + DN0308 + DN0309
DN0308	WOODEND	SHEDDOCKSLEY BAPTIST CHURCH	DN0306			Merge DN0307 + DN0308 + DN0309
DN0309	DENWOOD	SHEDDOCKSLEY BAPTIST CHURCH	DN0306	WOODEND		Merge DN0307 + DN0308 + DN0309
DN0310	SUMMERHILL CENTRAL	SHEDDOCKSLEY BAPTIST CHURCH	DN0307			
DN0401	SPRINGHILL NORTH	HEATHRYBURN SCHOOL				
DN0402	HEATHRYFOLD	MANOR PARK SCHOOL			MANOR PARK LEARNING CENTRE	
DN0403	MIDDLEFIELD	MANOR PARK SCHOOL			MANOR PARK LEARNING CENTRE	
DN0404	SPRINGHILL SOUTH	NORTHFIELD COMMUNITY CENTRE				
DN0405	BYRON	NORTHFIELD COMMUNITY CENTRE				
DN0406	CUMMINGS PARK	CUMMINGS PARK COMMUNITY CENTRE				
DN0407	MASTRICK WEST	MASTRICK COMMUNITY CENTRE				
DN0408	MASTRICK EAST	QUARRYHILL SCHOOL			GRACE REFORMED CHURCH	HOLY FAMILY CHURCH, MASTRICK is no longer recommended to replace Quarryhill School
DN0501	HILTON WEST	HILTON COMMUNITY CENTRE				
DN0502	HILTON EAST	HILTON COMMUNITY CENTRE				
DN0503	WOODSIDE	WOODSIDE FOUNTAIN CENTRE				
DN0504	HILTON SOUTH	ABERDEEN HILLSIDE PARISH CHURCH				Polling Place name change - previously HIGH CHURCH HILTON
DN0505	ROSEHILL	ABERDEEN HILLSIDE PARISH CHURCH				Polling Place name change - previously HIGH CHURCH HILTON
CN0506	STOCKETHILL	CAIRNCRY COMMUNITY CENTRE				
CN0507	CORNHILL	CAIRNCRY COMMUNITY CENTRE				
CN0508	KITTYBREWSTER	KITTYBREWSTER SCHOOL			ABERDEEN HILLSIDE PARISH CHURCH	Polling Place name change - previously HIGH CHURCH HILTON
CN0601	TILLYDRONE	ST GEORGE'S TILLYDRONE CHURCH				
CN0602	DON	SEATON SCHOOL		SEATON NORTH	SEATON COMMUNITY CHURCH	Merge CN0602 + CN0603
CN0603	SEATON NORTH	SEATON SCHOOL	CN0602		SEATON COMMUNITY CHURCH	Merge CN0602 + CN0603
CN0604	ST MACHAR	ST PETER'S RC SCHOOL	CN0603		POWIS COMMUNITY CENTRE	
CN0605	SEATON SOUTH	ST MARY'S CHURCH	CN0604			
CN0701	RAEDEN	FOUNTAINHALL CHURCH AT THE STOCKET				Polling Place name change - previously MIDSTOCKET PARISH CHURCH

CN0702	MIDSTOCKET	FOUNTAINHALL CHURCH AT THE STOCKET				Polling Place name change - previously MIDSTOCKET PARISH CHURCH
CN0703	ASHGROVE	ASHGROVE CHILDREN'S CENTRE				
CN0704	BERRYDEN	SKENE SQUARE SCHOOL			GET ACTIVE @ WESTBURN	
CN0707	GILCOMSTON WEST	SILVER CITY CHURCH	CN0706	GILCOMSTON NORTH		Merge CN0707 + CN0708
CN0708	GILCOMSTON EAST	SILVER CITY CHURCH	CN0706	GILCOMSTON NORTH		Merge CN0707 + CN0708
ABERDEEN SOUTH						
CS0705	MIDSTOCKET SOUTH	SILVER CITY CHURCH		DENBURN		Merge CS0705 + CS0706
CS0706	DENBURN	SILVER CITY CHURCH	CS0705			Merge CS0705 + CS0706
CS0709	GILCOMSTON SOUTH	ST MARY'S CATHEDRAL	CS0707			
CS0801	CALSAYSEAT	CATHERINE STREET COMMUNITY CENTRE				
CS0802	SUNNYBANK	SUNNYBANK SCHOOL				
CS0803	MOUNTHOOLY	CATHERINE STREET COMMUNITY CENTRE	CS0804			Merge CS0803 + CS0804
CS0804	WOOLMANHILL	CATHERINE STREET COMMUNITY CENTRE		MOUNTHOOLY		Merge CS0803 + CS0804
CS0805	ST NICHOLAS	SEAMOUNT COURT-TENANT'S ROOM				
CS0806	PITTDRIE SOUTH	HANOVER COMMUNITY CENTRE				
CS0807	CASTLEHILL NORTH	HANOVER COMMUNITY CENTRE				
CS0808	CASTLEHILL SOUTH	ABERDEEN CITADEL (SALVATION ARMY BUILDING)				
CS0809	PITTDRIE NORTH	ST MARYS CHURCH	CS0803			
SS0901	PETERCULTER WEST	CULTER VILLAGE HALL				
SS0902	PETERCULTER EAST	PETERCULTER SPORTS CENTRE				
SS0903	MILLTIMBER	MILLTIMBER COMMUNITY HALL				
SS0904	BIELDSIDE	ST DEVENICK'S CHURCH HALL				
SS0905	CULTS WEST	CULTS KIRK CENTRE				
SS0906	CULTS EAST	CULTS KIRK CENTRE				
SS1001	HAZLEHEAD	HAZLEHEAD SCHOOL			HAZLEHEAD LEARNING CENTRE	Merge SS1001 + SS1002
SS1002	CRAIGDEN	HAZLEHEAD SCHOOL	SS1001	HAZLEHEAD	HAZLEHEAD LEARNING CENTRE	Merge SS1001 + SS1002
SS1003	SUMMERHILL SOUTH	FERNIELEA SCHOOL	SS1002		FERNIELEA GOSPEL HALL	
CS1004	RUBISLAW	ST MARY'S EPISCOPAL CHURCH	CS1003			Merge CS1004 + CS1005
CS1005	HAMILTON	ST MARY'S EPISCOPAL CHURCH	CS1003	RUBISLAW		Merge CS1004 + CS1005
SS1006	CRAIGIEBUCKLER	ABERDEEN SPRINGFIELD CHURCH	SS1004			Polling Place name change - previously CRAIGIEBUCKLER CHURCH
SS1007	SEAFIELD	AIRYHALL COMMUNITY CENTRE	SS1005			
CS1008	HARLAW	FOUNTAINHALL CHURCH AT THE CROSS	CS1006			Polling Place name change - previously QUEEN'S CROSS PARISH CHURCH
CS1009	CROMWELL	HOLBURN WEST CHURCH	CS1007			
CS1010	ASHLEY	HOLBURN WEST CHURCH	CS1008			
SS1101	BRAESIDE	AIRYHALL COMMUNITY CENTRE				
SS1102	MANNOFIELD	MANNOFIELD CHURCH HALL				
SS1103	BROOMHILL WEST	MANNOFIELD CHURCH HALL				
CS1104	BROOMHILL EAST	BROOMHILL SCHOOL				
SS1105	DEESIDE	ST FRANCIS CHURCH HALL				
SS1106	GARTHDEE	KAIMHILL COMMUNITY CENTRE				
SS1107	KAIMHILL	KAIMHILL COMMUNITY CENTRE				
CS1108	RUTHRIESTON	RUTHRIESTON COMMUNITY CENTRE				
CS1201	BON-ACCORD	FERRYHILL COMMUNITY CENTRE				Merge CS1201 + CS1202
CS1202	PALMERSTON	FERRYHILL COMMUNITY CENTRE	CS1201	BON ACCORD		Merge CS1201 + CS1202
CS1203	FERRYHILL	FERRYHILL COMMUNITY CENTRE	CS1202			
CS1204	GAIRN	DEVANA PARISH CHURCH - HOLBURN STREET	CS1203			Polling Place name change - previously SOUTH HOLBURN PARISH CHURCH
CS1205	DUTHIE	DEVANA PARISH CHURCH - FONTHILL ROAD	CS1204			Polling Place name change - previously FERRYHILL PARISH CHURCH
SS1206	TORRY WEST	TORRY UNITED FREE CHURCH OF SCOTLAND	SS1205			
SS1207	TORRY EAST	OLD TORRY COMMUNITY CENTRE	SS1206			
SS1208	BALNAGASK EAST	TULLOS LEARNING CENTRE	SS1207			
SS1209	BALNAGASK WEST	BALNAGASK COMMUNITY CENTRE	SS1208			
SS1301	ABBOTSWELL	SOUTH ST NICHOLAS CHURCH			ABBOTSWELL SCHOOL	Change to take effect once SOUTH ST NICHOLAS CHURCH closes on 21st July 2024
SS1302	KINCORTH	KINCORTH COMMUNITY CENTRE				
SS1303	TULLOS	ALTENS COMMUNITY CENTRE				
SS1304	CRAIGHILL	SOUTH ST NICHOLAS CHURCH			ABBOTSWELL SCHOOL	Change to take effect once SOUTH ST NICHOLAS CHURCH closes on 21st July 2024
SS1305	NIGG	KINCORTH COMMUNITY CENTRE				
SS1306	LOIRSTON	LOIRSTON ANNEXE COMMUNITY CENTRE				
SS1307	COVE	COVE LIBRARY				

Yellow = Immediate changes

Purple = Changes following the next UK Parliamentary General Election

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ABERDEEN CITY COUNCIL

COMMITTEE	Council
DATE	3 rd July
EXEMPT	No Appendix 2,3 & 4 contains exempt information as described in paragraphs 4,6 & 9 of Part 1 of Schedule 7A of the Local Government (Scotland) Act 1973, enacted by the Local Government (Access to Information) Act 1985.
CONFIDENTIAL	No
REPORT TITLE	Culture Delivery and Funding Review
REPORT NUMBER	CR&E/24/203
EXECUTIVE DIRECTOR	Gale Beattie
CHIEF OFFICER	Julie Wood
REPORT AUTHOR	Mark Bremner
TERMS OF REFERENCE	2 & 21

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to present the completed Culture Delivery and Funding Review with recommendations on issues identified, including, building capacity and resilience within the creative sector, and providing clarity of vision.

2. RECOMMENDATIONS

That Council;

- 2.1 Notes the findings and recommendations of the Cultural Funding and Delivery Review Report as detailed in Appendix 1;
- 2.2 Note the progress in developing a Culture Investment Framework and application process, which will be presented to August Finance and Resources committee for approval; and
- 2.3 Instruct the Chief Officer- City Development and Regeneration to undertake work to develop the Creative Industries Action Plan to build capacity and resilience within the creative sector and provide clarity of vision.

3. CURRENT SITUATION

- 3.1 At the meeting of the Council on the 1st of March 2023, the following instruction was given to the Chief Officer - City Growth “ In consultation with partner

organisations, such as Aberdeen Performing Arts (APA), to bring back a report on how best to allocate funding to cultural organisations from both the General Fund and Common Good budgets and to report back to Council before the end of the financial year 2023/24”.

- 3.2 To deliver on this an external consultant was appointed to undertake a review of the current investment and organisations supported and analyse the Council’s current approach and rationale for support. An interim version of the culture review was presented as part of a report to the meeting of the Council on 7th February to inform the budget process in respect to funding for cultural activities going forward. The review included the following work packages;
- Analysis of current investment in culture, including full review of funded external cultural organisations
 - Profile and assessment of the cultural estate.
 - Analysis of alternative models for culture delivery.
 - Revised performance indicators and evaluation matrix for effective monitoring.
 - Recommendations for culture budget allocation in fiscal years 2024/25 – 2029/30, reflecting any requirements for structural change.

An interim report was presented on the 7th February to satisfy the instruction, This report presents the completed review and summarises a number of actions being undertaken to respond to its recommendations as well as follow up actions to the instructions from the 7th February Council meeting.

COUNCIL VISION AND PRIORITISATION OF CULTURE

- 3.3 The Review comments that while culture is referenced in both Council and regional plans and strategies, currently there is no clear ‘golden thread’ linking objectives and measures, nor specific actions or budgets to support interconnectivity. The Review recommends further work is undertaken to define Council cultural priorities and support the development of stronger leadership.
- 3.4 To address this a new Cultural investment framework (The Framework) is being developed to replace the current Council culture grant programmes. The Framework will be aligned to the refreshed Local Outcome Improvement Plan’s Stretch Outcomes and Key Drivers. The priorities for investment will be informed under the principles of participation in culture being a preventative measure towards positive socioeconomic impacts. To evidence this new monitoring and data gathering processes is being developed with support from Data and Insight, using the standardised metrics that are applied to The Population Needs Assessment.
- 3.5 The Review notes that Aberdeen already has a cultural strategy for the city, ‘Culture Aberdeen’, facilitated by The Council and owned by the sector but it is long overdue a refresh and unlike the Events 365 Plan it has no correlation

to informing commissioning intentions. In light of the Review and limited progress on the strategy refresh, a new plan for culture should be developed. There is an opportunity to progress this new plan to deliver The 'Strong Communities and Culture Identity' programme of the refreshed Regional Economic Strategy. This area of the strategy recognises the value of culture for the North East's sense of wellbeing and identity but also the economic potential of the creative industries sector as we diversify towards a net zero economy.

- 3.6 The development of the plan would be led by the establishment of a new regional Communities and Culture leadership group; this would present an opportunity to develop champions and advocates for culture who have a wider reach across sectors both locally and nationally. Officers have engaged with the sector around the notion of developing champions for culture and the response has been positive, there is a common view it could enhance the city's cultural profile, attracting tourism and cultural investments, boosting the local economy, strengthening community cohesion, and stimulating creativity and innovation.

CLARITY AND TRANSPARENCY

- 3.7 The Review has identified the need for a clearer decision-making framework criteria for making investment decisions. This is being addressed by The Framework, which will replace current arrangements and introduce a new application process providing greater clarity on funding priorities and expectations of performance. As part of the framework development consultation is being undertaken with the sector stakeholders, Equalities networks and the wider public to determine the investment priorities and processes. This is intended to provide greater clarity on why the Council invests in culture, the expectation placed on investment recipients as well as what public benefits can and should be realised.

VALUE OF PEOPLE AND CAPACITY BUILDING

- 3.8 The review identified a frustration that Council investment focused on capital projects and 'bought in' festivals and events rather than supporting the local workforce or community capacity building. The Framework will address this feedback in particular embedding the empowering principles of community wealth building, investing in good cultural enterprises, fair work and shorter supply chains taking advantage of the wealth of talent in the city.
- 3.9 To further unlock production capacity potential and realise the Regional Economic Strategy's growth aspirations for creative industries an action plan is required. To progress this Officers would propose instruction is given to map and research the current state and needs of the sector, develop partnerships and networks among relevant stakeholders, and design an action plan to address the identified challenges and opportunities.
- 3.10 Existing figures show that Aberdeen ranks third in Scotland for employment and economic activity for Creative Industries, behind Glasgow and Edinburgh

and ahead of Dundee, this is despite having a lower profile and no established strategy for creative industries. Employment is led by successful commercial services companies supporting the energy sector, including marketing agencies, graphic design, film, and media companies, as well as growing digital and tech sectors and existing cultural businesses or creative practitioners. The existing baseline activity presents a solid foundation to further develop Creative Industries with a cross sectoral approach to building networks, collaboration and actions aimed at delivering key economic outcomes regionally.

FUNDRAISING CHALLENGE

3.11 The interim Review report highlighted the historic underinvestment from national funders in the city. While the report specifically referenced Creative Scotland allocation, further analysis in respect to national funding allocations reveals this is not isolated to one national funder. Additional data and funding breakdown has been provided by Creative Scotland following on the previous instruction from Council to write to the organisation to confirm rationale for current allocation.

Table 1. 2022/23 Creative Scotland application award data

Local Authority	No. Applications	Funding request	No. Successful	Value Awarded	Success rate
All	2636	£83,084,951	1466	£48,796,984	56%
Aberdeen City	47	£1,281,235	20	£722,529	43%
Dundee City	56	£1,253,291	27	£626,360	48%
City of Edinburgh	660	£23,179,915	349	£13,410,404	53%
Glasgow City	874	£28,432,463	549	£17,997,663	63%
Perth and Kinross	26	£520,413	11	£370,222	42%
Stirling	51	£1,235,926	35	£860,958	69%
Highland	114	£2,812,144	61	£1,289,340	54%
Outside Scotland	102	£4,927,950	77	£3,260,616	75%

Source: Creative Scotland

- The number of applications submitted to Creative Scotland from Aberdeen city over the past 5 years averages around forty-three annually with a similar success rate, below the average success rate and significantly below the volume of Glasgow and Edinburgh (see Table 1)
- At present no national cultural funding body in Scotland has geographic allocation quota, funding distribution in most cases are driven by application demand against criteria.
- Both Glasgow and Edinburgh have a higher concentration of arts organisations, including those delivering national programmes as well as benefiting from dedicating fundraising staff.

- Despite some perception Aberdeen City Council expenditure per a head on Culture and Heritage is significantly higher at £43.29 per head than other cities with the exception of Glasgow £57.68 (see Table 2).
- External public funding for culture contributes only 15% of total funding for the Aberdeen City local authority area as opposed to Glasgow (41%) and Edinburgh (67%)
- Capacity, criteria eligibility, and skills has been identified as current barrier to increasing volume of applications from Aberdeen.

3.12 At this time seven Aberdeen cultural organisations have submitted Stage 2 applications to Creative Scotland multiyear Funding, if the majority are successful that would go some way in readdressing the balance if not completely resolving the discrepancy in investment.

Table 2. Cultural expenditure by sources Scottish cities

Local Authority	LA Culture and Heritage spend LFR	Creative Scotland	National Heritage Lottery Fund	Dept Culture, Media & Sport (UK Gov)	External Funding Total
Aberdeen City Council	£9,696,000	£1,700,433	£43,175	£0	£1,743,608
Dundee	£5,434,000	£3,439,889	£295,501	£0	£3,735,390
Edinburgh	£14,423,000	£27,247,947	£2,197,232	£902,385	£30,347,564
Glasgow	£35,804,000	£25,214,237	£2,859,403	£39,443	£25,253,680
Perth and Kinross	£3,045,000	£1,320,550	£290,324	£0	£1,610,874
Stirling	£2,944,000	£1,003,246	£563,046	£0	£1,566,292
Inverness/ Highlands	£2,889,000	£987,023	£1,617,306	£16,500	£987,023
Total	£74,235,000	£60,913,326	£3,389,278	£941,828	£65,244,432

Sources: Local Finance Return 2022, Creative Scotland, National Heritage Lottery Fund, DCMS Annual reports

3.13 In terms of tackling this issue the data available indicate this is a pattern which has developed over a number of years and will take time to address and requires a multi-level approach, through effective leadership to enact intervention strategies from micro to macro level. Examples work ongoing and planned to address this include-

- Developing a programme of funding workshops to raise awareness of grant opportunities, provide application support to ensure proposals are bid ready and increasing fundraising skills and confidence amongst the sector.
- Establishment of cultural leadership/ advocacy champion(s) has the potential to raise the profile of the sector and to solicit a greater allocation

of national funding as well as a more coordinated approach to inward investment.

- National funders road shows, using programme to invite funding representatives to engage with the sector and build more strategic partnerships with the City.
- Establish leverage targets for future culture spend through The Framework and other programmes.
- Explore AI grant assistance options, from grant alert chatbots through to application writing support.
- Providing supporting for the development of more consortium approaches to fundraising, combining the skills, resources, and experiences of partners, building on the experience of the Culture Collective model.
- Refining metrics and data gathering for Council cultural investment, aligning with national data metrics will provide better evidence of impact for funders (and increasing eligibility for other funding sources) as well streamlining the volume of reporting requirements for Aberdeen applicants.

LONG TERM APPROACH

3.14 The Review highlighted the current annual cycle of budget saving proposals fuels uncertainty within cultural organisations and impacts their ability to plan long-term and adapt. Furthermore, Local Authority match funding support is frequently a requirement for national funders. Regardless of potential budgetary challenges the Review recommends that: “The Framework takes a long-term approach and establishes ‘in-principle’ multi-year funding agreements with clear milestones and review periods to improve planning and return on investment”. Despite the financial pressures there is rationale for favouring the recommendation.

- Multi-year funding does not mean standstill, an approach would be to align The Framework to the Council’s Medium Term Financial Strategy Forecast and TOM, providing a gradual reduction and dependency.
- Multi-year funding (up to maximum 3 years) would allow more realistic leveraging targets and support diversification plans to be developed.
- A more consistent and Longitudinal approach can be applied to data gathering and monitoring, providing more robust evidence of impact to inform future commissioning intentions and budget setting.
- Multi-year approach aligns to Common Good Fund budget process, with 75% of Council’s investment in external cultural activities now sourced through the Fund.

CULTURAL ASSETS

3.15 Analysis that the City’s cultural assets stock is generally suitable for purpose and the majority are structurally sound. there is significant pressure faced by the sector to be more sustainable but with increased operational costs evident across the board, opportunities to undertake repair and improvements are tempered by the prioritisation of balancing the books to stay afloat. The cost

to improving energy efficiency is a particular barrier for those operating older buildings, including Council owned venues.

- 3.16 The review recommends that the Council continues to support the planned developments and investments around Beach Ballroom and Library, consider ways to increase investment in sustainability support for older venues and encourages more sharing of spaces and services where possible.

CULTURE MODELS AND LEADERSHIP

- 3.17 In light of the sectors financial and sustainability challenges The Review was tasked with high level analysis of alternative delivery models for culture, exploring the relative benefits and weaknesses of the options available. Over twenty Scottish Local Authorities use Arm's Length External Organisations to deliver cultural services on their behalf, some are combined Sports, culture and leisure operators while others are stand-alone cultural trusts operating theatre, concert, museum and library venues as well as managing development and grant programmes. The Review analysis indicated that at present there is no clear preferable alternative model at present, further work would be defining the priorities to identify the options which would best work. Recommendations to progress this include;

- Building capacity and knowledge within local authority leaders to understand the benefits and advocate for investment in the city's cultural vitality, social cohesion, and economic prosperity.
- Work collaboratively with stakeholders to review the Cultural Strategy in the context of the LOIP, defining a clear and comprehensive cultural vision for Aberdeen.
- Embrace the idea that the strength of Aberdeen's cultural development may lie in the integration and constructive collaboration of multiple models. Acknowledge that distinct aspects of the cultural sector may benefit from diverse approaches rather than one size fits all.
- Align Cultural Delivery Model options with Local Vision and Priorities.

FINANCIAL IMPLICATIONS

- 4.1 Investment to external cultural organisations is budgeted in 2024/25 at £1,633,075 (£1,241,000 contributed through Common Good).
- 4.2 The costs to the Council related to its buildings operated by cultural partners are retained by those partners if liabilities remain with them through current lease. However, should possession fall back to the Council, annual Non-Domestic Rates liabilities equating to £724,950 would revert to the Council. This figure does not include associated costs for repairs for wind & watertight as well as plant equipment, energy costs, water, security and insurance premiums.

5. LEGAL IMPLICATIONS

- 5.1 Under section 14 of the Local Government and Planning (Scotland) Act 1982, the Council has a duty to “ensure that there is adequate provision of facilities for the inhabitants of their area for recreational, sporting, cultural and social activities”. The Council also has a duty under section 1(3) of the Education (Scotland) Act 1980 to secure for pupils in attendance at schools in their area, “The provision of adequate facilities for social, cultural and recreative activities and for physical education and training”. These duties require adequate provision and do not stipulate precisely what facilities must be provided.
- 5.2 The review makes reference to Scottish Government plans to introduce a new Human Rights Bill. The Bill will incorporate a range of economic, social and ‘cultural rights’ into Scots law for the first time, including the ‘right to take part in cultural life and enjoy the benefits of scientific progress’. The definition of culture will be broad and will include artistic expression, cultural heritage and participation in cultural life which are recognised within the UN treaty definitions. These changes could have significant impacts for Local Authorities as Duty bearers in ensuring any plans constitute a deliberate, concrete and targeted way of improving people’s rights.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 The Review Report includes an assessment of the current cultural estate, with much of the sector operating listed historic venues and makes recommendations to support efforts towards net zero target going forward. The revised priorities and criteria for culture investment will include targets and metrics to support reducing Aberdeen's carbon emissions and adapting to the impacts of our changing climate.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve. Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Council investment in culture is misaligned to Council Delivery plan and priorities.	Culture Review considers this in the recommendations to make a case for strong alignment.	L	Yes

Compliance	Risk of not complying with legislative duties concerning provision of cultural services.	Full IIA will be undertaken for new Framework. Further information is required to understand Human Rights Bill implications, but risk is being mitigated by working to identify options which will enable the provision of services to continue longer term within a smaller funding envelope.	L	Yes
Operational	Reduction in funding would impact staffing, buildings and programmes, having implications for Council services.	Culture Review considers this in the recommendations and any savings options presented to minimise long term impact.	L	Yes
Financial	Council may not achieve saving's targets if it does not reduce cultural spend.	Culture Review recommends funding allocation process is established which factors in the 5-year timeline for savings.	M	Yes
Reputational	Risk of citizens perceiving a reduction in services.	Culture Review considers this in the recommendations and funding options presented to minimise long term impact	M	Yes
Environment / Climate	Risk that decisions taken do not contribute to Net Zero targets.	Interim report identifies no issues at this time, the final Culture Review report will consider environment/climate implications for culture estate in full	L	Yes

8. OUTCOMES

COUNCIL DELIVERY PLAN 2024-25

Impact of Report	
<p>Aberdeen City Council Policy Statement</p> <p><u>Working in Partnership for Aberdeen</u></p>	<p>The proposals within this report support the delivery of the following aspects of the policy statement: -</p> <p>Vibrant City- We will work tirelessly to make Aberdeen a more attractive place to live, work, report and visit with a vibrant cultural offering.</p> <p>Arts Matter - Our city should become distinguished by the range and depth of active creative expression and artistic enjoyment experienced by those who live here and by visitors. By supporting and working with cultural partners, we will ensure there is richness and diversity of arts activities.</p> <ul style="list-style-type: none"> • Refresh our tourism and culture strategies for the city. • Aim to make Aberdeen a premier destination for festivals, productions, conferences, bands and events. • Support Aberdeen Performing Arts and other cultural providers to offer the widest possible arts programme for all across our communities. • Seek to make Aberdeen a UNICEF Child Friendly City.
<p align="center"><u>Aberdeen City Local Outcome Improvement Plan 2016-26</u></p>	
<p>Prosperous Economy Stretch Outcomes</p>	<p>The recommendations within this report support the delivery of LOIP Stretch Outcome 2 – 74% employment rate for Aberdeen City by 2026 and key drivers, supporting labour market to recover from impact of Covid-19 on employment, Increasing the number of people in Aberdeen in sustained, fair work and Fewer employers reporting skills gaps.</p>
<p>Prosperous People (Children and Young People) Stretch Outcomes</p>	<p>The proposals within the report support the delivery of Stretch Outcome 6. 95% of all our children, including those living in our priority neighbourhoods (Quintiles 1 & 2), will sustain a positive destination upon leaving school by 2026/</p>
<p>Prosperous People</p>	<p>The report references evidence of arts and culture being able to support the delivery of Stretch Outcome 10. Healthy life expectancy (time lived in good health) is five years longer by 2026.</p>

Prosperous Place Stretch Outcomes	The proposals within the report support the delivery of LOIP Stretch Outcome 13. Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate
Community Empowerment Stretch Outcome	50% of people report they feel able to participate in decisions that help change things for the better by 2026 and key driver social connections and networks working together is supported and encouraged.
Regional and City Strategies	This report support Culture Aberdeen, the City's Ten-Year Cultural Strategy and its five key objectives. Regional Economic Strategy - Programme 4 Support development of projects and delivery of Culture Aberdeen Plan and Support and promote the arts and cultural venues of the North-East to attract and promote national and international exhibitions and programmes.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	<i>No assessment required. I confirm this has been discussed and agreed with Julie Wood, Chief Officer – City Development and Regeneration on 29th May 2024</i>
Data Protection Impact Assessment	Not required
Other	Not required

10. BACKGROUND PAPERS

10.1 Culture Delivery and Funding Review, COM/24/040, Council 7th February 2024

11. APPENDICES

11.1 Appendix 1 Culture Delivery and Funding Review Executive Summary

11.2 Appendix 2 Culture Delivery and Funding Review EXEMPT

11.3 Appendix 3 Culture Assets Review EXEMPT

11.4 Appendix 4 Models of Culture Delivery EXEMPT

11.5 Appendix 5 Population Market Analysis

11.6 Appendix 6 Audience Analysis

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Aberdeen City Council

Aberdeen Culture Delivery and Funding Review

Cultural Policy and Partnerships Team, City Growth

**Charlotte Wilson, Mark Dobson, Bryan Beattie, Dr Caroline
Murphy, Neil Ross**

Final Report – Executive Summary

February 2024

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1 Background to the Review

As part of the Council's Budget setting process on the 1st of March 2023, the following action was agreed:

Instruct the Chief Officer – City Growth, in consultation with partner organisations, such as Aberdeen Performing Arts (APA), to bring back a report on how best to allocate funding to cultural organisations from both the General Fund and Common Good budgets and to report back to Council before the end of the financial year 2023/24.

In order to deliver on this instruction, the Council has commissioned this review of its investment in culture. The review aims to identify opportunities for efficiencies and more sustainable investment models which support the sector's resilience while delivering best service and value for the people of Aberdeen. The review is broken down into down into four tasks:

- Task 1 – Root and branch review analysis of Council's 'regular' investment in culture
- Task 2 - Revised Funding Framework and Budget Recommendations
 - Revised criteria which is more aligned to Council delivery plans, priorities, and financial position, considering funding in the context of a multi-year development planning.
 - Recommendations for budget allocation in 2024/25 and process for allocation over subsequent five-year period (not withstanding any implications from Work Package Two, which comprises Task 3 and 4)
 - Revised reporting and performance evaluation matrix for more effective monitoring on culture's impacts against Council's social and economic priorities going forward.
- Task 3 -Cultural Estates Review
 - Culture Estate report which will articulate the current position and provide insights into the sustainability of Aberdeen's arts and culture facilities and identify potential areas for improvement in the context of Task 2 and 4.
- Task 4 -Cultural Model Options Feasibility
 - Options analysis report on alternative models with recommendations, including revised structure for Council cultural services as applicable.

While our tasks are necessarily focussed on the Council's funding, it would be unwise not to give due consideration to the immediate and future funding context more broadly for the cultural sector. Recommendations are made in the context of Creative Scotland's live open application process for 3-year multi-annual funding for arts organisations. This opportunity to leverage national investment into Aberdeen is unprecedented in recent times and has not been made available since 2018¹.

At present, Aberdeen organisations are in the midst of this two-stage application process to secure multi-year funding via Creative Scotland. The first round closed on October 25th 2023 and successful applicants will be invited to make a full bid for support in early 2024, with final decisions being taken for funding to commence from April 2025. Under the current funding schemes the organisations in this report attract more than £800,000 of national investment into the city from Creative Scotland. The majority of those in the scope of this report have advanced plans to request significant uplift and will need the visible support of their city council to have hope of success in securing investment that will benefit the cultural life of the city.

¹ Clearly Creative Scotland's budget is also under pressure and there are no guarantees of success, but Aberdeen is underinvested and its bidding organisations are of high quality. Creative Scotland's budget pressures also sit alongside the recent promises of increased investment in culture by the First Minister.

At the time of writing we are aware that the following organisations have been successful in their stage one applications and have been invited to apply as part of stage two:

- APA
- Citymoves
- Peacock
- Sound
- GHAT
- Belmont
- Jazz Scotland

In addition, there have been initial conversations between the Council and Creative Scotland regarding the disparity of funding distribution to Aberdeen. This is ongoing at time of writing and requests have been made with regard to the levels of applications relative to levels of funding for Aberdeen.

Our research has demonstrated there are areas of national public and lottery funding that could be exploited to a greater and more equitable extent by the city, however, changes in historic funding patterns are more likely to happen over a longer time period (e.g. 10 years) and success will be dependent on the Council having in place a clear strategic direction for its own cultural investment. The First Minister's recent announcement of plans to double investment in culture by 2028² (an increase of £100m per year) exemplifies the potential for greater subvention from national funding sources and is another reason for the Council to continue to commit significant support to the city's cultural sector by adopting a transitional status quo for funding in year 2024/25. To not do so runs the risk of damaging the opportunity for national investment in Aberdeen.

Our review considers the broader structural requirements for delivery and whether more effective means might be available. Again, this requires us to use a wider lens that encompasses the broader perspective of the cultural sector and its overarching funding and strategic needs and places the Council funding within that context. We are aware that the Council is already considering some initiatives in this regard and so will locate our recommendations accordingly.

This report presents an appraisal of various options available to the Council as it embarks on a review of delivery models for its cultural services. It also explores the potential for the Local Outcome Investment Plan to provide an effective and efficient model of allocation of resources to support local arts and culture investment; and a revised monitoring and evaluation matrix for monitoring cultural investment.

In addition, we have considered a number of delivery models with a focus on achieving cost savings and maximizing opportunities for residents:

Trust/ALEO: Consider moving Council Cultural venues and services to an ALEO for economic, social, and cultural benefits.

Umbrella Operational Support: Explore consolidating and sharing services like estate management, IT, marketing, etc., within a unified model to enhance efficiency through collective economies of scale.

Consortium/Culture Compact: Form a formal partnership to support the local cultural sector, emphasizing cross-sector engagement and development contributions.

² Arts Professional October 2023

Culture Commerce Unit: Establish a model for closer collaboration with the private sector, combining cultural potential with business competitiveness.

Status Quo Plus: Adopt principles and best practices of other options without formal restructuring for short-term improvements. The Status Quo remains as a default option.

We have also been asked to consider revisions to the current structure for Council cultural services in the context of new approaches to the delivery models.

We give further consideration to the potential of recently emerging Creative Improvement Districts to play a role in Aberdeen, and outsourcing grant awarding to an independent organisation.

This report considers the fundamental need to contextualise decision-making about models of delivery within the purpose and mission for culture in Aberdeen, investigating the potential for the Local Outcome Investment Plan to clarify and streamline approaches to cultural delivery.

Within that context, it is worth noting that the delivery options fall into two categories: those within the direct control of ACC (internal) and those devolved to an arms-length body (external) via ALEO arrangements or grants distribution to the independent cultural sector. The former might be considered to be 'of the Council' and, therefore, beholden to the same corporate objectives as all other Council services (as expressed in the LOIP); and the latter 'of the city', which would allow a different range of priorities/objectives to be in place (as with the Cultural Strategy). In practice, it is hoped the two approaches would not be far apart, however, the important distinction would be that the priorities of the body with responsibility for oversight of delivery sets the overarching agenda. This should be borne in mind when considering the various models set out below.

Similarly, we are aware that external models elsewhere in Scotland and the UK tend to aggregate a broader range of cultural and leisure services with their operational ambit. It is beyond the scope of our brief to include these services that typically include, libraries, museums, galleries, sports facilities, swimming pools, and leisure centres, among others. Should an external option be favoured, we would recommend that further consideration be given to the constitution of that body and whether it would be more cost- (and mission-) effective with responsibility for services in addition to culture. Some areas, such as Fife, have chosen to phase the creation of external bodies with responsibility for culture and leisure with a graduated accrual of services.

This report provides an overall summary of key themes and recommendations from each of the 4 individual reports. Each report provides significant detail and accompanying appendices.

1.1 Emerging Themes

Through consultations and research there are a set of themes emerging which informed all of the tasks:

a. Long-term Approach: The current annual approach to cultural investment undermines the Council's strategic position, damaging the potential for national investment and for cultural organisations to enact effective medium-term planning that embeds less reliance on grant funding from the Council. While council funding can only be approved on annual basis, many major cities in Scotland and England offer major cultural clients a multi-year funding agreement (typically 3 years in duration) which sets out revenue funding but also caveats this with the truth that annual council budget setting may alter the figure offered year-by-year. This is not a binding promise, but it is a powerful demonstration of

civic intent, and it allows clients to plan and act more strategically and to also bid for leverage funds from other sources.

b. Clarity of purpose: The Council has or is party to multiple strategic plans related to culture, but they lack interconnectivity, clear direction, specific actions, and identified resource: The Cultural Strategy, the 365 Events Plan, the Council Delivery Plan 2023/24, the Local Outcome Investment Plan (LOIP, currently under review) and the Regional Economic Strategy. Independent cultural organisations are asked to report on several of these, while in practice, for many of the consultees in and outside the council, the LOIP is seen as the most important measure. However, there is currently no direct reference to culture in the LOIP and many of its published targets are specific and granular and difficult for cultural organisations to address.

c. Transparency: There is need to rationalise the various sources of funding for culture in the council and also to arrive at a fair and transparent application, monitoring and evaluation process that is linked to delivery of clear principles and priorities. With no current application process in place for cultural revenue funds (there is a robust process for Creative Funding project grants) there are risks for the council in regard to transparency and accountability. There is also lack of opportunity for the independent cultural sector to present and argue its case for support to the council through such an open process. These risks are being recognised by the council in the extension of application processes for the Common Good (although proliferation of parallel and inefficient cultural application processes should be avoided). Ideally new funding processes should be developed with the input of the independent sector and should be available for a first round of applications in Autumn 2024 for funding from April 2025 onward.

d. Economic Diversification: There's a consensus that Aberdeen needs to diversify its economy. City and regional economic plans recognise the need to transition from traditional industries like oil and gas into new and sustainable technologies. Culture in Aberdeen is no different with stubborn dependency on Council funds and underachievement with national funders, trusts and foundations, sponsorships and alternative sources of funds visible across the board. There is immediate concern here in relation to Creative Scotland Multi-Annual grants process which is live now and on which the future of much of Aberdeen's cultural assets depends. The Council should act urgently to support its key cultural organisations to leverage as much national support into the city as possible.

e. Value of culture: Culture is clearly valued in Aberdeen. In the recent Council budget consultation culture and sport received the second highest number of points, just behind education relating to what mattered most to the people of Aberdeen. There is, however, a perception amongst consultees that local culture - professional and grassroots - is not appreciated by the Council and there is a perceived culture of contracting talent in.

f. Relationship with Universities: Universities are widely seen by consultees as not contributing enough to the city's cultural and economic life, missing an opportunity for symbiotic growth. EKOS in 2021 and 2023 noted 'The strength in the local academic sector and a cohort of over 6,500 students in subjects related to the creative industries, but that Aberdeen is not (yet) offering the concentration of creative opportunity that can attract and retain such talent'.

g. Festivals and Events: The city places high priority on cultural events – there is even a specific and separate plan for them (events 365) however there are tensions reported by consultees between parachuted in activity and the growth of locally relevant activity and also provocations about why large-scale events with clear commercial appeal are underachieving in regard to sponsorship and placing ongoing and further demand on limited council resources.

h. Community engagement: There is no strategic approach by the Council here, though significant opportunity exists and is evidenced through examples like SHMU and through its own network of community creative learning centres and music service provision. There is an opportunity for the council, the sector and the community to work together in growing cultural delivery across the city.

i. Understanding and Communicating Cultural Impact: Current reporting by cultural clients is split across multiple council priorities and provides an inconsistent picture of impact. Clear metrics to evaluate the success and impact are lacking and important opportunities to communicate the benefit of council investment in culture are lost. This should start with clear and transparent application and assessment processes for Council investment. In 2019 The Council commissioned EKOSGEN to provide the city and sector with a tool kit to self-assess economic impact (leading to an excellent cultural impact study that year), however, with the impact of COVID, the consistent use of this tool has not been followed through.

j. Cultural regeneration: The regeneration of the city centre is regarded as a priority by all consultees and culture can play a significant role in this evidenced in projects from Dundee to Bilbao. The Council has invested heavily in cultural assets since the previous review by BOP in 2013 with £36m in Museum and Art Gallery and £300m plus in P&J Live/ TECA. However, there is little evidence of a wider strategy to use culture to drive regenerative benefits in the heart of the city centre. There is also an important contradiction commented on by several, consultees in this report that while capital investment is vital, it is people and programmes that actually make buildings work.

1.2 Framing and Context

One of the key decisions for the Council to make is: will the future be shaped by the Council's cultural funding priorities, or the city's? There is an important nuance between the two, as the latter implies a collegiate approach in which all parties are participant in a common aim, namely, providing the most effective and equitable range of cultural opportunities for the people of the city. The former can tend to polarise opinion, most usually against the funder, because it is easier to settle on one target for an unpopular funding decision. Collective decision-making changes the dynamic completely. However, such an approach would need to inform the processes and structures of the whole funding process.

In Aberdeen there are several strategies and priority areas that are all germane to the cultural sector - LOIP, Event 365, and the Economic Strategy (as well as the Council's overarching civic objectives) - and this can become confusing for both fundee and funder when trying to assess the impact of its funding. Impact is, fundamentally, why public funds are deployed by the local authority – the Council seeks to achieve its broader social and economic objectives by investing public finances in areas that will create beneficial impact for its citizens.

In the case of the cultural and creative industries, there is now well established evidence of impacts across social, economic, cultural and environmental agendas, both long-term in terms of community benefit (i.e. positively changing the profile and image of certain areas with consequent changes to businesses and families locating there) and short-term in terms of individual benefit (in terms of wellbeing, skills development, knowledge acquisition, and such like).

This bigger picture should then provide the contextual framework for assessing organisational reviews: how does a particular level of funding investment result in a specific type of impact; if more or less resource is deployed to this area/company what will the consequence be for that supply chain? The Council has suggested that its overarching priority is for economic benefit: in that case, there are some areas of the cultural sector that will yield more benefit than others, and the organisational assessments can be framed in that regard.

We would, however, suggest that there is a degree of complexity as to cause and effect with regard to cultural funding and impact that is not as straightforward as it is with some other areas of public services, and procurement and investment. It tends to be dynamic with some institutions proving more effective in some areas than others, and vice versa. There is also an important distinction to be made between the professional and non-professional sectors and their impacts, and buildings and events, who are also different in terms of their characteristics and impacts, and of course in

geographical impact where some can be hyper-localised (the developments at Fittie and Torry) and others city-wide/regional (e.g. music education provision, and Spectra).

This report setting out recommendations for a more consistent and effective framework for the allocation of funding from the identified budget. Specifically, this will provide:

- Revised criteria which is more aligned to Council delivery plans, priorities, and financial position, considering funding in the context of a multi-year development planning.
- Recommendations for budget allocation in 2024/25 and process for allocation over subsequent five-year period
- Revised reporting and performance evaluation matrix for more effective monitoring on culture's impacts against Council's social and economic priorities going forward.

Key requirements of this process include:

- Providing recommendations for more effective and efficient model of allocation of resources to support local arts and culture initiatives.
- Benchmarking against other local authority approaches and processes
- Improved decision-making processes linked to priorities, revising performance indicators to better match wellbeing economy metrics and demonstrating the value of cultural investment.
- Simpler and more transparent processes which are customer focussed.
- Identify duplication and activities which could stop receiving support, where funding could be diverted to other activities which require additional resource.
- Identify areas for reducing dependency and demand longer term.

1.3 Cultural Assets

The City of Aberdeen boasts a rich cultural fabric with numerous venues and organisations contributing to a year round cultural offering for residents and visitors.

Aberdeen has in recent years enhanced its cultural assets, notably the Music Hall refurbishment, the enhanced provision at HMT, the restoration of the Tivoli Theatre, the completion of the Museum and Art Gallery redevelopment, as well as the new P&J Live venue. Future plans include investing in the Beach Ballroom.

In addition to these major cultural assets, there are also numerous small independents operating in the city as well as community based organisations. The universities also contribute significantly to the cultural scene in the city through various clubs and societies. There are also a number of other long established amateur groups.

The cultural infrastructure in the city is strong as is demonstrated in this report, however there is a need to enhance and maintain key assets to realise the city's cultural potential.

Organisations are operating utilising various financial strategies, unique to their circumstances.

Buildings generally are suitable for purpose although there are issues with storage. The majority are structurally sound however heating and insulation could be improved for many. The planned redevelopments of buildings will enhance these ratings significantly.

Increased sharing of space and services, particularly amongst council run buildings can only be positive going forward.

There is significant pressure faced by the sector to be more sustainable but with increased operational costs evident across the board, the priority of balancing the books can prevent the opportunity to undertake improvements or repairs.

Costs to become more sustainable particularly when operating from older building stock are cited as barriers to improving. Investment in building fabric and sustainability would allow organisations to operate more effectively and efficiently.

2 Methodology & Scope

2.1 Task 1 & 2

In Task 1 and Task 2 we were requested to consider the core independent cultural providers in the city and the largest cultural events. Specifically, this includes:

- Aberdeen Performing Arts (APA):
- Aberdeen Arts Centre (Castlegate Arts)
- City Moves
- Aberdeen Jazz Festival (Jazz Scotland)
- Peacock and the Worm
- NuArt
- Sound
- Spectra

These are the larger scale, full time building based cultural bodies and high-profile Festivals which receive the majority of the city's cultural investment and will in return deliver the highest levels of cultural, economic and social impact. They are also likely to also have the greatest reliance on this funding for their survival.

Station House Media Unit (SHMU) was not included in the original scope but has been included at its own request. Having been funded for several years via the city culture budget, SHMU now sits within the city communities team. Interestingly, it attracts significant national support from Creative Scotland. SHMU provides an alternative working method that may be of value in regard to future planning for council investment and the fundraising strategies of other independent cultural providers.

We were asked not to consider Belmont Cinema.

The Council investments we were asked to consider are:

- Commissioning Service – Core organisations i.e. ALEOS (APA).
- Commissioned Development – Development supported organisations.
- Cultural Programme – legacy of City of Culture “scale up” programme which includes Spectra and the APA headline festivals.
- Commissioned Projects – Creative Funding programme (including Seed Fund).

The Creative Funding programme brings into scope the city's wider cultural ecology including a range of smaller organisations and individual artists who benefit from council support on a one-off basis and who may not have the profile or year-round impact of the larger cultural institutions. While we were not asked to explore this sector in detail we have surveyed and reported on beneficiary opinion of the programme operationally and on the value and impact of the funding provided.

We also consider the Common Good fund. Common Good is inextricably linked to the funding of many of the organisations in scope and is making increasing contribution toward the running costs of several.

The report considers Aberdeen's vision and plan for culture through consideration of the current strategic framework, including the Cultural Strategy, City Delivery Plan, Local Outcome Investment Plan, Regional Economic Strategy, Target Operating Model, and Medium-Term Financial Strategy.

The following methodologies have been applied to gather the relevant information to respond the requirements set out above.

- Desk research - internal review documents provided by Council, individual organisational data and other contextual information.
- Financial analysis – overall grant programmes and individual organisations – information provided by the Council and individual organisations.
- Audience Mapping – audience postcode data provided by organisations where available.
 - APA
 - Castlegate Arts
 - Citymoves
 - Sound
 - Spectra
 - Nuart
 - No data was available for Peacock and The Worm or SHMU
- Market and population analysis – city of Aberdeen and 30 and 60 minute catchment areas
- Consultations – stakeholders, Council staff, core funded orgs
 - At the time of writing there had been no response from Creative Scotland
 - A full list of consultations is shown in appendix 1.
- Creative Funding Award survey – survey to those in receipt of funding in 2021, 2022 and 2023.

We considered comparative approaches and models for cultural investment. In looking for relevant city examples/ benchmarks and trends to inform this report, we have sought to focus on models that can be adapted for the Aberdeen situation, including processes, metrics and organisational structures.

The report also explores the concepts that sit behind local authority investment frameworks, considering how transactional, reactive and directional/impact led models influence the potential to create meaningful assessment criteria and monitoring and evaluation frameworks that can support long term ambition.

All findings, observations and recommendations are evidence based and come from a combination of consultations with the sector and key stakeholders as well as written information and reports received from the Council. Key findings and the relating critique are based on the same view being expressed by at least 3 separate sources.

For task 2 specifically, a combination of 1-2-1 consultation and desk research was used to add to the information gathered via task 1. The context of the current funding process was established from a peer and user perspective through consultation interviews that sought to clarify how effective the funding model is, if the objectives are clear, and how easy/challenging the process is. Desk research was used to identify relevant comparator models to inspire possible alternative means of approaching cultural funding.

2.2 Task 3

In order to provide the outputs for task 3, the following methodologies have been employed;

- Survey – to the cultural assets in scope
 - Condition of buildings
 - Suitability of premises
 - Accessibility and security
 - Environmental impact and sustainability
 - Energy efficiency
 - Sharing of services
- Financial analysis – gathered data analysis
 - Operating costs
 - Maintenance
 - Income drivers
- Audience/participant analysis
 - Catchment and audience analysis

The following city assets have been included as part of this full analysis:

- His Majesty's Theatre
- The Lemon Tree
- Music Hall
- Aberdeen Arts Centre
- Beach Ballroom
- Aberdeen Art Gallery
- Peacock Visual Arts Studio
- Peacock's The Worm
- CityMoves – Anatomy Rooms & Schoolhill Studio (joint response received to questionnaire)
- Aberdeen Maritime Museum
- Central Library
- Station House Media Unit (SHMU)

3 Recommendations

3.1 Task 1

Budget allocation 2024/25

The budget allocation to core organisations for 2023/24 stands at £1,552,975 distributed to core organisations, and a further £120,000 of Creative Funding awarded to individuals and non-core cultural organisations.

Future savings in TOM1.2 timeline can be made but should be in context of structural and strategic change needed and to match future investment from 2025 by the Council to sector needs and city priorities and future city ambitions through a new grants programme and application process.

With no consistent means of assessing the impact of current clients, any substantive cuts in 2024/25 would be open to criticism as being arbitrary and in relation to funding leveraged into the city and the returns on investment (visible in some data) could be seen as self-destructive. The council would immediately face protest and the public relations challenge which it triggered 12 months ago.

It is recommended that investment in core cultural organisations remains at standstill for 2024/25, which should be viewed as a transitional year.

The primary rationale for this recommendation is that in awarding standstill funding the Council will significantly influence leverage of national funding that protects the city's cultural assets.

Current leverage across the 5 Creative Scotland annually funded core organisations stands at £842,964. These organisations are Aberdeen Performing Arts, Aberdeen Jazz Festival, City Moves, Peacock and the Worm, and Sound.

The open application process for 3-year Creative Scotland multi-year funding is currently underway, and Council investment will influence organisations' success in securing enhanced national investment. Current bidding plans indicate an increased potential for investment across these 5 organisations, totalling £1,414,631 annually. This equates to total potential investment of £4,984,998 over the next 3 years (2025-2028). We are not suggesting aligning with Creative Scotland funding cycles, more that leadership from the Council in not cutting funding will allow the organisations to demonstrate leverage with Creative Scotland which will potentially affect their decisions. Allowing for a year of standstill funding will then allow the organisations to know and plan for their national funding and give them the opportunity to plan for and bid appropriately to the Council for 25/26 and beyond.

As outlined elsewhere in this report, Aberdeen has suffered from historic national under-investment in culture. With a new multi-year programme in place, Council backing for its cultural organisations at this moment in time is the first step in reversing this trend.

Those organisations outside the Creative Scotland portfolio – Aberdeen Arts Centre, Nuart and Spectra – currently account for £576,915 of the total investment fund, with Spectra accounting for £325,915 of this. Any cut in investment for 2024/25 runs the risk of provoking reactions that may impact negatively not only on immediate cultural delivery, but on the potential to develop measured, long-term planning in an orderly fashion with a focus on reducing reliance on Council investment in the medium term. As demonstrated elsewhere in this report, Aberdeen Arts Centre has shown remarkable resilience and is clearly meeting local demand; however, the combination of post covid recovery, cost of living impact and the need for urgent capital works means that even a modest cut in the region of 20% would have significant negative impact on one of the city's key cultural assets. We have considered the option of making a significant saving by alternating the two major festivals (Nuart and Spectra) which would achieve a saving of £125,000 against Nuart or £325,915 against Spectra if this were enacted in 2024/25 (an average saving of £225,457 annually). However, such a significant change in delivery requires careful planning and collaboration with partners. It is therefore our view that while this option may be considered at a later stage, it is not a wise move for 2024/25.

This leaves £120,000 of Creative Funding. This fund was until recently £240,00 with a maximum grant level of £15,000. The maximum grant level is now £8,000. The award largely supports smaller, grassroots organisations and freelance practitioners and the evidence presented in this report demonstrates that it has a high impact on local communities. If this grant were to be cut completely, or reduced substantially, the vital connection with grassroots cultural provision for local people would be lost. A continued but perhaps more measured chipping away at this fund – of say between 10% and 20% - would undoubtedly erode the range and reach of work achieved, whilst achieving net savings so small that they might be considered insignificant in the wider picture.

It is worth noting that in 22/23, £48,000 was given to organisations out with the city of Aberdeen (although activity is in Aberdeen). Should savings need to be made, an option that could be pursued

is to fund only those individuals and organisations based in Aberdeen, reducing the overall pot to £72,000.

APA may be treated as separate to this recommendation as at the time of this report, it has just participated in a separate council review of ALEOs. There are four identified options for APA for council consideration.

3.2 Task 2

Recommendation 1: Investment in core cultural organisations and the Creative Fund should remain at standstill in 2024/25, which should be seen as a transitional year while a new and transparent cultural funding programme is devised and implemented for 2025 onward.

Rationale: Future savings in the TOM1.2 timeline should be made in the context of the structural and strategic change that will ensure that the Council’s future investment from 2025 addresses sector needs and city priorities and ambitions through a new grants programme and application process.

Risk: With no consistent means of assessing the impact of current clients, any substantive cuts in 2024/25 could be open to criticism as being arbitrary and in relation to funding leveraged into the city and the returns on investment (visible in some data) could be seen as self-destructive. The council runs the risk of immediately facing protest and the public relations challenge which was triggered 12 months ago.

Additionally, 2024/25 is a critical year for Aberdeen culture for the next three years. All clients in scope are in midst of national investment bids for their city. Creative Scotland bid proposals in development from core organisations total in the region of £1,414,631 annually, equating to a potential investment of £4,984,998 over 3 years. ACC investment will be a significant factor in achieving this funding. The Council would act in its own best interests to protect the national investment it has and back the potential for its independent sector to increase investment in a competitive process if the recommendation was accepted.

Recommendation 2: APA may be treated as separate to this recommendation as at the time of this report, it has just participated in a separate council review of ALEOs. There are four identified options for APA for council consideration:

Option 1	Status Quo – Remain as an ALEO.
Option 2	Remain as an ALEO with a phased reduction in funding to 75% of the current footprint.
Option 3	Remain as an ALEO and assume responsibility for additional cultural services on behalf of the council.

Option 4	Cease to be an ALEO and transfer back in-house as part of the Council structure.
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Phased reductions in funds as suggested here for APA have been used effectively by several major cities to achieve necessary budget cuts over time and to enable independent cultural organisations to develop alternative strategies. This may well be an option for the Council to achieve TOM1.2 targets working with the rest of its cultural independents through a new and clarified approach to funding from 2025 onward.

Allocation of funding beyond 2024/25

The recommendations here are made in the context of review findings that have indicated the need for a joined-up, strategic approach to cultural investment that identifies clear priorities and maximises the opportunities for impact and leverage of external investment.

Recommendation 3: We recommend the council devise a new cultural funding programme for 2025-2026 onward, ideally with sector input³) during 2024.

Ideally this would bring all relevant council funds together including Common Good resources awarded to cultural activities into a single programme with simplified application process, clear monitoring and impact reporting and which links delivery to an agreed set of city objectives.

The detail of the programme should be developed through sector consultation to offer options for project or revenue funding and should offer multi-annual funding to allow clients to plan effectively.

New programme(s) should set high expectation around value for Aberdeen and increased leverage of funds from local and national sources.

Recommendation 4: The Council should set long-term outcomes for cultural, social, and economic impact within its core objectives and regularly assess progress. Priorities and outcomes need to be identified, and a matrix of assessment should be prepared with sector engagement. We believe that linking in with the LOIP may be the most logical fit for culture at present but understand this is currently under review. We understand that the draft Regional Economic Strategy has culture as a core pillar however this is a regional strategy whereas the LOIP is city specific. As part of our continuing review in Tasks 3 & 4⁴, the best fit will be investigated in more detail and further recommendations made at that point.

Recommendation 5: An Action Plan should be developed that identifies intended outputs, outcomes, resource allocation, stakeholder engagement, leverage ambition, and ownership. This plan should connect with existing strategies but should be developed as the master document for cultural planning and priorities.

A greater understanding of the impact of the level of funding is required, a) on the organisations being funded, and b) on the impacts they can provide.

³ See Leeds Case study in this report

⁴ As per the original tender document as issued by Aberdeen City Council in July 2023.

Recommendation 6: An agreed baseline of impact should be established to allow relevant future monitoring and assessment.

Recommendation 7: The Council should review how all independent cultural organisations currently contribute to its priority impact areas.

Recommendation 8: The Council should continue to consider the ‘negative leverage’ impact if it reduces its investment i.e. other public (and possibly private) investors do not fill the gap that is left or reduce their own investment levels.

Recommendation 9: The Council should consider, a) the merits and opportunities around establishing an independent cultural exchequer that seeks to maximise philanthropic giving (and potentially public sector funding too); b) outsourcing some (or all) aspects of grant awarding to an independent third-party organisation; and c) establishing a specific investment fund for community cultural projects and organisations.

To inform the assessment process there are several contextual assumptions that need to be established and agreed with regard to the scale and nature of the current Aberdeen cultural ecology and the purpose of the Council’s investment.

The funding level at which an organisation (assuming a standard non-disruptive year) tips into Existential Threat should be part of the assessment process.

Revised criteria which is more aligned to Council delivery plans, priorities, and financial position, considering funding in the context of a multi-year development planning.

Recommendations here align to findings in Task 1 which established that the Council’s priorities and plans aligned to culture are unclear, and a long-term vision is not yet in place that could help to shape multi-year development planning more effectively.

- **Recommendation 10:** The Council may wish to explore using an alternative funding approach that is impact-led, giving the authority more control over what it supports and why, rather than placing the emphasis on who it supports.
- **Recommendation 11:** There is significant potential to develop a new, different approach to both public and private sectors that seeks to address some of this perceived and actual shortfall of historic per-capita investment in the city’s cultural sector. The Council should explore structural options with potential partners in all sectors.
- **Recommendation 12:** The Council should explore the opportunities around establishing a Creative Investment District (CID) in the city, as a strategic framework for delivering cultural growth.

Revised reporting and performance evaluation matrix for more effective monitoring on culture’s impacts against Council’s social and economic priorities going forward.

Recommendation 13: Revise data collection and mapping to provide clear and consistent record of impact as follows:

- The Household Survey should include specific questions on satisfaction with the city’s cultural provision and providers.
- The Council should investigate if a data mapping tool could be developed/adapted to suit its cultural funding requirements.

- The Council should consider a) whether fewer metrics may be a more effective means of assessment, and b) how best to determine these metrics.
- An appropriate metric, and means of establishing the metric, is required in each of the Council's priority assessment areas.
- The Council should consider developing a standardised, regular approach to data collation and presentation across the cultural sector, with it being a requirement for all those that they directly fund.

Potential for short term changes and savings for 2024/25

Although our recommendation is to award standstill funding on 2024/25 as a transitional year, we have been asked to consider one-off savings the council could make in this year which would not undermine the sector and the ability to develop a long-term proposition.

1. APA is subject to a separate review, and we understand a proposal for 25% reduction in funding over 5 years is being considered by council. If agreed, then the first year of savings would impact in 2024/25
2. Creative Funding was undersubscribed last year and £50,000 of this fund is typically awarded to organisations based outside the city. The city could prioritise Aberdeen organisations in 2024/25 and reduce funding by up to £50,000 in 24/25 without impacting the award value recently available to city artists.
3. Aberdeen is fortunate to have Common Good and that there are clear aspects of its remit which map onto cultural delivery and especially festivals. A saving to the general fund could be achieved moving all 2024/25 festival funding into the Common Good Promoting Aberdeen strand. Moving Spectra, Jazz, Dance Live and Sound could realise a saving of £340,000⁵.

A more radical change offered by some consultees for an immediate term saving would be to make Nuart and Sectra biannual and alternating festivals. This will impact the 365 plan but is worthy of a more strategic review as part of post 2025 planning.

Based on consultation, it is also clear that the alternative selective cut to some organisations, without clear process and rationale, that was applied last year was received poorly and the general 'preference' is that any future cut should be applied as a % across the portfolio.

We have modelled a range of % cuts and associated impacts but this underlines the current fragility of all the organisations, who, without time to prepare and change their models of operation would all face significant challenges as a result and the risk to credibility of the Council.

3.3 Task 3

The cultural assets stock of the Council are generally suitable for purpose and the majority are structurally sound. There is of course always room for improvement and the planned

⁵ There are risks associated with this as the Common Good Fund is not guaranteed. We do believe however that this is a logical home for all festival activity and both current and future festivals can make use of the Promoting Aberdeen strand of the fund. Currently however there is no application process although we understand this is being reviewed. We would seek to make further recommendations about this as part of task 3 and 4 and will question the application process, how they are assessed and what priorities are they measured against.

redevelopments of some of the buildings will significantly increase the efficiency and effectiveness of these buildings.

We have noted that there is significant pressure faced by the sector to be more sustainable but with increased operational costs evident across the board, the priority of balancing the books can prevent the opportunity to undertake improvements or repairs.

Costs to become more sustainable particularly when operating from older building stock are cited as barriers to improving. Investment in building fabric and sustainability would allow organisations to operate more effectively and efficiently.

Based on the analysis the following recommendations are made:

Progress the planned developments and investments around arts centre, beach ballroom and library.

This will significantly improve these cultural assets and the overall cultural stock of the city. Bringing these older buildings up to date and as a result making them more fit for purpose will future proof the stock of the city for years to come.

Consider ways to increase investment in sustainability for those in older buildings.

There are still some buildings who are needing investment to become more sustainable and as such more operationally effective. Buildings such as Peacock Studios would be much more sustainable with some investment.

Progress with planned sharing of spaces and services within the ACC run organisations.

Currently there is sharing of some services between these organisations with plans to share archiving. This should be progressed in order to increase efficiency.

Encourage further sharing at sites where scope allows

There are other organisations who are sharing sites. CityMoves and SHMU are currently sharing spaces with other organisations. Where scope in buildings allows this should be encouraged and expanded. In addition, SHMU are considering expansion into other community sites which would allow for increased sharing in specific communities as well as increased provision across the city.

Repeat the Asset Review in 3 years

The current asset review is updating the last asset review in 2013. We would recommend repeating this exercise more frequently to allow for greater awareness and knowledge of the cultural asset stock in the city and the needs for improvement where necessary.

3.4 Task 4

The various cultural delivery models outlined in the task 4 report all have potential to work in Aberdeen. It is noted that there is a good deal of crossover across the models – cultural compacts may have much in common with Creative Improvement Districts, which in turn might share ground with Culture Commerce Units. All of the models are dependant, to a greater or lesser extent, on partnership collaboration.

What is evident from the examples that we have highlighted is that, whatever the model, success is more likely to be secured when the chosen model aligns clearly with the vision that is unique to the place and context within which it operates, and that strong, visible local authority leadership is present to champion the role that culture plays and nurture cross sector partnerships.

The recommendations set out below aim to enable Aberdeen to build a resilient and tailored cultural delivery model that aligns with its unique vision, fosters collaboration, and ensures sustainable success.

Recognize the Strength of Multiple Models

Embrace the idea that the strength of Aberdeen's cultural development may lie in the integration and synergy of multiple models. Acknowledge that different aspects of the cultural sector may benefit from diverse approaches. Avoid the notion of choosing one model over another, and instead, explore opportunities for collaboration and complementarity between models.

Encourage dialogue and knowledge-sharing among stakeholders involved in different cultural delivery models. Explore how elements from various models can coexist and enhance the overall cultural ecosystem in Aberdeen. This inclusive approach can capitalize on the strengths of each model and create a more comprehensive and resilient cultural strategy.

The recognition of the power of multiple models can lead to a more dynamic and adaptive cultural landscape for Aberdeen.

Build Capacity for Local Authority Leadership

Local authority senior leaders play a pivotal role in advocating for and championing cultural initiatives. Investing in their capacity enhances their ability to articulate the value of culture, both socially and economically, within the community and with external partners. Leaders who understand the impact of culture are better positioned to garner support and resources for cultural development. Investing in the capacity of local authority leaders is an investment in the city's cultural vitality, social cohesion, and economic prosperity. By fostering leadership at senior levels that understands, values, and champions culture, a city like Aberdeen can establish a solid foundation for a vibrant and sustainable cultural ecosystem. Without this in place, the potential for any of the delivery models to succeed is diminished.

Collaborate to define a Clear Cultural Vision and Priorities for Aberdeen

Work collaboratively with stakeholders to review the Cultural Strategy in the context of the LOIP, defining a clear and comprehensive cultural vision for Aberdeen. This should encompass the aspirations, values, and unique identity of the city's cultural sector.

At the time of writing and following on from the Council committee meeting in February. The role of a cultural champion has been recommended and is currently being investigate by the Council. It is noted that Culture Aberdeen may be a fit in the delivery of this, however changes to the constitution would be required as well as the appointment of an independent chair person to ensure the most effective operation and delivery.

Align Cultural Delivery Models with Local Vision and Priorities

Evaluate the outlined cultural delivery models in light of Aberdeen's confirmed priorities.

Consider Pilot Projects

Implement pilot projects based on vision and priorities. Test the feasibility and effectiveness of the selected approach in specific contexts. Use the results to refine and adapt the model for broader implementation.

Establish Monitoring and Evaluation Mechanisms

Develop robust monitoring and evaluation mechanisms to assess the success of new ways of working. Regularly review progress against key performance indicators and make data-driven decisions for continuous improvement.

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Aberdeen City

Market Analysis

Charlotte Wilson Research Services

October 2023

Introduction

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- This report provides a cultural market analysis for the city of Aberdeen
- The report outlines
 - Local authority catchment analysis – Aberdeen City
 - Catchment analysis – 30 and 60 min drivetime
 - Modelling potential bookers based on the catchment and local authority populations aligned with attendance levels

Data Sources

- Census 2022 – Population statistics and households counts
- SIMD – levels of deprivation
- Scottish Household Survey – cultural attendance levels
- Audience Spectrum – Audience Agency
- Mosaic UK
- TGI – cultural attendance levels

Local
Authority
Analysis

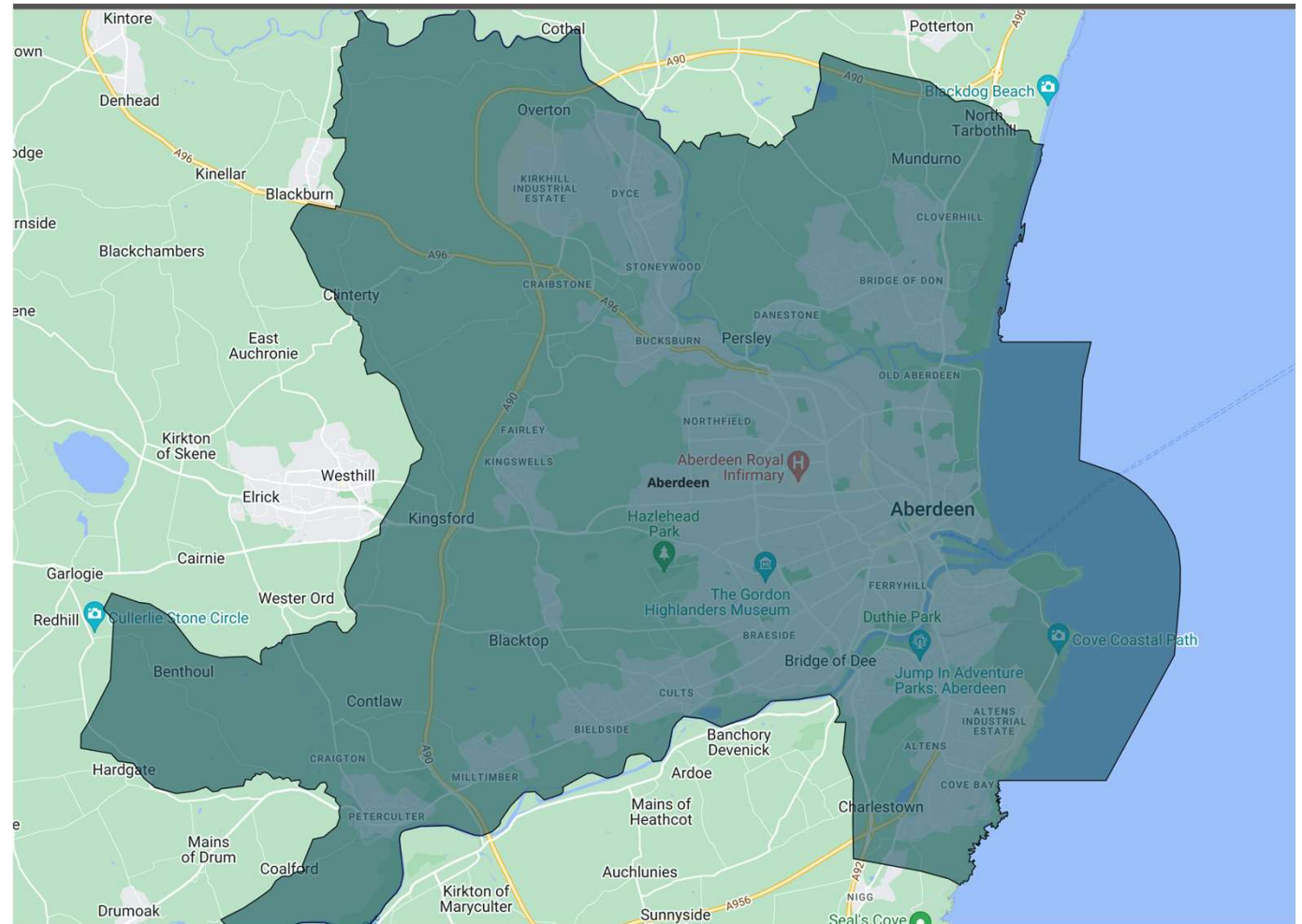
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Aberdeen City Council - Top-line Figures:

Local Authority area
catchment includes:

- 224,000 people
- 109,500 households

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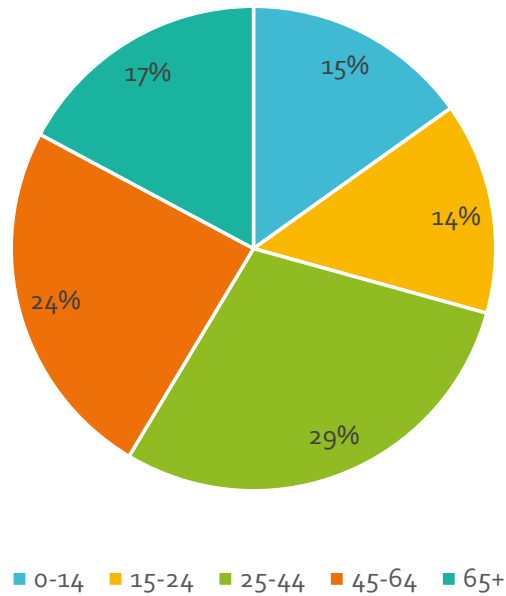


Population Profile:

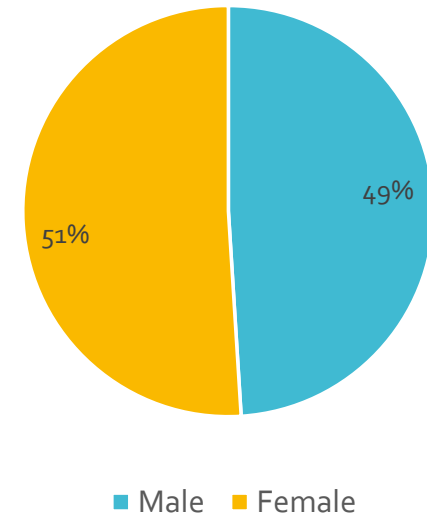
- Similar gender and age profile to Scotland as a whole.
- There is a slight difference in the age groups 25-44. In Aberdeen City there are more of those aged 15-24 than the Scottish average (29% compared with 25% Scotland).

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Age



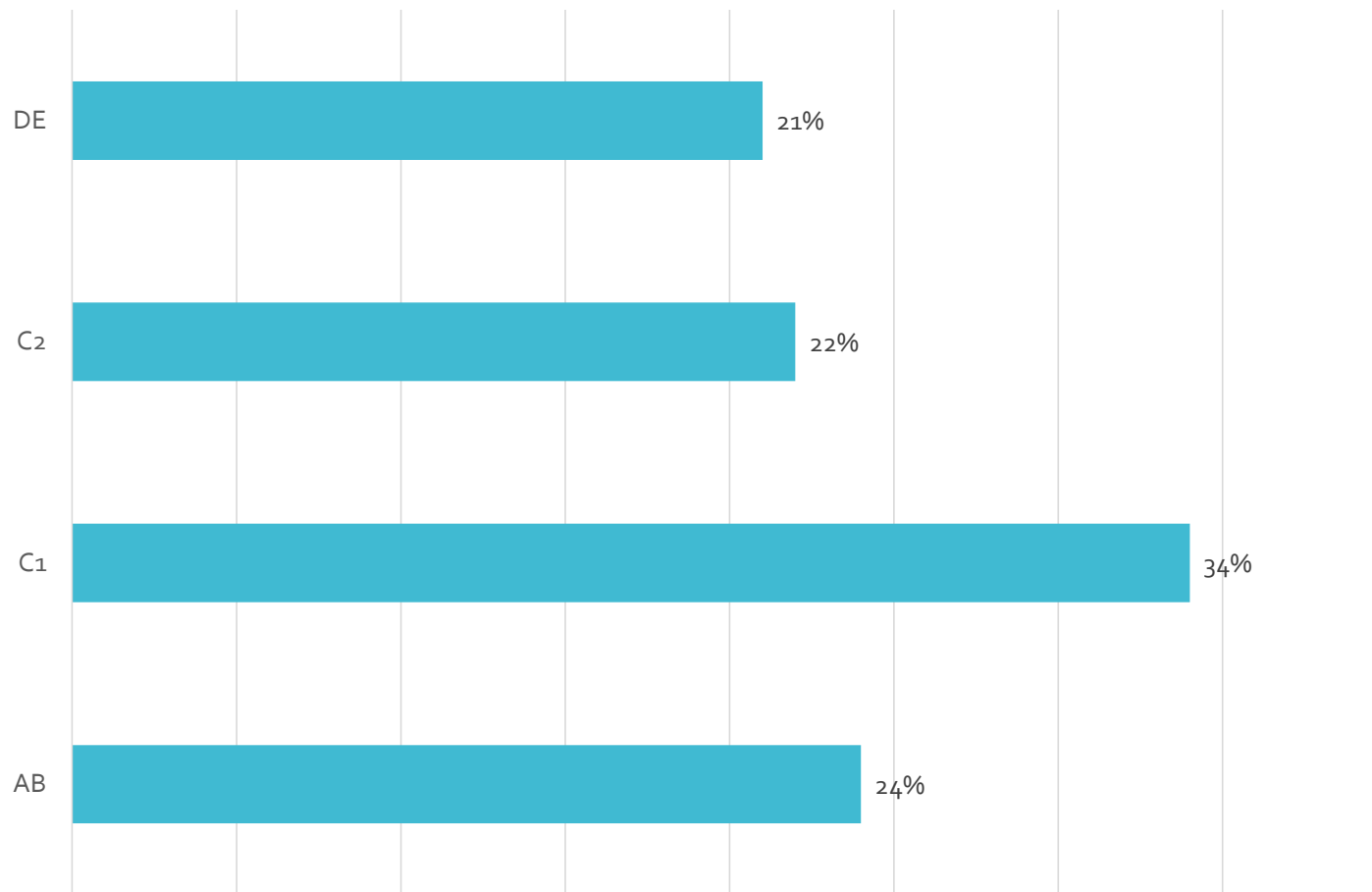
Gender

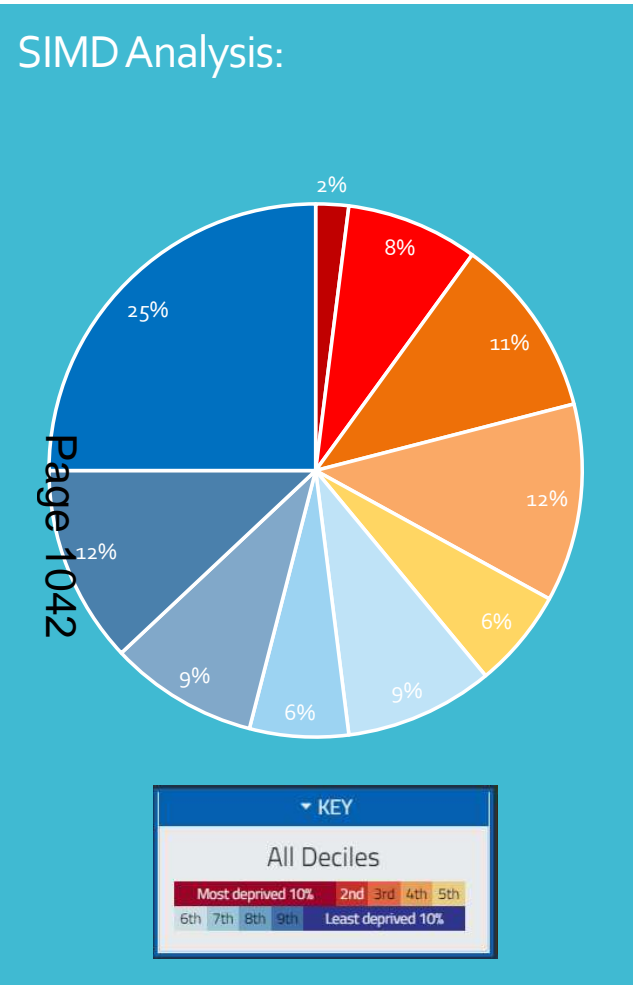


Population Profile

- 58% of the population are described as being ABC1.

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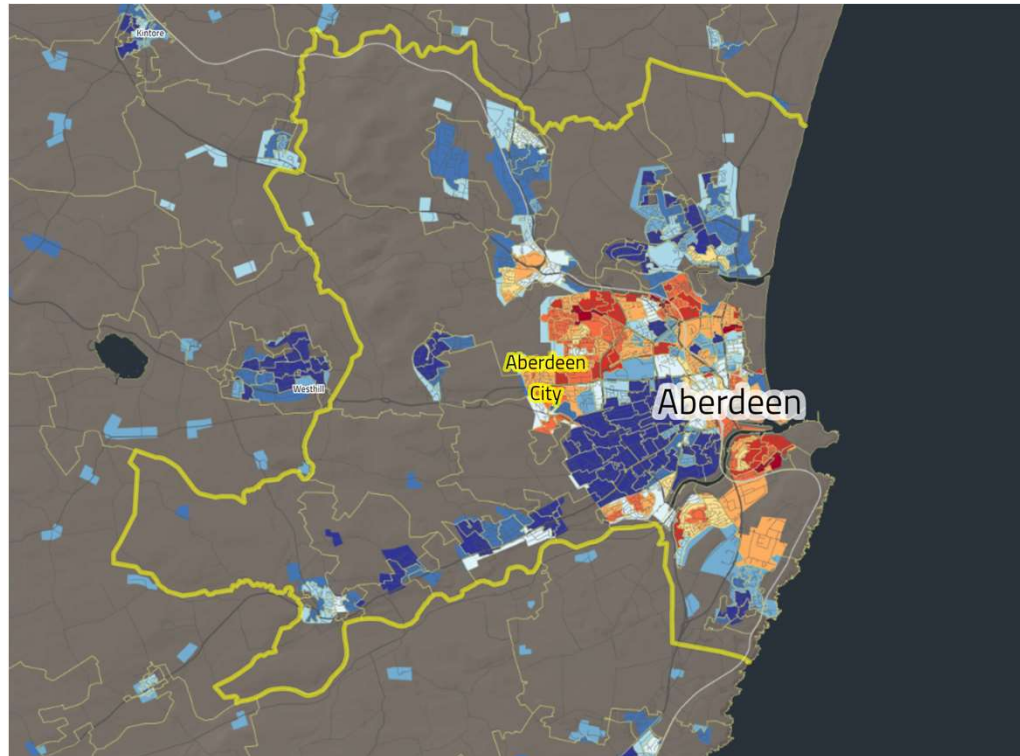




Looking at the SIMD profile of Aberdeen City Local Authority shows that 21% of households are living with high levels of deprivation. (in deciles 1-3).

37% of households are living with the lowest levels of deprivation (deciles 9 & 10).

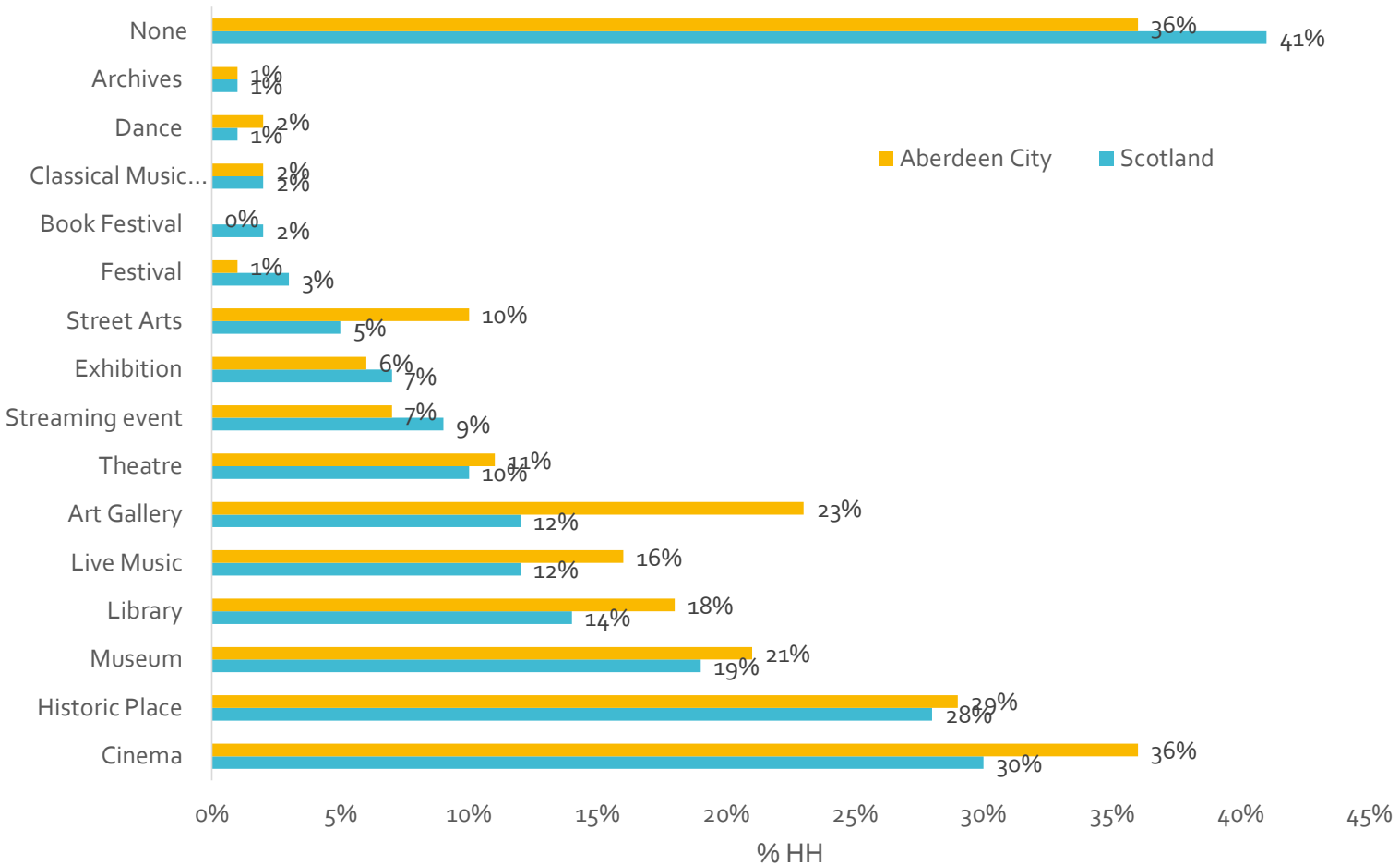
The map below shows the decile distribution across the local authority.



Cultural Attendance:

- *****Considering levels of cultural attendance in Aberdeen City, the local authority has higher levels of attendance to Scotland.
- Significantly attendance at cinema, art galleries and street art events are significantly higher than the Scottish average.
- ** please note, Scottish Household survey methodology changed post covid resulting in significantly lower rates of cultural attendance.

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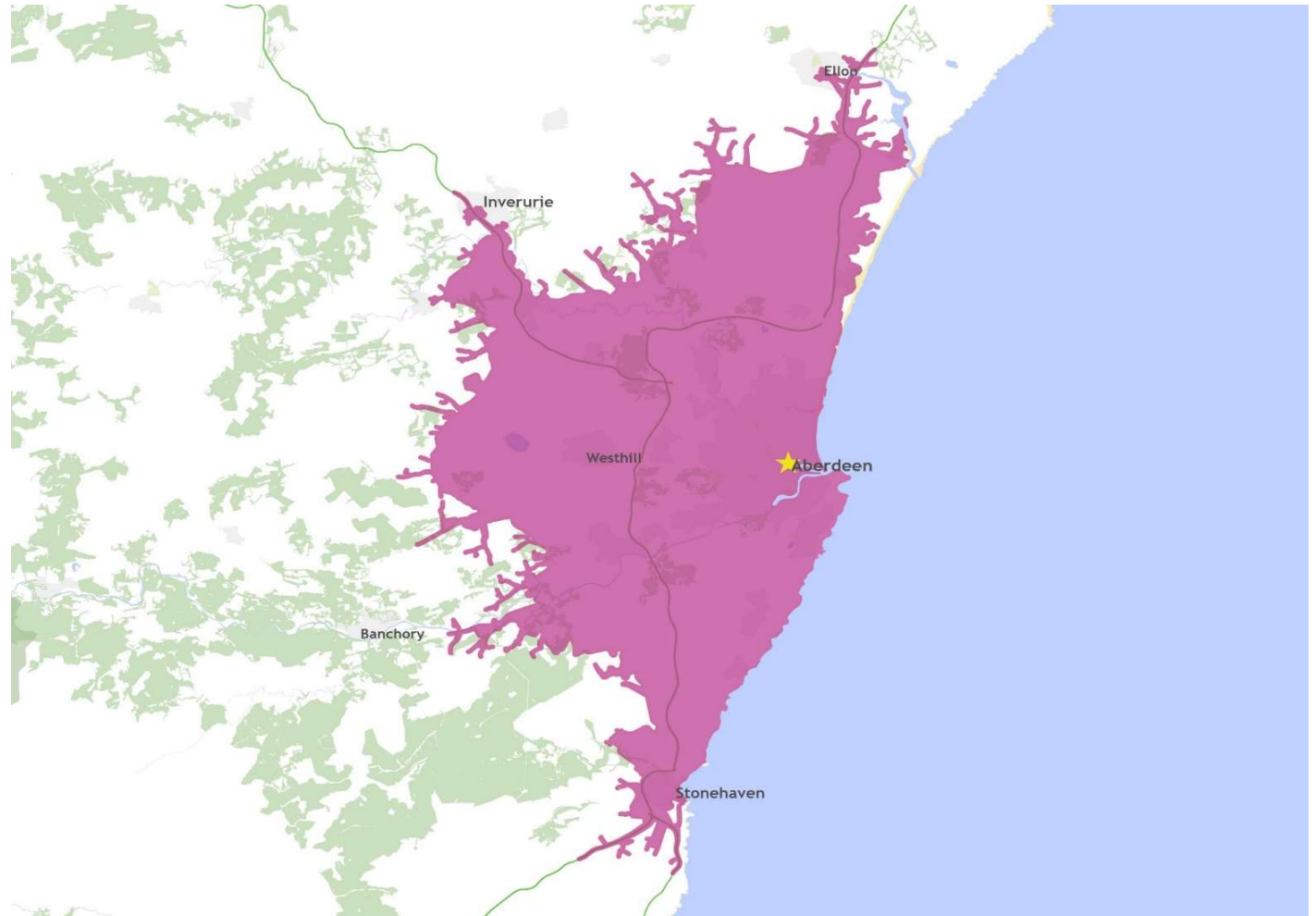


Drivetime
Analysis

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30 min Catchment
Top-line Figures:

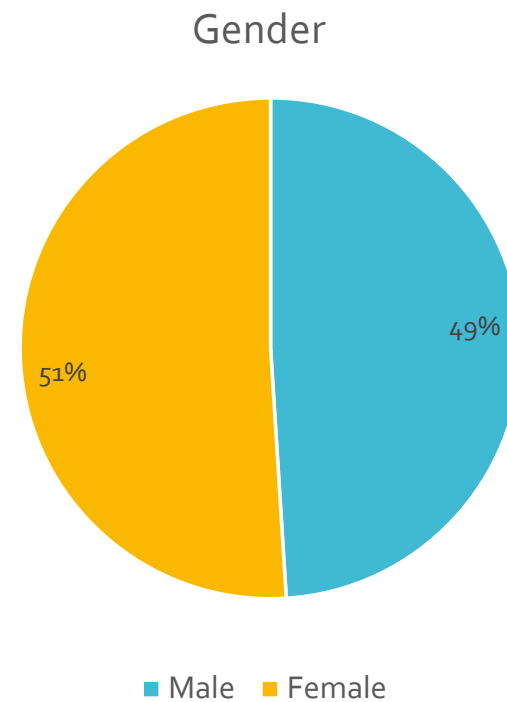
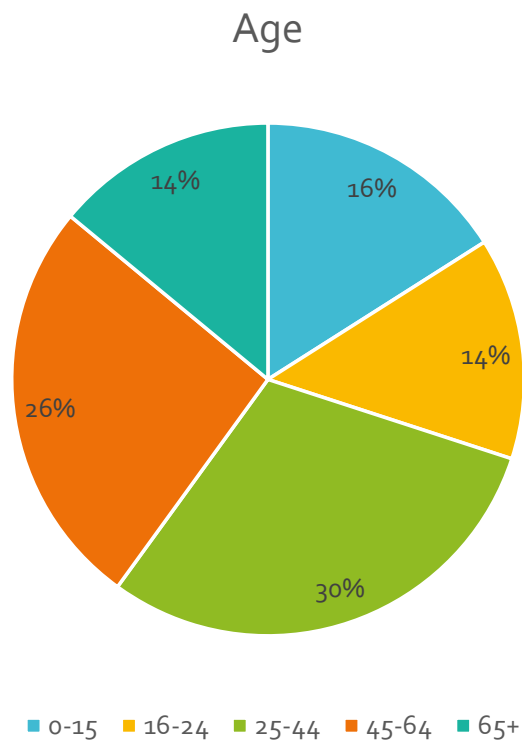
- Catchment includes:
- 310,492 people
 - 139,443 households



Population Profile: 30 min catchment

- Similar age and gender profile to the UK .
- There are slightly larger proportions of those aged 25-64 in the 30 min catchment than the UK average (56% v 53% UK).

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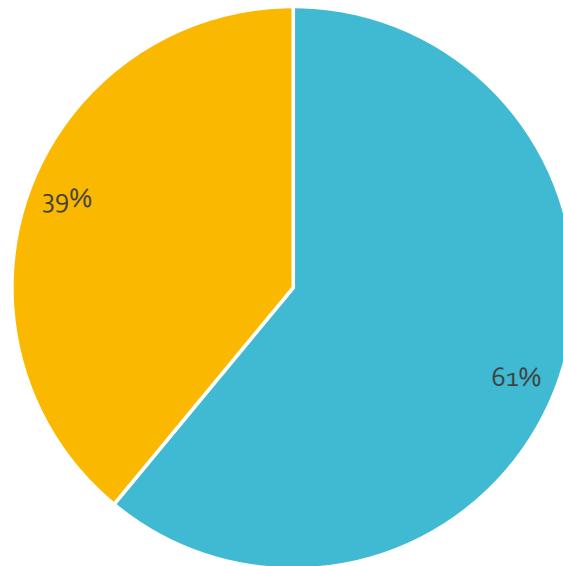


Population Profile: 30 min catchment

- There are slightly lower levels of dependant children to UK average evident in the catchment (39% v 43% average)
- Similar levels of employment evident (87% compared with 89% UK).

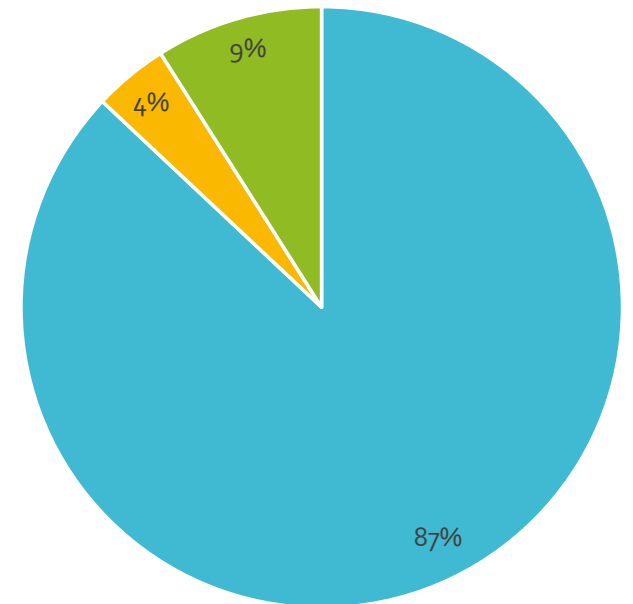
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Family Composition



■ No dependent children in family
■ Any dependent children in family

Employment Status

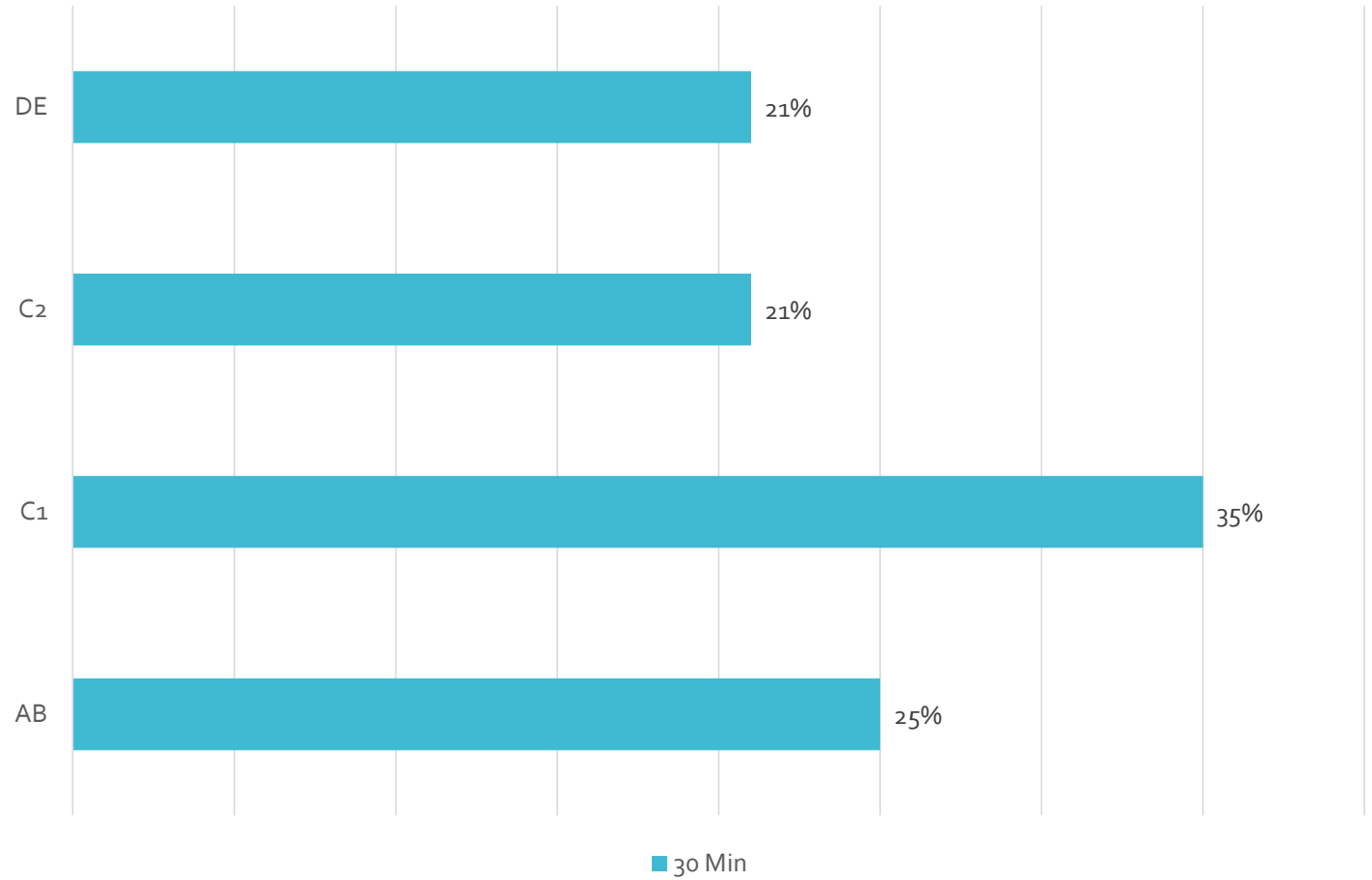


■ Employed ■ Unemployed ■ Full time Student

Population Profile: 30 min catchment

- 47% of the population are described as being ABC1.

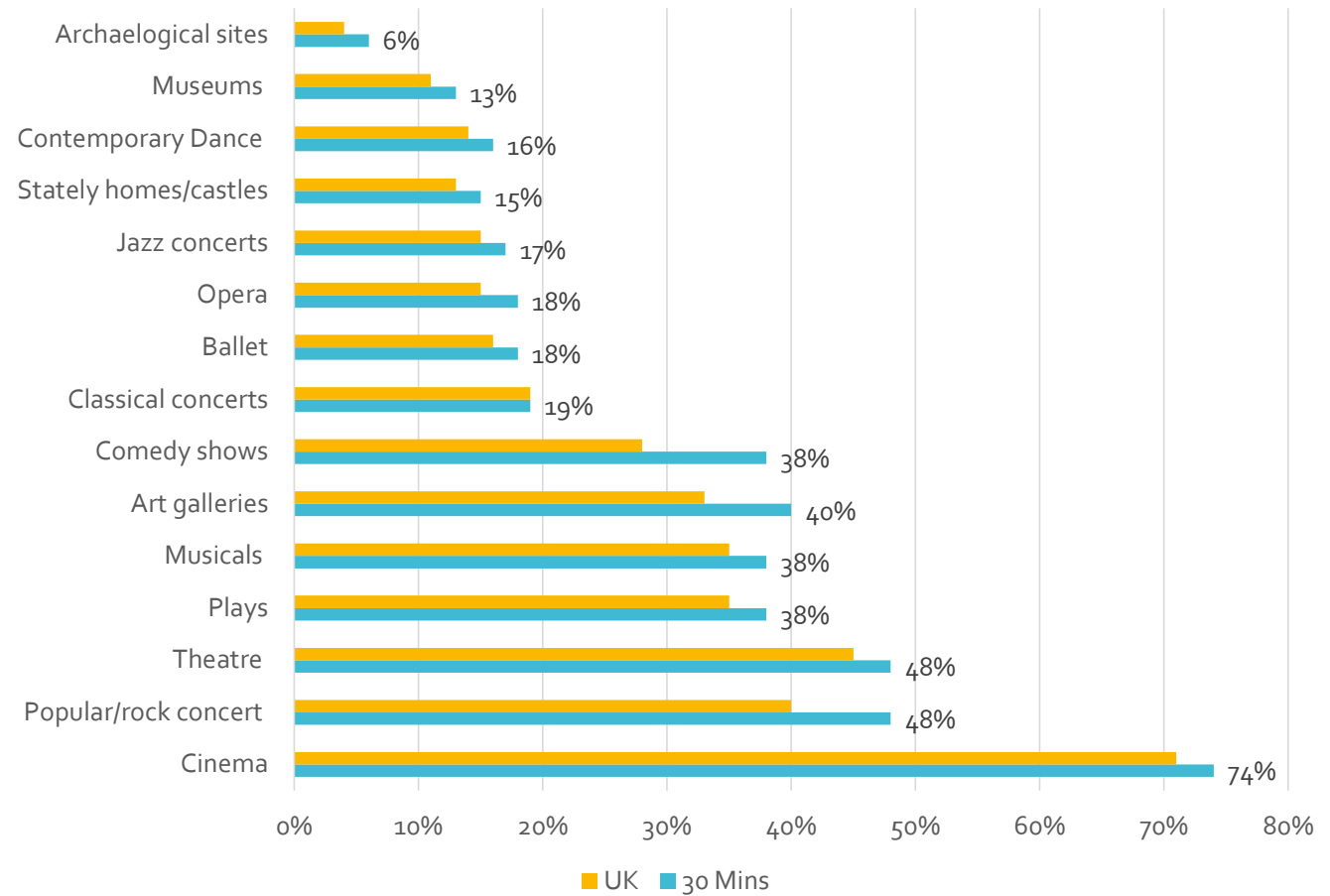
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Cultural Attendance: 30 min catchment

- TGI levels of cultural attendance is higher across the board than UK average in the 30 min catchment.
- Significantly, attendance at comedy shows, pop/rock concerts and art galleries are highest in the catchment.

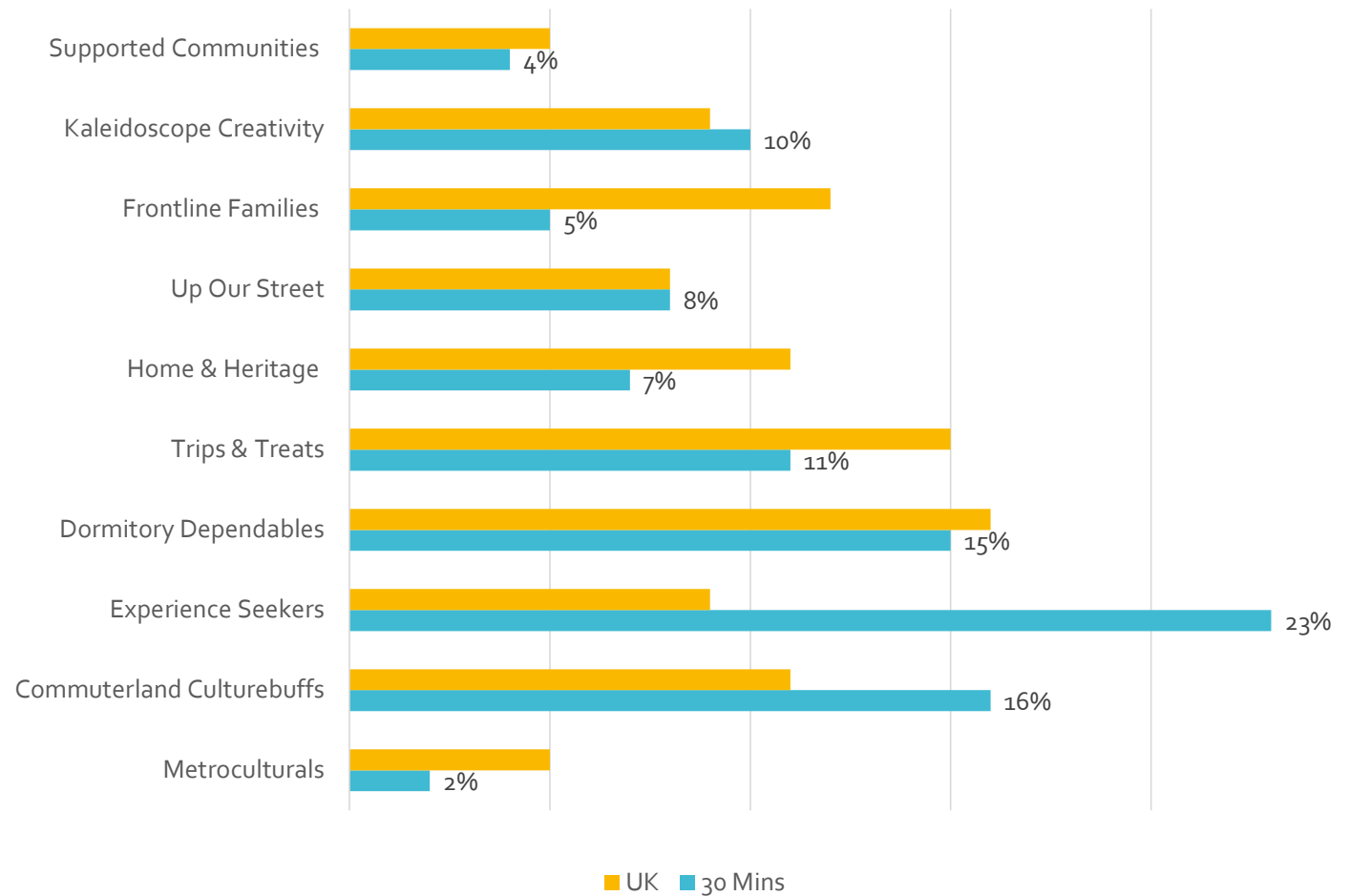
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Audience Spectrum: 30 min catchment

- Highest proportion of population in 30 min catchment are described as Experience Seekers, Commuterland Culturebuffs and Dormitory Dependables. Experience Seekers are significantly overrepresented in comparison to UK average.

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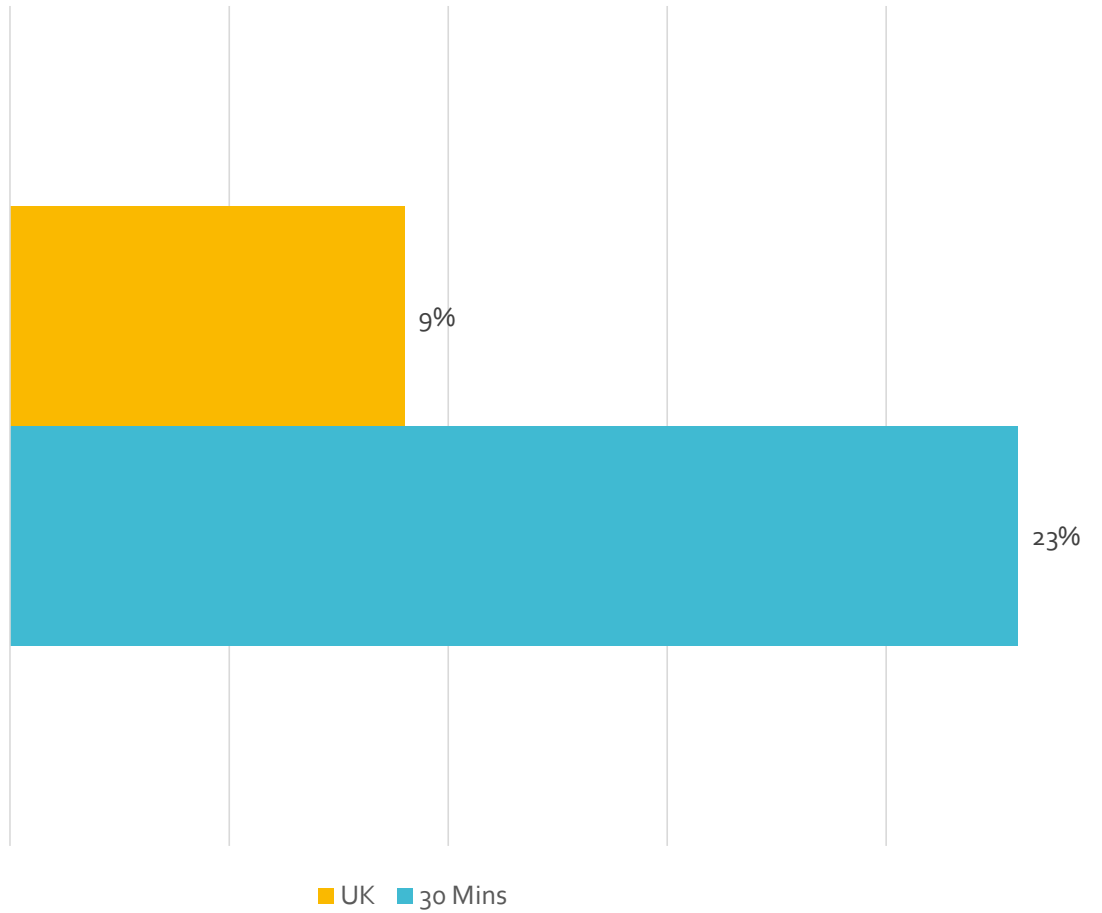


Audience Spectrum

- Younger and lively group of mixed prosperity professionals from a range of backgrounds.
- Very engaged in culture and they are motivated to seek out new experiences as part of their regular social lives.
- They actively look for discounts in order to try a wide variety of activities.
- They are open to anything but prefer contemporary, immersive and participatory arts.
- They are digitally confident and use the internet to access almost all of their information about events.

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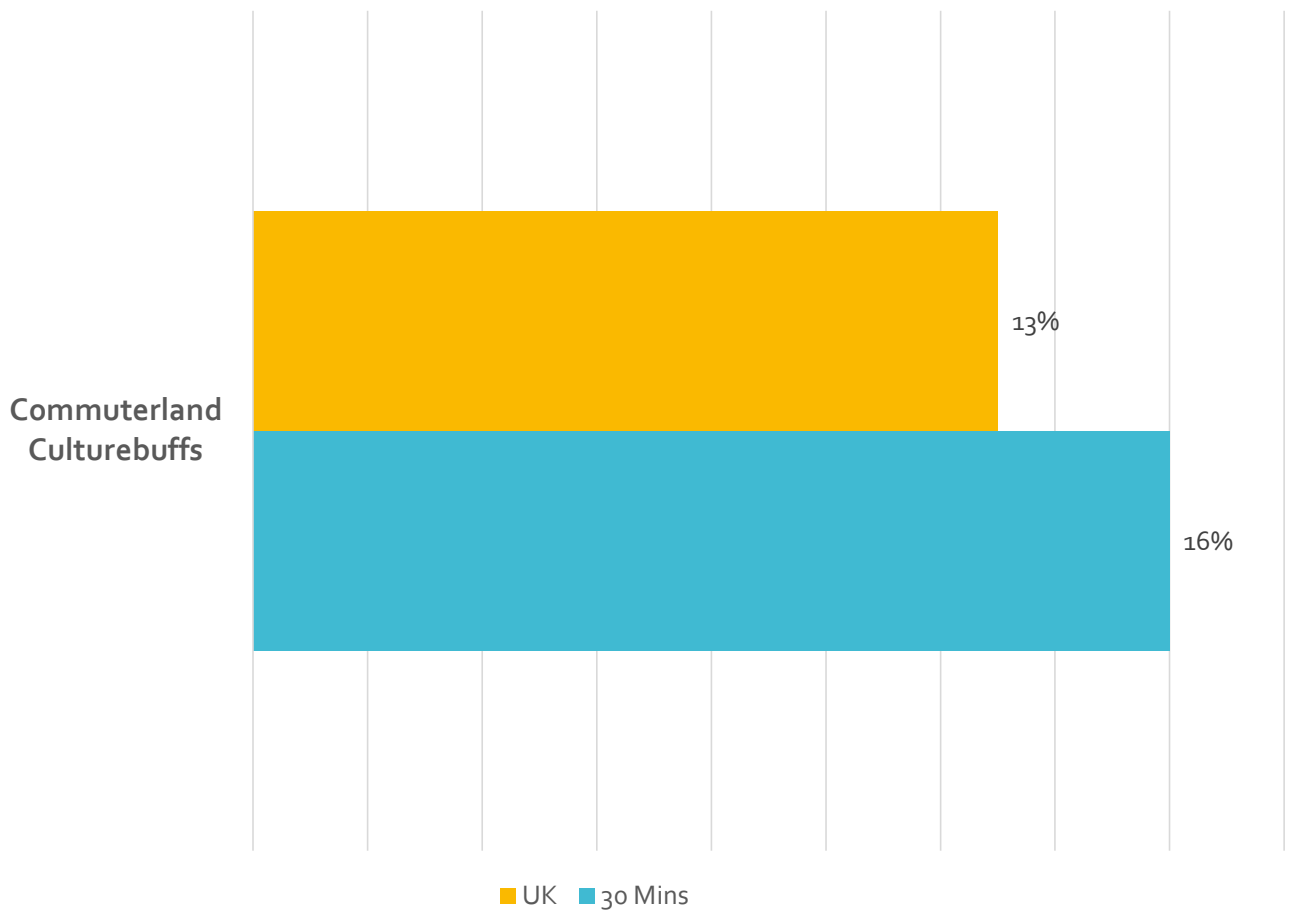
Experience Seekers



Audience Spectrum

- Middle aged group of older families and empty nesters.
- They have a considerable disposable income and time to pursue their interests and enjoy leisure activities.
- They are regular attenders and enjoy a variety of artforms.
- They also donate generously.
- They use cultural organisations websites to plan activities.

Page 1052

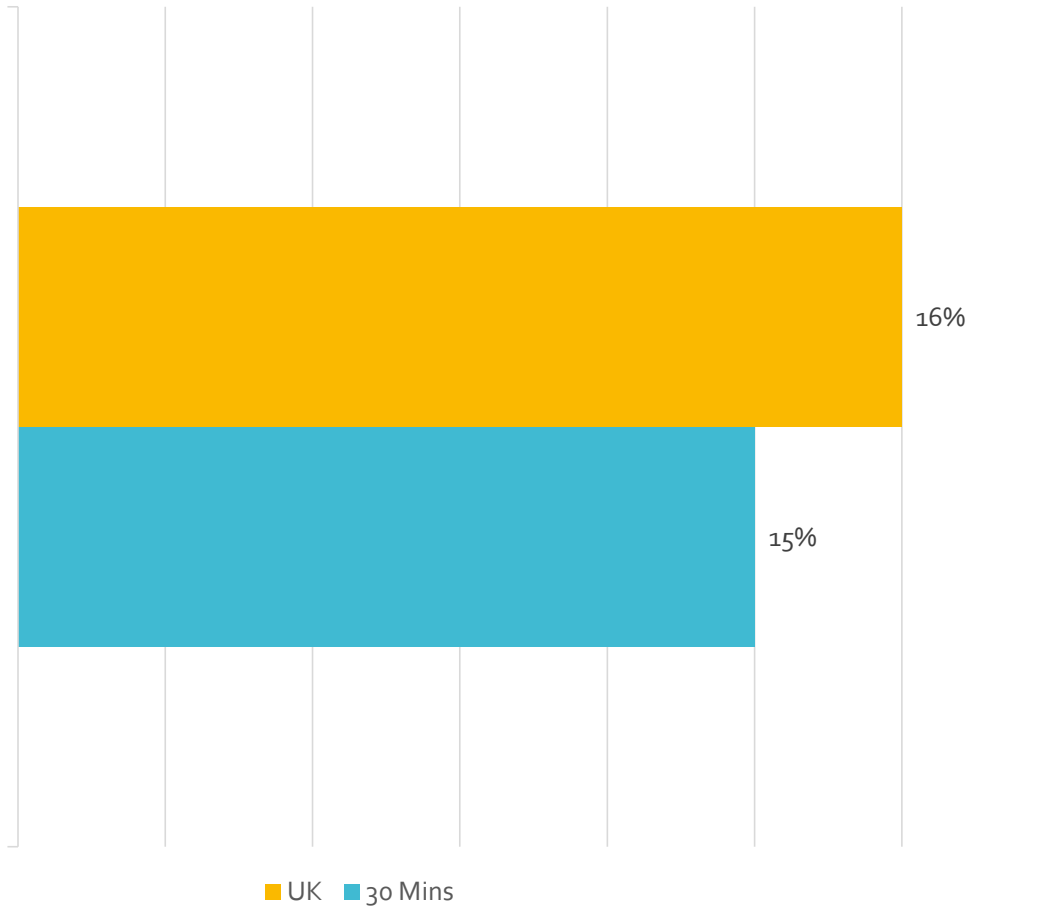


Audience Spectrum:

- Includes families of all ages.
- They have solid careers and the means to enjoy leisure time.
- Trips to arts and culture mark special occasions with friends and families.
- They seek out discounts and offers.
- They enjoy history and heritage as well as museums and other mainstream arts. They like live music.
- They have average levels of attendance and are willing to travel to see something as a treat.
- They like to find information online and use it to plan activities and read the news.

Page 1053

Dormitory Dependables

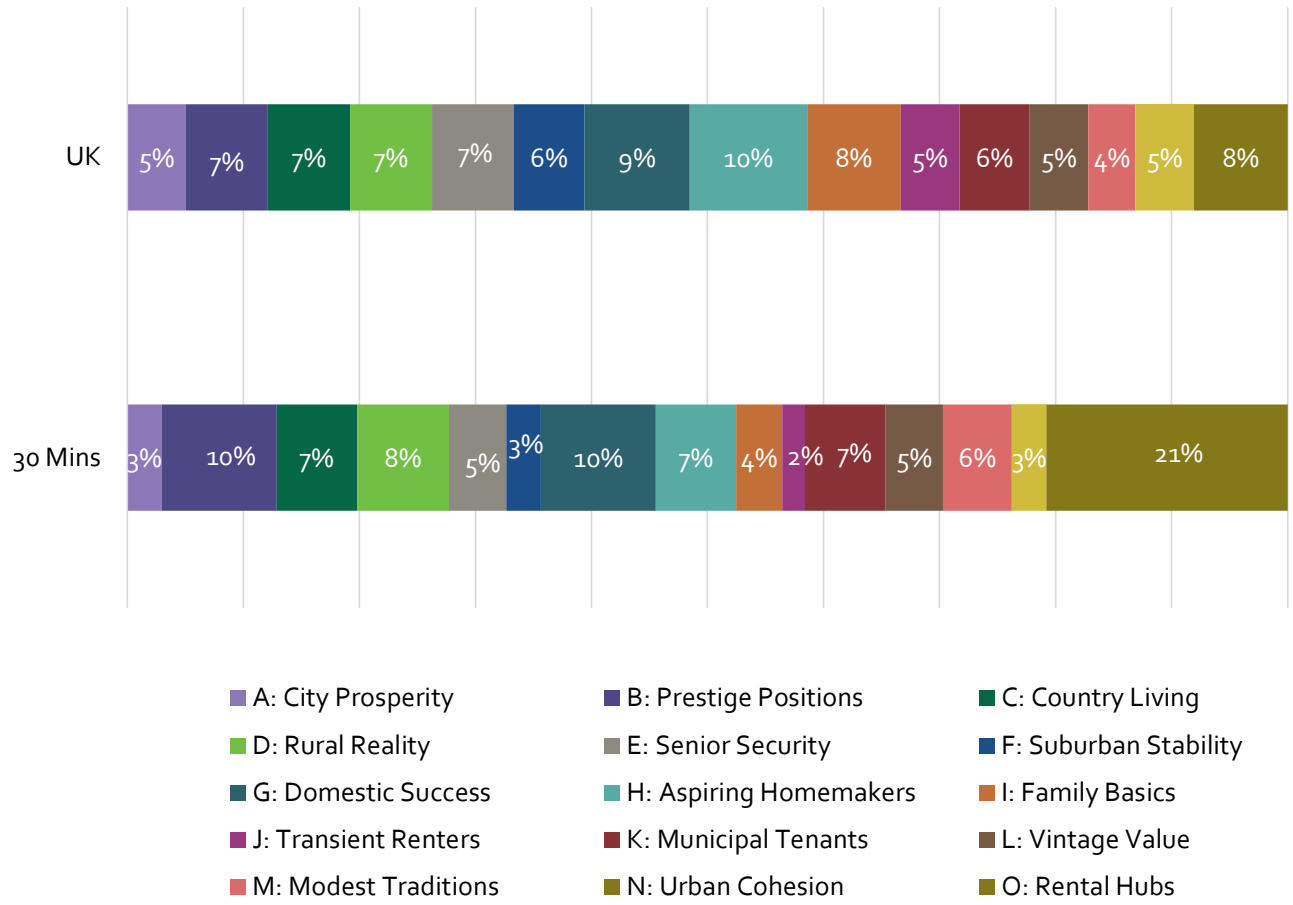


Mosaic UK: 30 min catchment

Mosaic profile of catchment:

- The catchment profile is similar to the UK profile, however there are some differences particularly amongst the most prevalent groups.
- This highest occurring group in the catchment population is Rental Hubs which is significantly overrepresented.
- This is followed by Prestige Positions and Domestic Success.


Page 1054



Mosaic: Rental Hubs

- Young people enjoying city lifestyles in accessible locations.
- Usually aged in their twenties and thirties.
- Many live alone, others share with housemates or partners.
- Most are well educated and have university degrees or are studying for them.
- Accommodation is usually apartments/flats and rented from private landlords.
- Internet is a big part of their lives. Communications revolve around smart phones. They check social media regularly and rely on wireless connections outside of home.
- Consume music and entertainment online.


Page 1055



Rental Hubs

Educated young people privately renting in urban neighbourhoods

🏠 7.75% | 6.51% 👤




Who We Are

Age	Household income
26–35	£30k–£39,999
202 39.0%	155 24.8%
Household composition	Number of children
Single	No children
142 56.2%	126 87.4%
Tenure	Residency type
Rented	Flat
333 59.9%	354 81.9%







Advert Response Channel

📞	🌐	@
103	109	151
TV	✉️	🛒
145	113	126

Household Technology



Very High

Mosaic: Prestige Positions

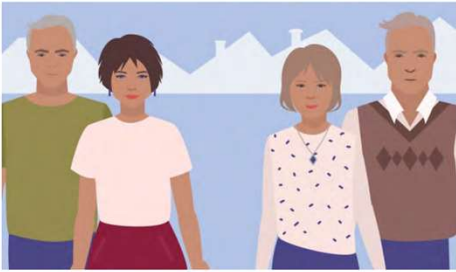
- Affluent families who live in spacious homes in sought after neighbourhoods.
- They live in large detached homes that have significant market value and are located in the suburbs of cities or in nearby towns or villages with good transport connections.
- They are highly educated and have achieved success in their careers, working in high level roles and earning good salaries.
- They often have more than one car.

Page 1056

B Prestige Positions

Established families in large detached homes living upmarket lifestyles

🏠 7.39% | 👤 8.93%



Key Features

- Own large, detached houses
- Highly educated
- High discretionary income
- Garden or allotment
- Pay credit cards in full
- Breakdown cover


Who We Are

Age 🎂	Household income 🏠
56–65	£150k+
161 24.6%	645 9.3%
Household composition 👨‍👩‍👧‍👦	Number of children 👨‍👩‍👧‍👦
Family	No children
185 42.4%	107 74.0%
Tenure 🤝	Residency type 🏠
Owned	Detached
147 94.9%	398 73.9%







Advert Response Channel

📞 76	🌐 111	@ 100
📺 84	✉️ 67	🛒 87

Household Technology



Low

Mosaic UK

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Mosaic: Domestic Success

- Householders in middle years who have made progress in careers and live in comfortable family homes.
- Mostly couples in 30s and 40s and usually have children.
- They live in good quality houses of above average market value meaning high mortgage payments.
- Adults work in high level roles earning good salaries. Both parents work though one may work part time.
- These families are short of time.
- Internet is used for practical ways to get things done and for information.
- Use internet also to check prices and reviews before purchasing.
- Many have groceries delivered.


Page 1057

G

Domestic Success

Thriving families who are busy bringing up children and following careers

🏠 7.32% | 8.20%
👤



Who We Are

Age	Household income
36–45	£70k–£99,999
194 36.1%	411 32.8%

Household composition	Number of children
Family	2
193 44.2%	291 36.2%


Tenure	Residency type
Owned	Detached
137 88.1%	203 37.6%


Advert Response Channel


📞 84	🌐 96	@ 120
📺 123	✉️ 119	🛒 130


Key Features


- Families with children
- Mid to high household income
- Monthly discretionary income under £1000
- Very high mortgage debt
- Internet via smartphone
- Online shoppers














Mosaic UK

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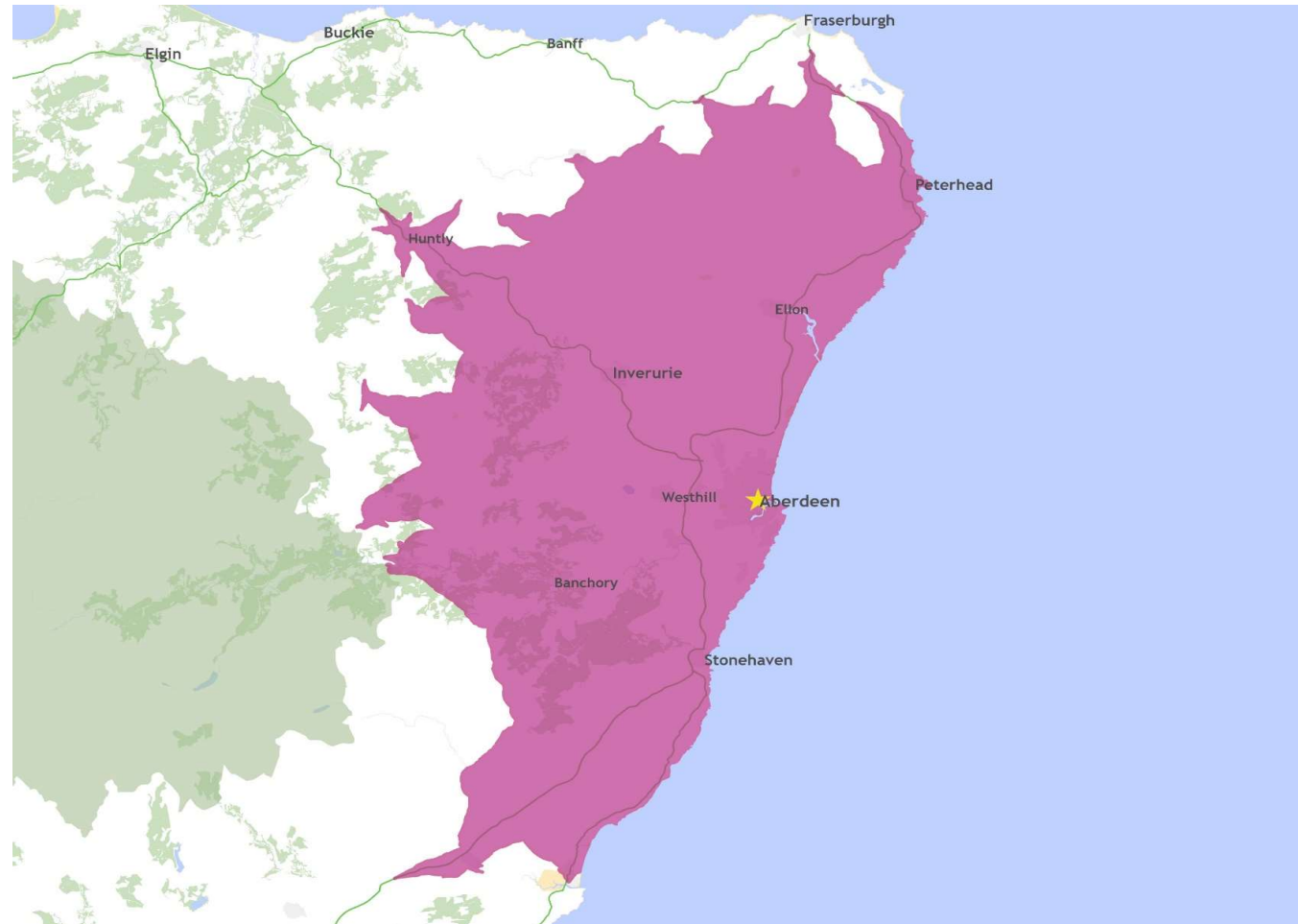
Source – Experian 2022

60 min Catchment Top-line Figures:

Catchment includes:

- 475,167 people
- 208,921 households

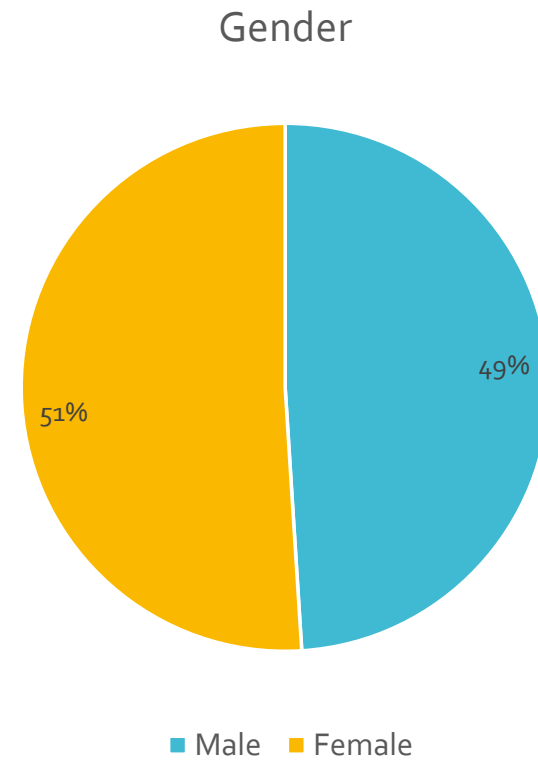
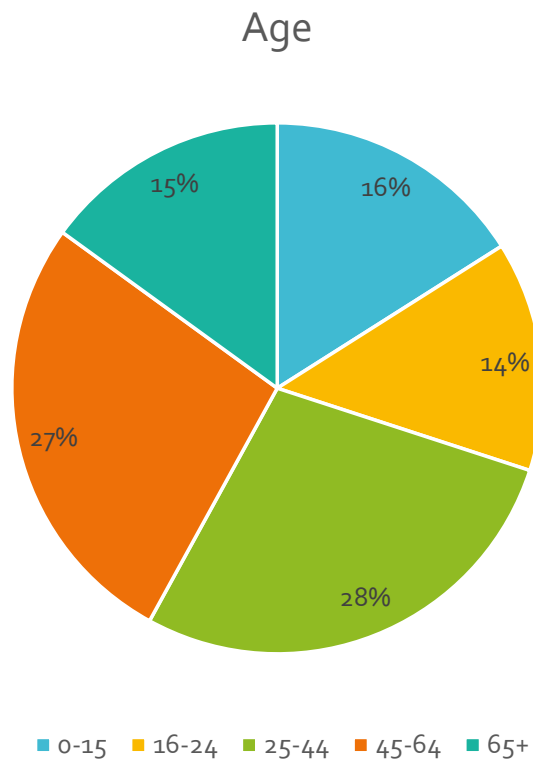
Page 1058



Population Profile: 60 min catchment

- The gender and age profile of the 60 min catchment is very similar to that of the 30 min catchment.

Page 1059

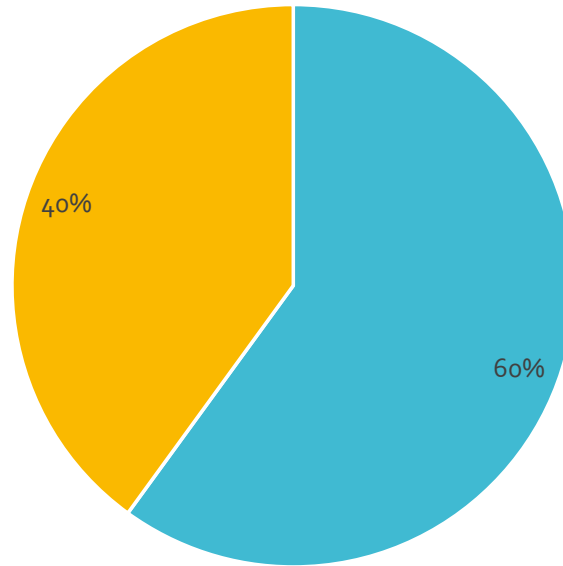


Population Profile: 60 min catchment

- Similar levels of dependant children to UK average (40% v 43% average)

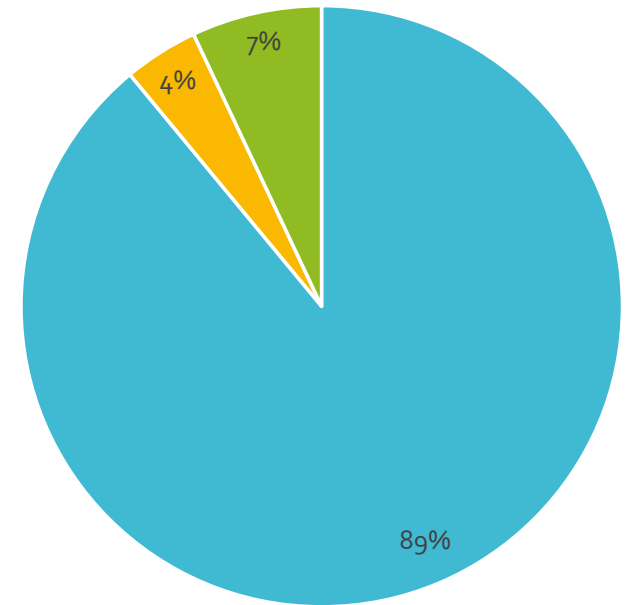
Page 1060

Family Composition



■ No dependent children in family
■ Any dependent children in family

Employment Status

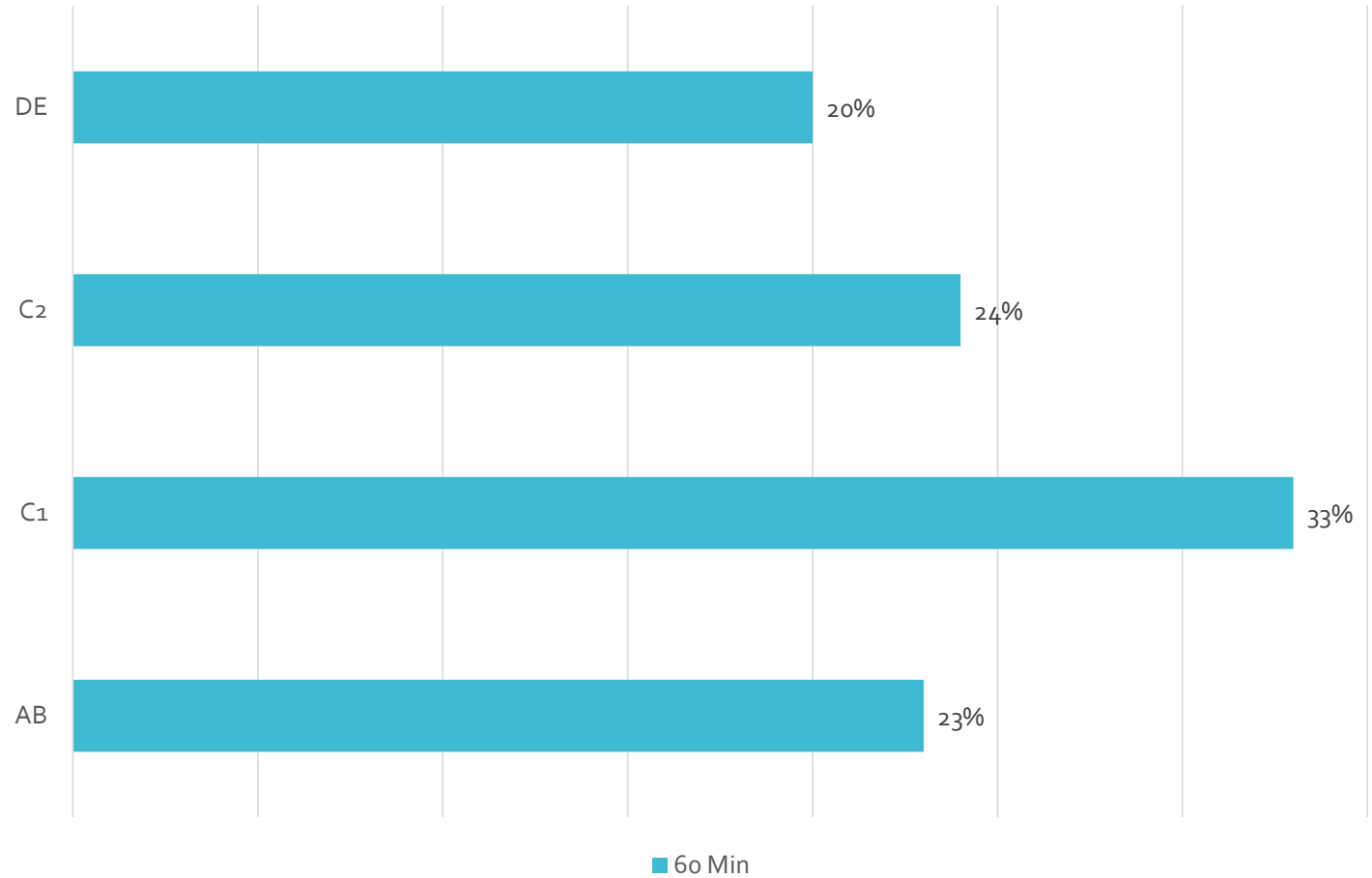


■ Employed ■ Unemployed ■ Full time Student

Population Profile: 60 min catchment

- 56% of the population are described as being ABC1.

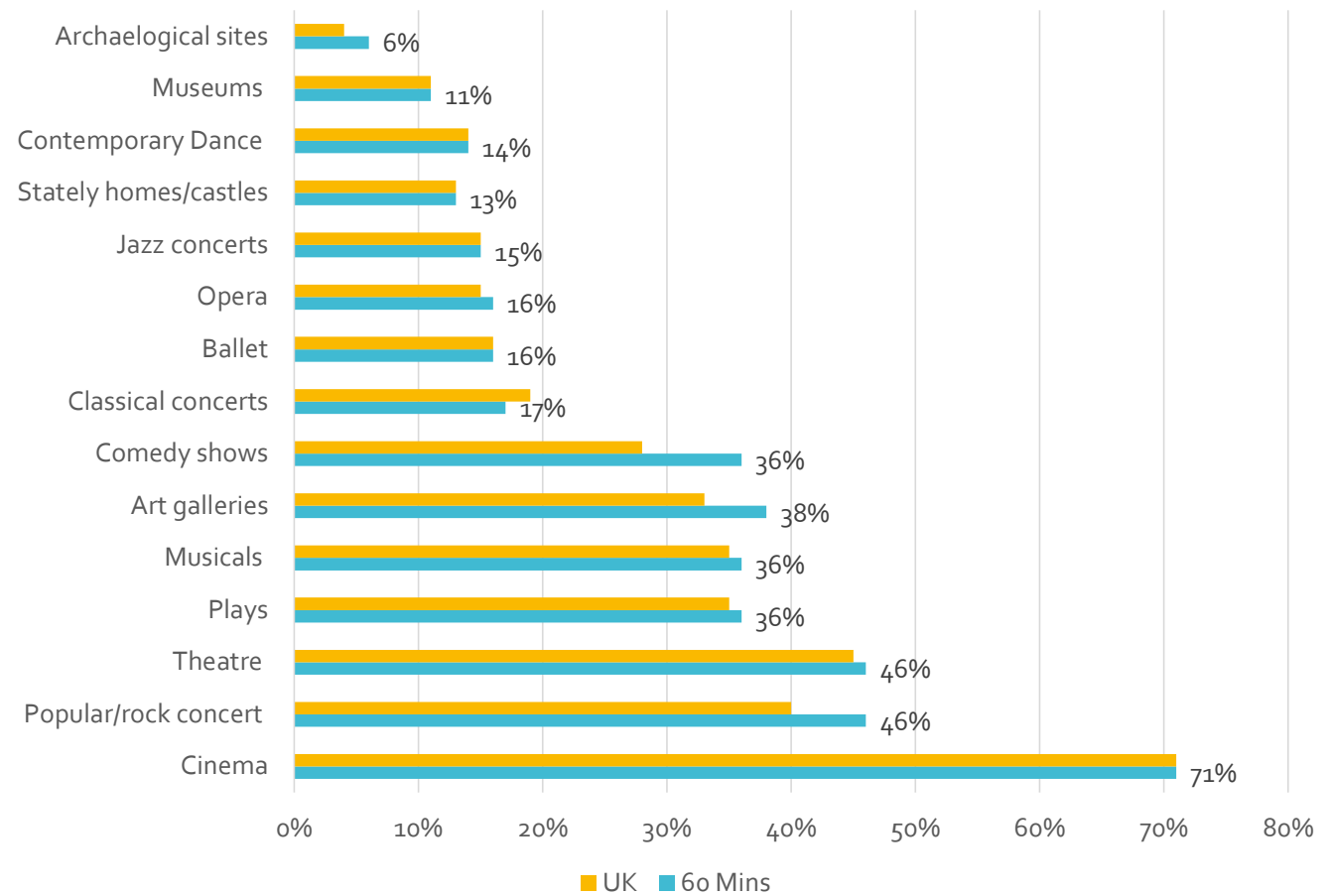
Page 1061



Cultural Attendance: 60 min catchment

- TGI levels of cultural attendance are again higher in the 60 min catchment than the UK average.

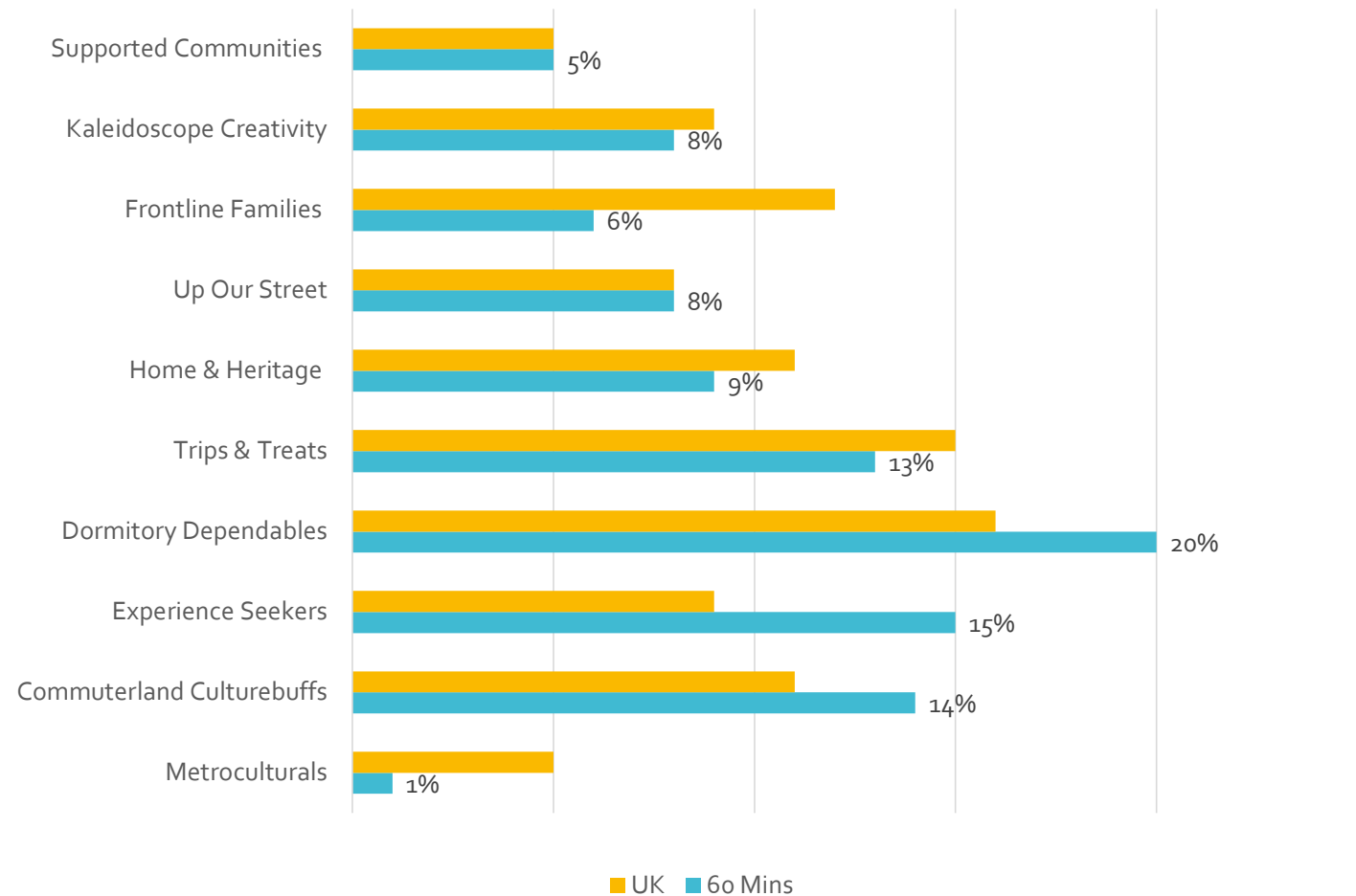
Page 1062



Audience Spectrum: 60 min catchment

- Highest proportion of population in 60 min catchment are described as Dormitory Dependables, Experience Seekers and Commuterland Culturebuffs.

Page 1063

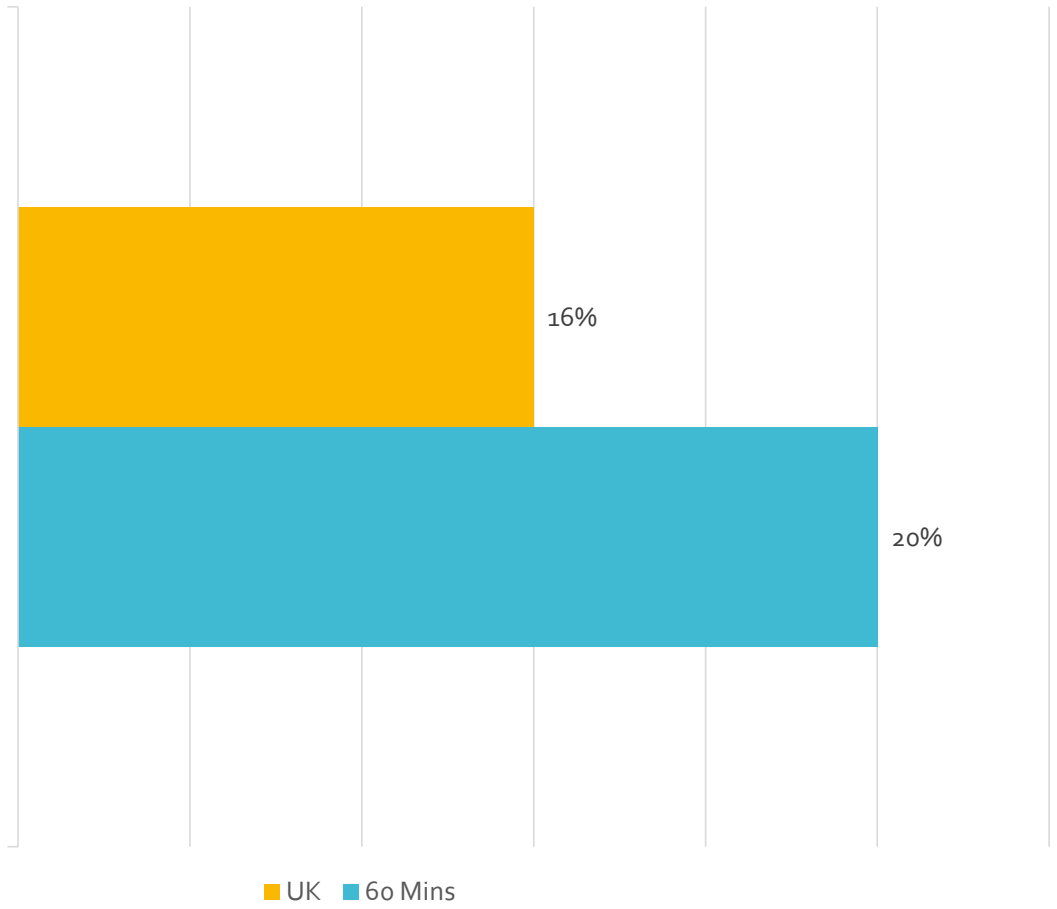


Audience Spectrum:

- Includes families of all ages.
- They have solid careers and the means to enjoy leisure time.
- Trips to arts and culture mark special occasions with friends and families.
- They seek out discounts and offers.
- They enjoy history and heritage as well as museums and other mainstream arts. They like live music.
- They have average levels of attendance and are willing to travel to see something as a treat.
- They like to find information online and use it to plan activities and read the news.

Page 1064

Dormitory Dependables

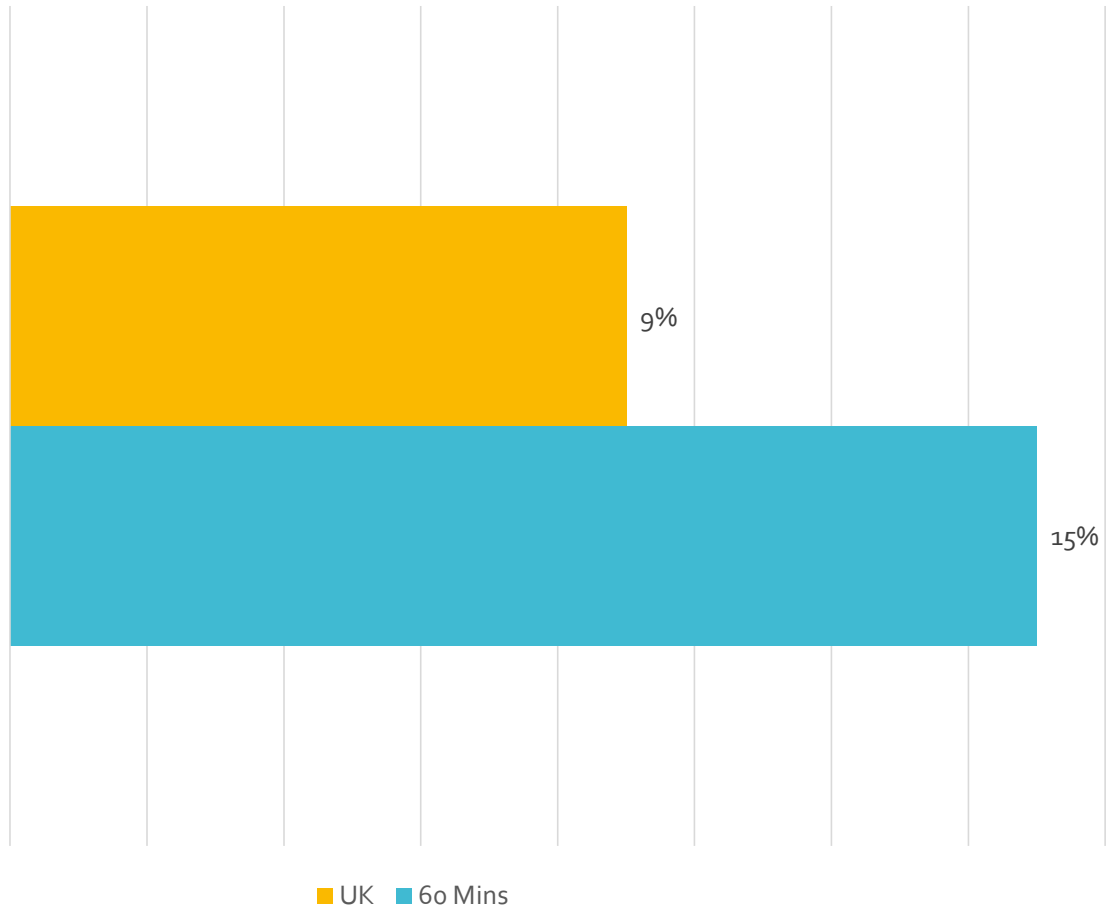


Audience Spectrum

- Younger and lively group of mixed prosperity professionals from a range of backgrounds.
- Very engaged in culture and they are motivated to seek out new experiences as part of their regular social lives.
- They actively look for discounts in order to try a wide variety of activities.
- They are open to anything but prefer contemporary, immersive and participatory arts.
- They are digitally confident and use the internet to access almost all of their information about events.

Page 1065

Experience Seekers

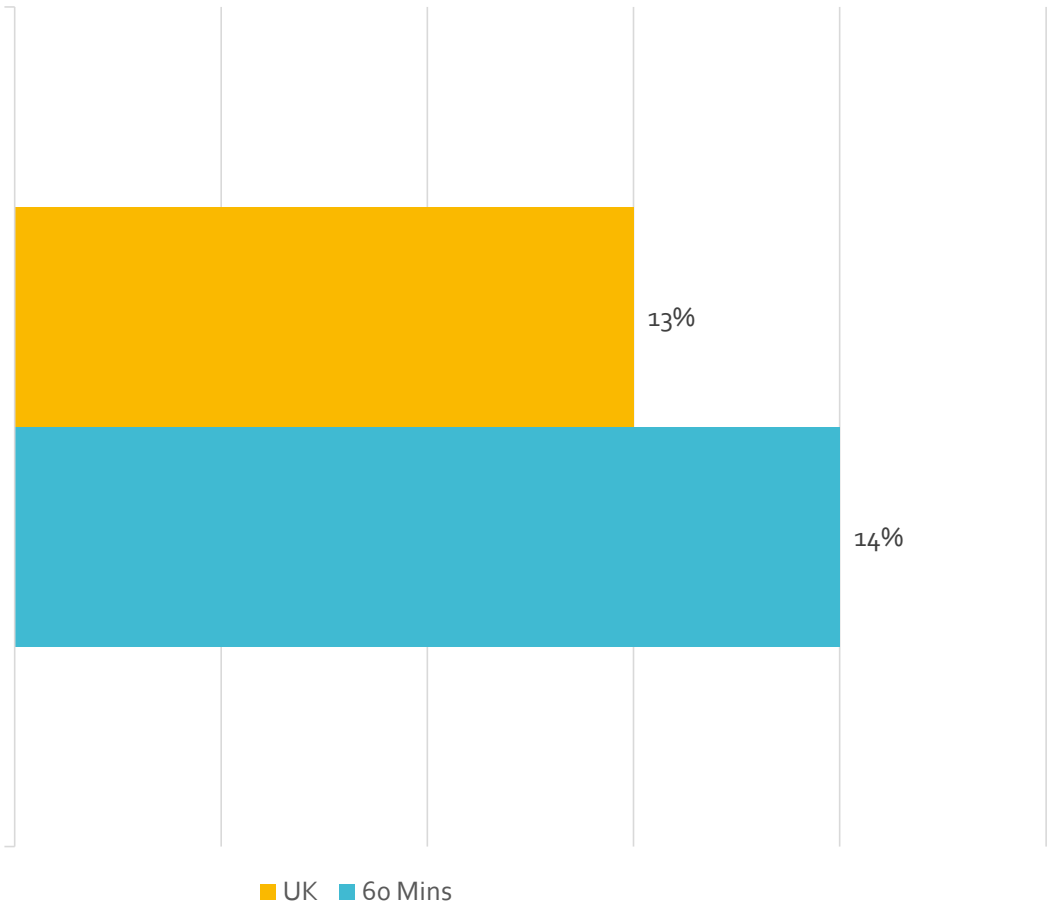


Audience Spectrum

- Middle aged group of older families and empty nesters.
- They have a considerable disposable income and time to pursue their interests and enjoy leisure activities.
- They are regular attenders and enjoy a variety of artforms.
- They also donate generously.
- They use cultural organisations websites to plan activities.

Page 1066

Commuterland
Culturebuffs

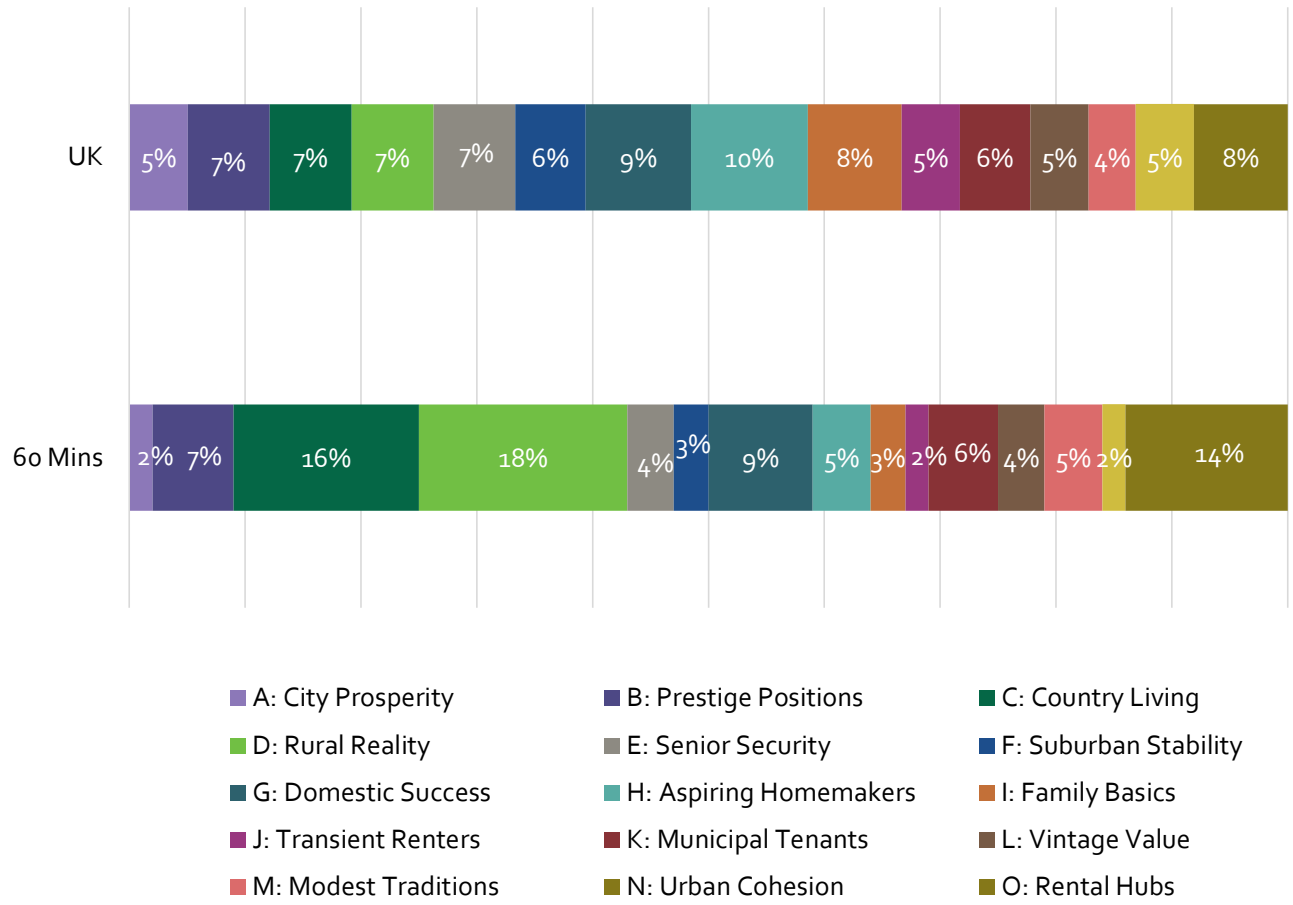


Mosaic UK: 60 min catchment

Mosaic profile of catchment:

- The catchment profile changes significantly in the 60 minute catchment. This is due to the rural nature of the area relative to the more urban setting of the 30 min catchment.
- The most prevalent groups in the 60 minute catchment are Rural Reality and Country Living, followed by Rental Hubs.

Page 1067



Mosaic: Rural Reality

- Households who live in affordable properties in village and countryside settings.
- Many residents are mature in age but families with children are also included.
- Those of working age are employed in local economy in roles found close to home.
- Live in affordable properties valued below the national average.
- Approx two thirds rent from social or private landlords.
- Cars are a necessity.
- Shops, schools and services can be a considerable drive away.
- Slow internet speeds discourage use of internet for entertainment, but it is used for practical purposes such as bill payments, banking and online shopping to source products not available locally.


Page 1068

D

Rural Reality

Householders living in less expensive homes in village communities

🏠 6.54% | 6.00% 👤



Who We Are

Age	Household income
56–65	£20k–£29,999
135 20.6%	124 24.3%

Household composition	Number of children
Single	No children
103 41.0%	103 70.9%


Tenure	Residency type
Owned	Semi-detached
104 66.6%	130 33.8%


Advert Response Channel


 69	 112	 101
 63	 67	 75


Key Features


- Rural areas
- Oil/solid fuel central heating
- Internet at home
- Free mobile phone apps
- Watch TV
- Comprehensive car insurance















Household Technology



Low

Mosaic: Country Living

- Owners of rural homes who enjoy a comfortable lifestyle.
- Many are of an older generation but does include some families.
- Own attractive homes priced well above the average. Mix of traditional and more modern properties.
- Enjoy good incomes and many commute some distance to work or run a small business from home.
- Those who are retired have a good pension income.
- Cars are essential.
- Internet usage is mixed, but many take advantage of buying products online that are not available locally.
- Residents support local shops.


Page 1069

C

Country Living

Well-off owners in rural locations enjoying the benefits of country life

🏠 6.64% | 👤 6.24%



Who We Are







Age 🎂	Household income 🏠
66+	£70k-£99,999
191 35.2%	176 14.0%
Household composition 👨‍👩‍👧	Number of children 👨‍👩‍👧
Family	No children
167 38.2%	111 76.7%
Tenure 🤝	Residency type 🏠
Owned	Detached
131 84.5%	350 64.9%

Advert Response Channel

📞 92	🌐 122	📧 99
📺 147	✉️ 95	🛒 87

Key Features

- Rural locations
- Own old, detached houses
- Electronic money transfers
- Garden or allotment
- Oil central heating
- High environmental impact gap

Household Technology



Mosaic: Rental Hubs

- Young people enjoying city lifestyles in accessible locations.
- Usually aged in their twenties and thirties.
- Many live alone, others share with housemates or partners.
- Most are well educated and have university degrees or are studying for them.
- Accommodation is usually apartments/flats and rented from private landlords.
- Internet is a big part of their lives. Communications revolve around smart phones. They check social media regularly and rely on wireless connections outside of home.
- Consume music and entertainment online.


Page 1070

O

Rental Hubs

Educated young people privately renting in urban neighbourhoods

🏠 7.75% | 👤 6.51%



Who We Are







Age	Household income
26–35	£30k–£39,999
202 39.0%	155 24.8%
Household composition	Number of children
Single	No children
142 56.2%	126 87.4%
Tenure	Residency type
Rented	Flat
333 59.9%	354 81.9%

Advert Response Channel

📞	🌐	@
103	109	151
TV	✉️	🛒
145	113	126

Key Features

- Young singles and homesharers
- Rent flats
- Very high internet use
- Internet via smartphone
- Watch videos online
- Don't use landlines

Modelling Potential Attendance

Page 1071

- Using catchment and local authority data to model likely attendance based on attendance and participation levels
- This figure has been used to provide estimates based on:
 - The local authority population
 - The catchment population

Potential Attendance from within Local Authority:

Potential market is calculated by considering the total population of the local authority.

Using statistics on attendance and participation of likely artforms linked to The Albert Halls potential programming, this is then modelled using the local authority population to provide a potential attendance and participation figure.

Page 1072

Population of **Aberdeen City Local Authority** area (adults):
191,000

Activity	% attendance rate (Household survey)	High propensity potential audience based on local authority population
Cinema	36%	68,760
Live Music	18%	34,380
Theatre	11%	21,010
Street Arts	10%	19,100
Classical Music	2%	3,820
Dance	2%	3,820
Festival	1%	1,910

Potential Attendance from within 30 min catchment:

Potential market is calculated by considering the total population of the catchment.

Using statistics on attendance, this is modelled using the catchment population to provide a potential attendance figure.

Page 1073

Population of 30 min catchment area:
(adults)
261,559

Activity	% attendance rate (TGI)	High propensity potential audience based on catchment population
Cinema	74%	193,554
Pop/rock concert	48%	125,548
Theatre	48%	125,548
Plays	38%	99,392
Musicals	38%	99,392
Comedy	38%	99,392
Classical Music	19%	49,696
Ballet	18%	47,081
Opera	18%	47,081
Jazz	17%	44,465
Dance	16%	41,849

Potential Attendance from within 60 min catchment:

Potential market is calculated by considering the total population of the catchment.

Using statistics on attendance, this is modelled using the catchment population to provide a potential attendance figure.

Page 1074

Population of 60 min catchment area:
(adults)
398,282

Activity	% attendance rate (TGI)	High propensity potential audience based on catchment population
Cinema	71%	282,780
Pop/rock concert	46%	183,210
Theatre	46%	183,210
Plays	36%	143,382
Musicals	36%	143,382
Comedy	36%	143,382
Classical Music	17%	67,707
Ballet	16%	63,725
Opera	16%	63,725
Jazz	15%	59,742
Dance	14%	55,759

Charlotte Wilson Research Services

October 2023

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Aberdeen City Council

Audience Mapping and Analysis

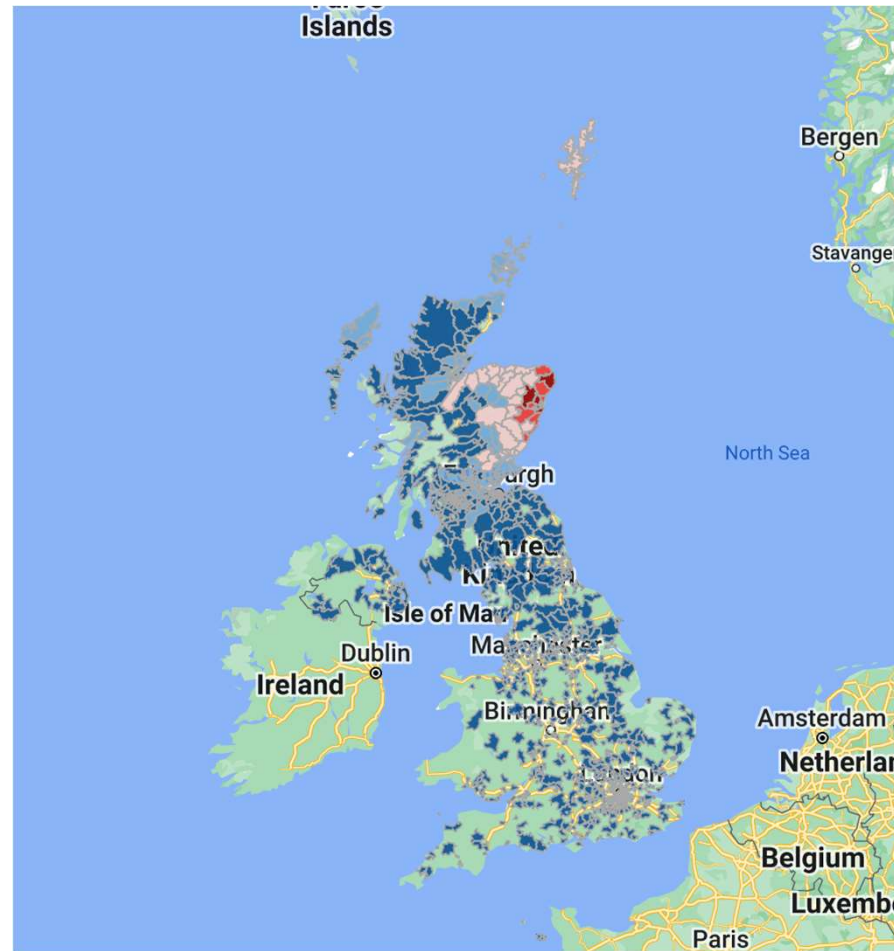
Charlotte Wilson Research Services

October 2023

APA Audiences 22/23 – 59,854 valid postcodes

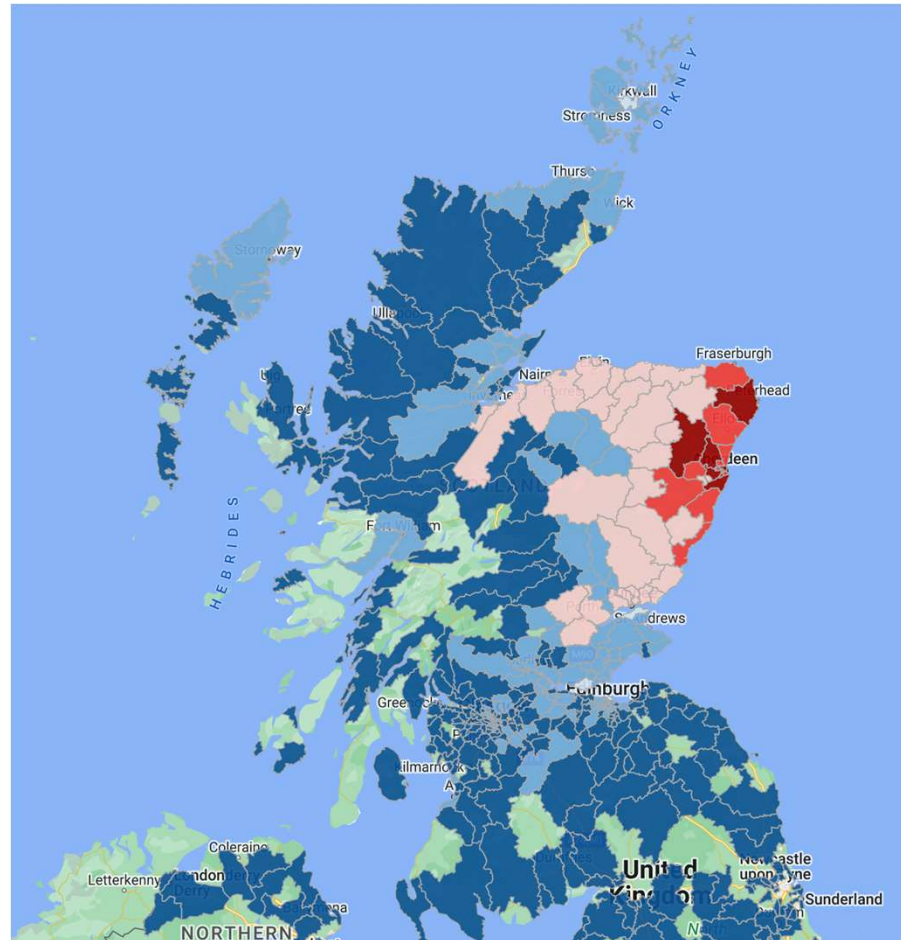
Colour	Bookers	Count of Postcode Districts	% Bookers
Dark Blue	0-10	987	87%
Light Blue	11-50	80	7%
Light Green	51-100	4	*
Light Red	101-1000	33	3%
Red	1001-2500	11	1%
Dark Red	2500-5633	7	1%

Page 1078



APA Audiences 22/23 – 59,854
valid postcodes

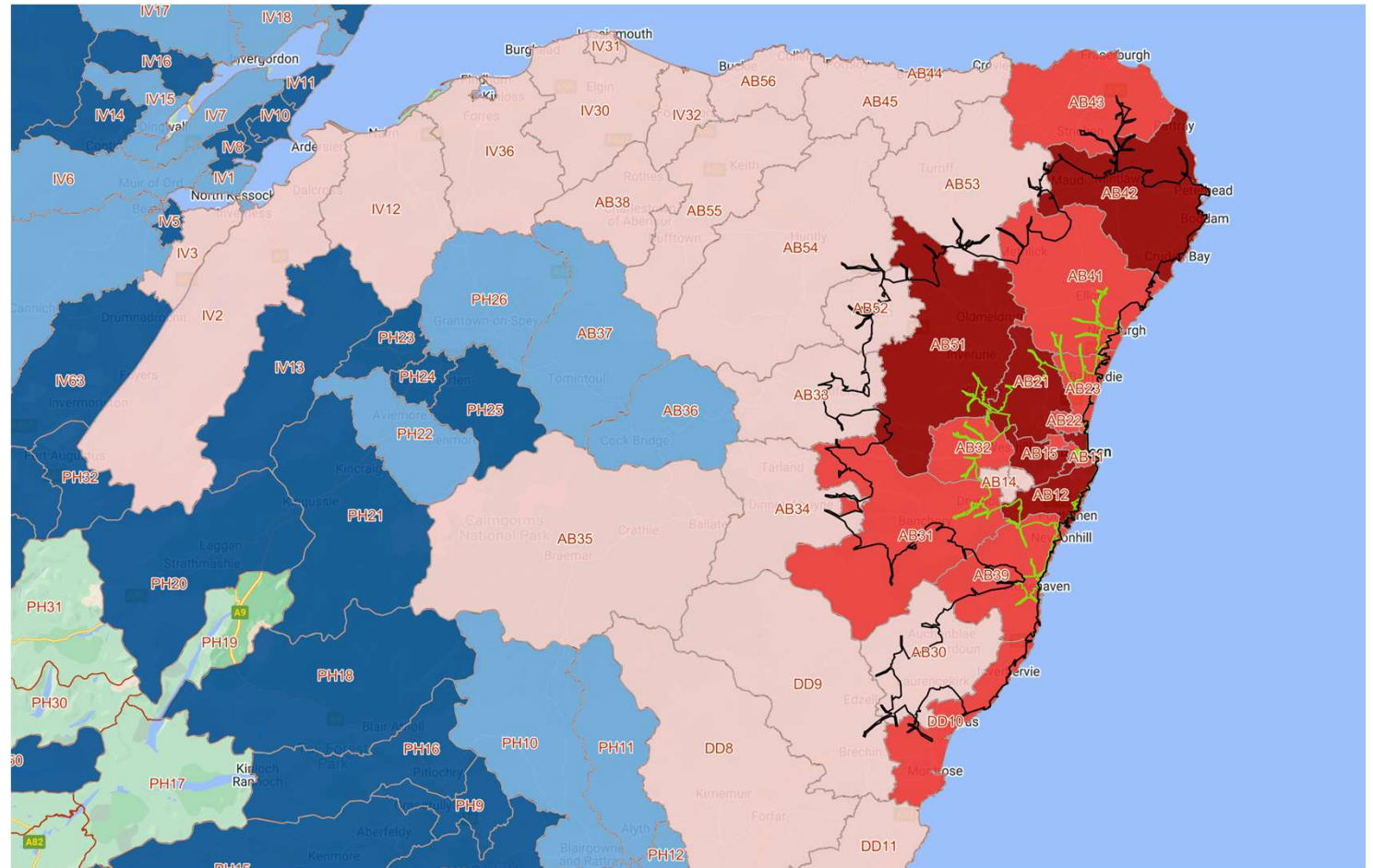
Colour	Bookers	Count of Postcode Districts	% Bookers
Dark Blue	0-10	987	87%
Light Blue	11-50	80	7%
Very Light Blue	51-100	4	*
Light Pink	101-1000	33	3%
Orange	1001-2500	11	1%
Dark Red	2500-5633	7	1%



APA Audiences 22/23 – 59,854
valid postcodes

Green outline – 30 min drivetime –
43% of bookers
Black outline – 60 min drivetime –
65% of bookers

Page 1080



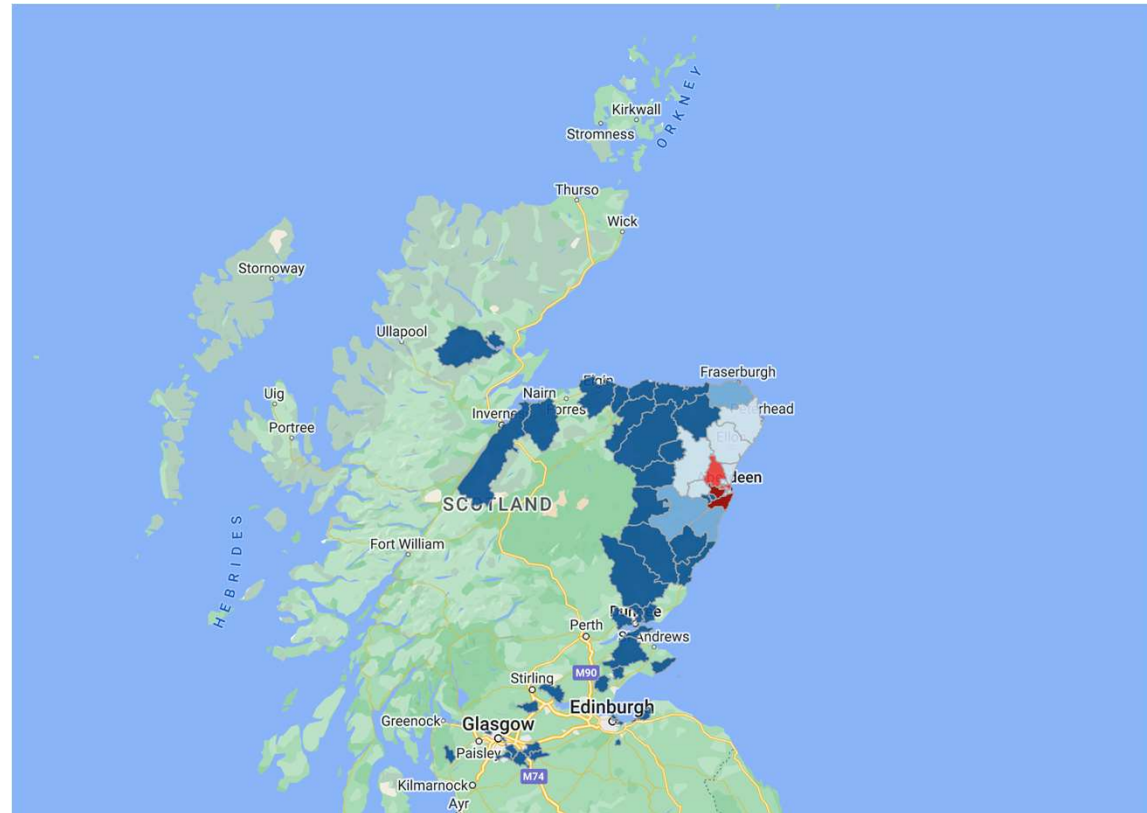
APA Audiences 22/23 – 59,854 valid postcodes

** yellow highlighted districts indicate priority neighbourhood areas

Postcode District	Location	APA Booker Households	% Bookers	HH Population	% Penetration
AB15	Bielside, Criagiebuckler, Cults, Hazlehead, Kingswells, Mannofield, Milltimber	5,633	9%	18,029	31%
AB51	Inverurie	3,825	6%	16,626	23%
AB12	Altens, Ardoe, Banchory, Devenick, Bridge of Dee, Cove Bay, Maryculter, Nigg, Portlethen	3,139	5%	12,574	25%
AB21	Blackburn, Bucksburn, Dyce, Fintray, Kinellar, Newmacher, Whiterashes	2,977	5%	12,899	23%
AB10	City Centre, Bridge of Dee, Mannofield	2,745	4%	12,336	22%
AB24	Old Aberdeen, Woodside, Tillydrone, Seaton	2,694	4%	18,447	15%
AB42	Hatton, St Fergus	2,541	4%	16,209	16%
AB41	Ellon	2,357	4%	9,531	25%
AB39	Stonehaven, Newtonhill	2,261	3%	8,280	27%
AB25	Kittybrewster, Foresterhill, Rosemount	2,081	3%	10,638	20%

AAC Audiences 22/23 – 401 valid postcodes

Age Group	Bookers	Count of Postcode Districts	% Bookers
0-5		45	71%
6-10		2	3%
11-20		7	11%
21-25		1	2%
26-30		3	5%
30-33		2	3%

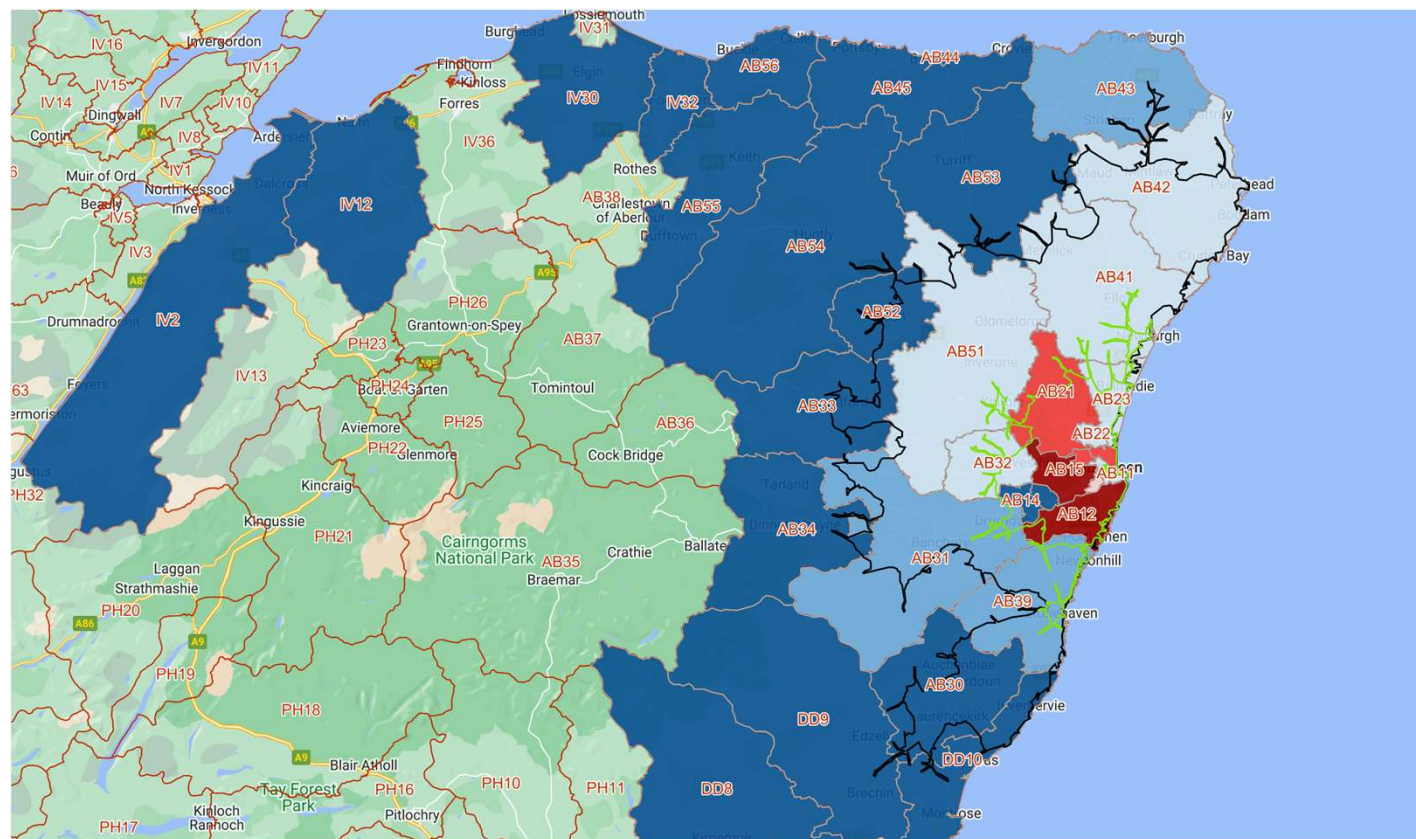


AAC Audiences 22/23 – 401 valid postcodes

Green outline – 30 min drivetime – 56% of bookers

Black outline – 60 min drivetime – 76% of bookers

Page 1083



AAC Audiences 22/23 – 401 valid postcodes

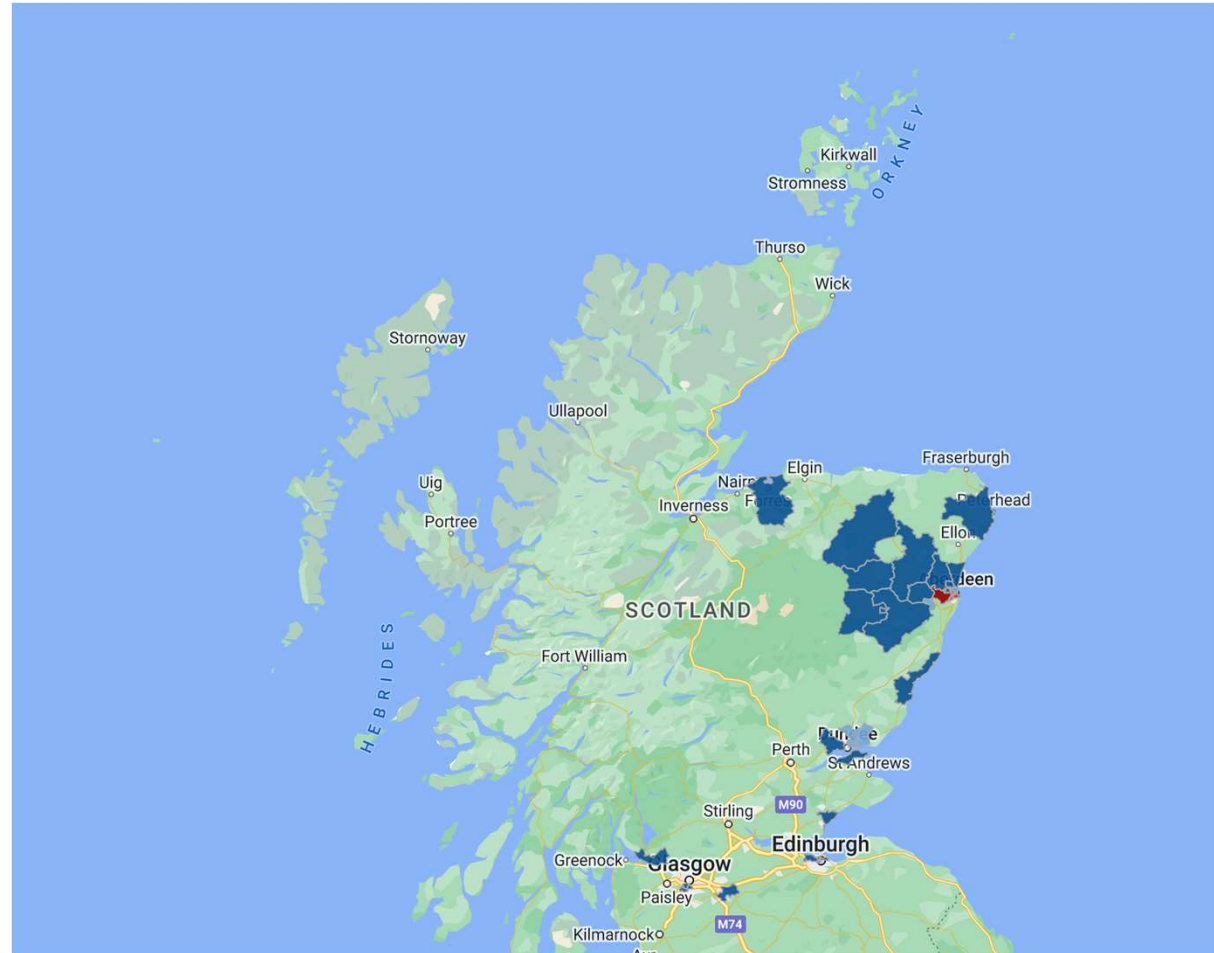
** yellow highlighted districts indicate priority neighbourhood areas

Postcode District	Location	AAC Booker Households	% Bookers	HH Population	% Penetration
AB15	Bielside, Criagiebuckler, Cults, Hazlehead, Kingswells, Mannofield, Milltimber	33	8%	18,029	2%
AB12	Altens, Ardoe, Banchory, Devenick, Bridge of Dee, Cove Bay, Maryculter, Nigg, Portlethen	32	8%	12,574	3%
AB16	Mastrick, Northfield, Middlefield, Cornhill	28	7%	12,950	2%
AB21	Blackburn, Bucksburn, Dyce, Fintray, Kinellar, Newmacher, Whiterashes	28	7%	12,899	2%
AB24	Old Aberdeen, Woodside, Tillydrone, Seaton	27	7%	18,447	1%
AB10	City Centre, Bridge of Dee, Mannofield	22	5%	12,336	2%
AB11	City Centre, Torry	21	5%	11,676	2%
AB25	Kittybrewster, Foresterhill, Rosemount	18	4%	10,638	2%
AB22	Bridge of Don, Danestone, Grandholm, Persley	17	4%	7,427	2%
AB41	Ellon	17	4%	9,531	2%

DanceLive Audiences 22/23 – 81 valid postcodes

Number of Bookers	Count of Postcode Districts	% of Bookers
0-2	28	78%
3-5	4	11%
6-8	3	8%
9-12	1	3%

Page 1085



DanceLive Audiences 22/23 – 81 valid postcodes

** yellow highlighted districts indicate priority neighbourhood areas

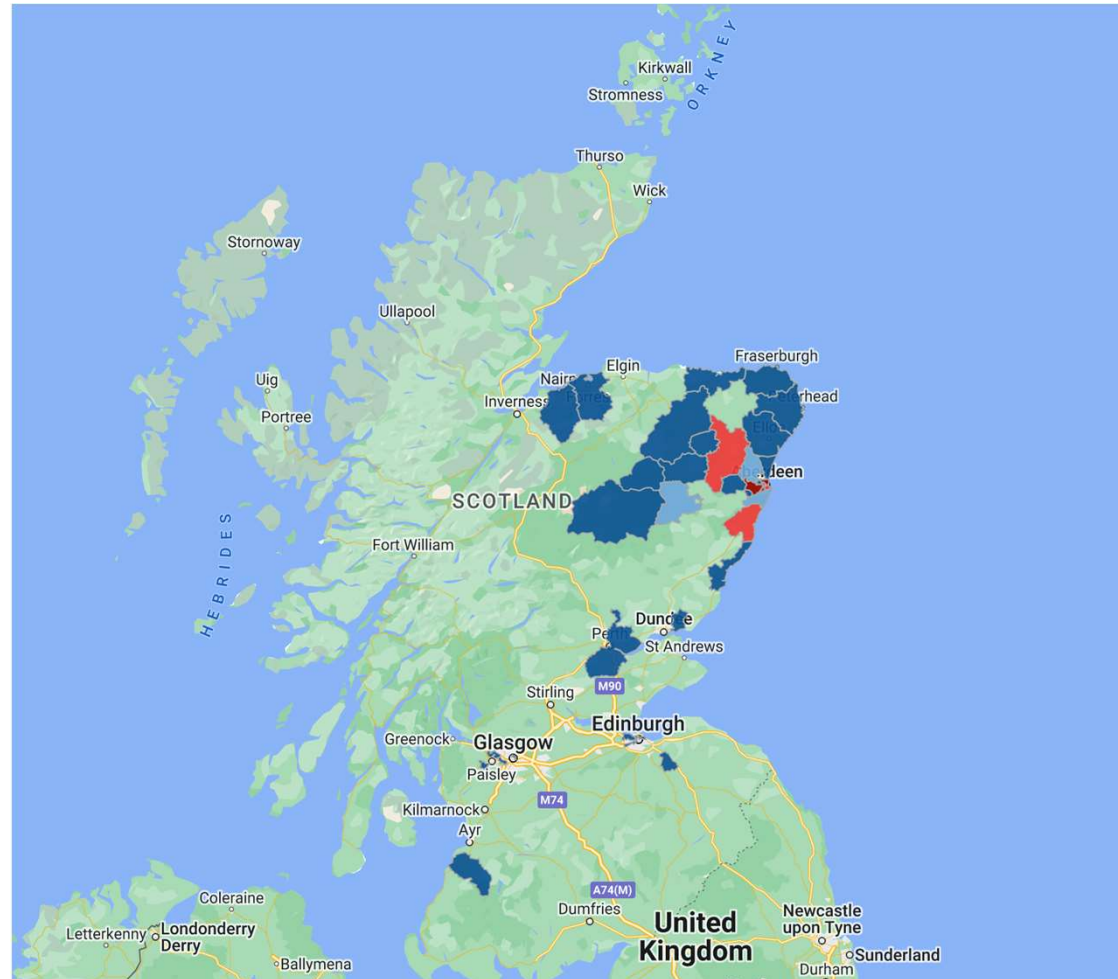
Page 1087

Postcode District	Location	DLive Booker Households	% Bookers	HH Population	% Penetration
AB15	Bielside, Criagiebuckler, Cults, Hazlehead, Kingswells, Mannofield, Milltimber	12	15%	18,029	<1%
AB10	City Centre, Bridge of Dee, Mannofield	7	9%	12,336	<1%
AB11	City Centre, Torry	6	7%	11,676	<1%
AB25	Kittybrewster, Foresterhill, Rosemount	6	7%	10,638	<1%
AB24	Old Aberdeen, Woodside, Tillydrone, Seaton	5	6%	18,447	<1%
AB14	Peterculter, Upper Anguston	4	5%	2,305	2%
DD4	Dundee	3	4%	43,845	<1%
DD5	Dundee	3	4%	14,061	<1%
AB16	Mastrick, Northfield, Middlefield, Cornhill	2	2%	12,950	<1%
AB32	Westhill	2	2%	12,902	<1%

Sound Audiences 22/23 – 129 valid postcodes

Count	Bookers	Count of Postcode Districts	% Bookers
0-2		34	77%
3-5		3	7%
6-10		4	9%
11-23		3	7%

Page 1088

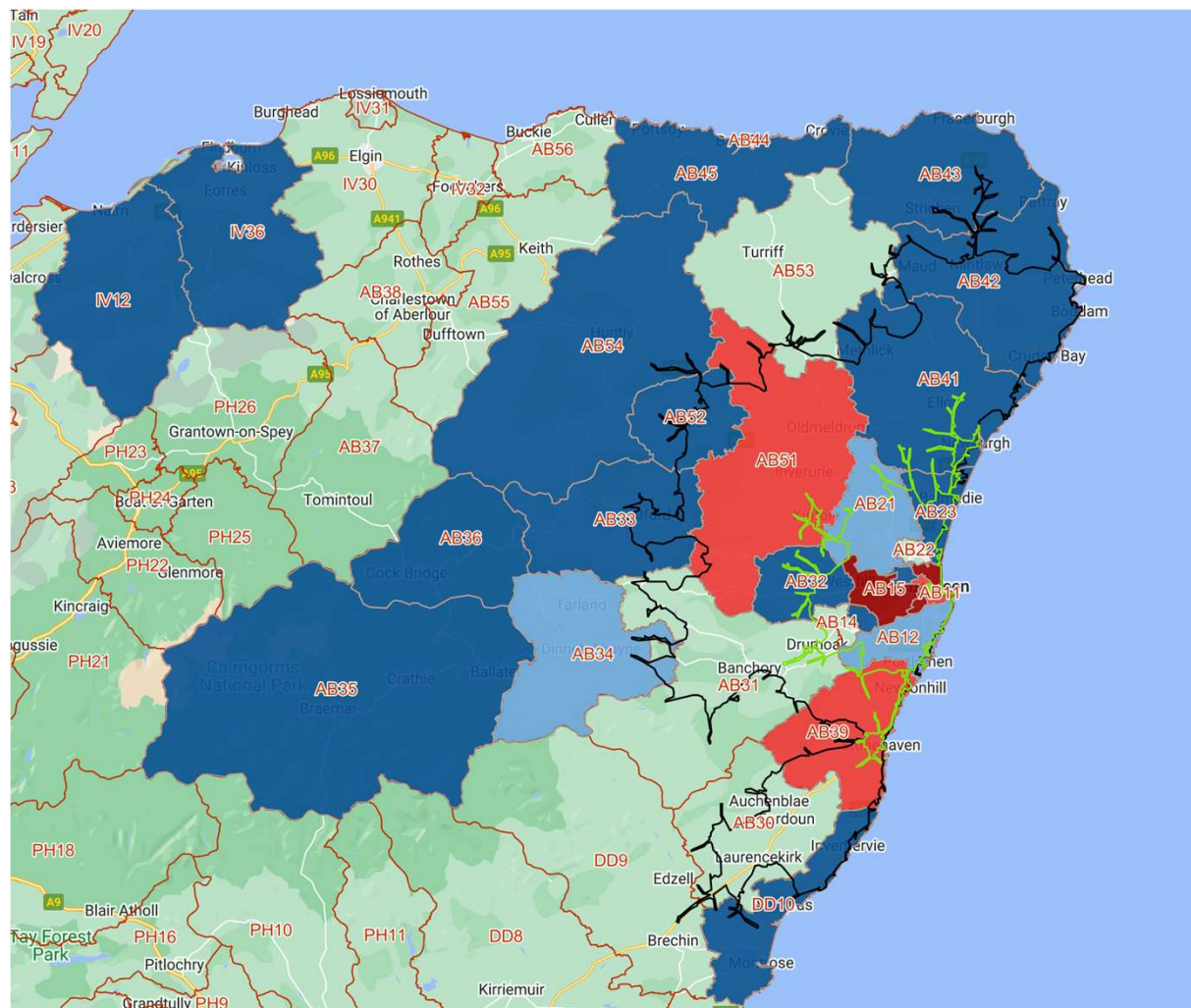


Sound Audiences 22/23 – 129 valid postcodes

Green outline – 30 min drivetime – 57% of bookers

Black outline – 60 min drivetime – 72% of bookers

Page 1089



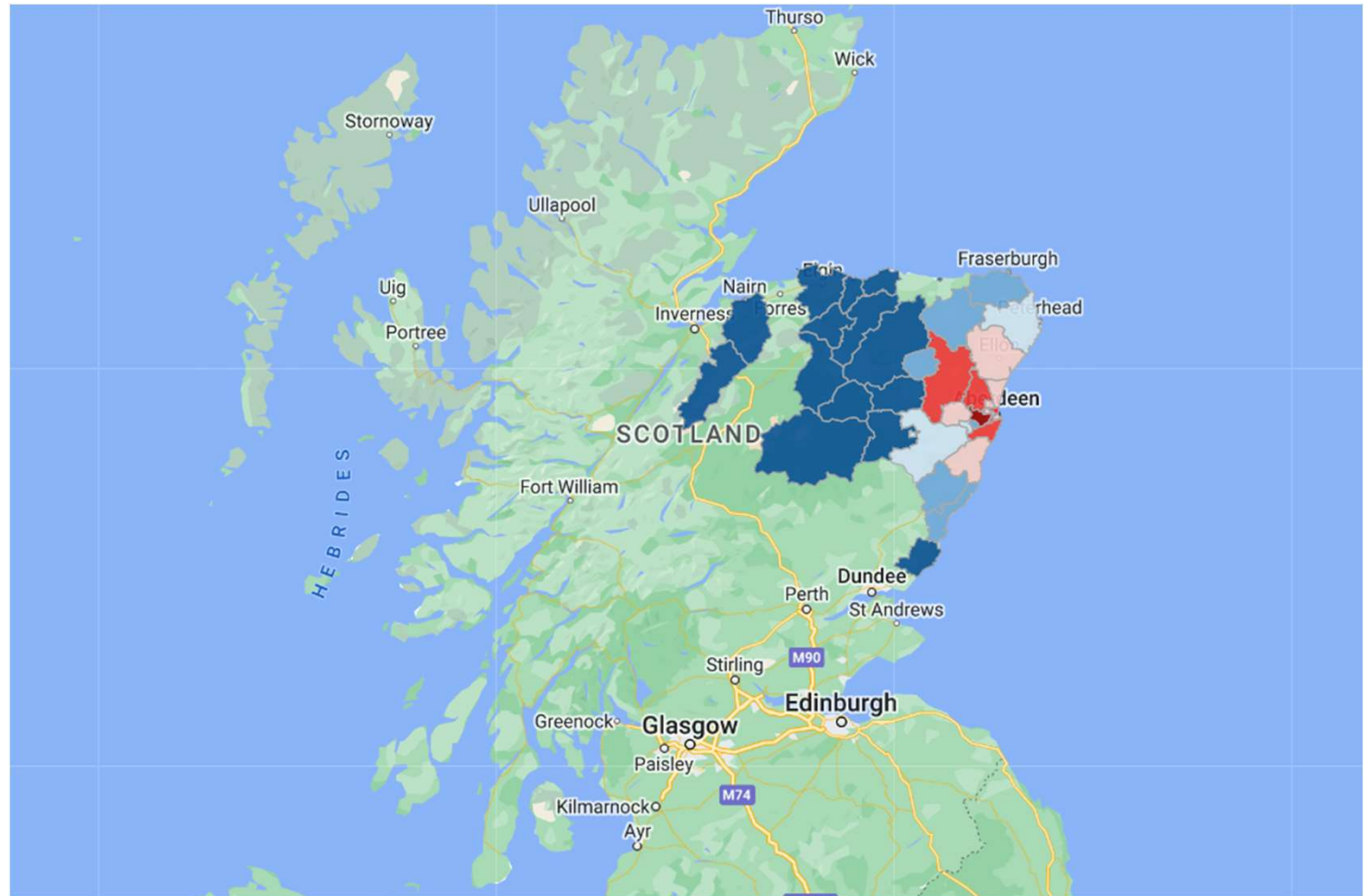
Sound Audiences 22/23 – 129 valid postcodes

** yellow highlighted districts indicate priority neighbourhood areas

Postcode District	Location	Sound Booker Households	% Bookers	HH Population	% Penetration
AB15	Bielside, Criagiebuckler, Cults, Hazlehead, Kingswells, Mannofield, Milltimber	23	18%	18,029	1%
AB10	City Centre, Bridge of Dee, Mannofield	14	11%	12,336	1%
AB24	Old Aberdeen, Woodside, Tillydrone, Seaton	12	9%	18,447	1%
AB25	Kittybrewster, Foresterhill, Rosemount	9	7%	10,638	<1%
AB39	Stonehaven, Newtonhill	9	7%	8,280	<1%
AB11	City Centre, Torry	6	5%	11,676	<1%
AB51	Inverurie	6	5%	16,626	<1%
AB21	Blackburn, Bucksburn, Dyce, Fintray, Kinellar, Newmacher, Whiterashes	5	4%	12,899	<1%
AB12	Altens, Ardoe, Banchory, Devenick, Bridge of Dee, Cove Bay, Maryculter, Nigg, Portlethen	3	2%	12,574	<1%
AB34	Aboyne	3	2%	2,309	1%

SPECTRA 2023 – 846 valid postcodes

Age Group	Bookers	Count of Postcode Districts	% Bookers
0-5		14	37%
6-10		6	16%
11-20		3	8%
21-50		8	21%
51-75		5	13%
76-92		1	3%



SPECTRA 2023 – 846 valid postcodes

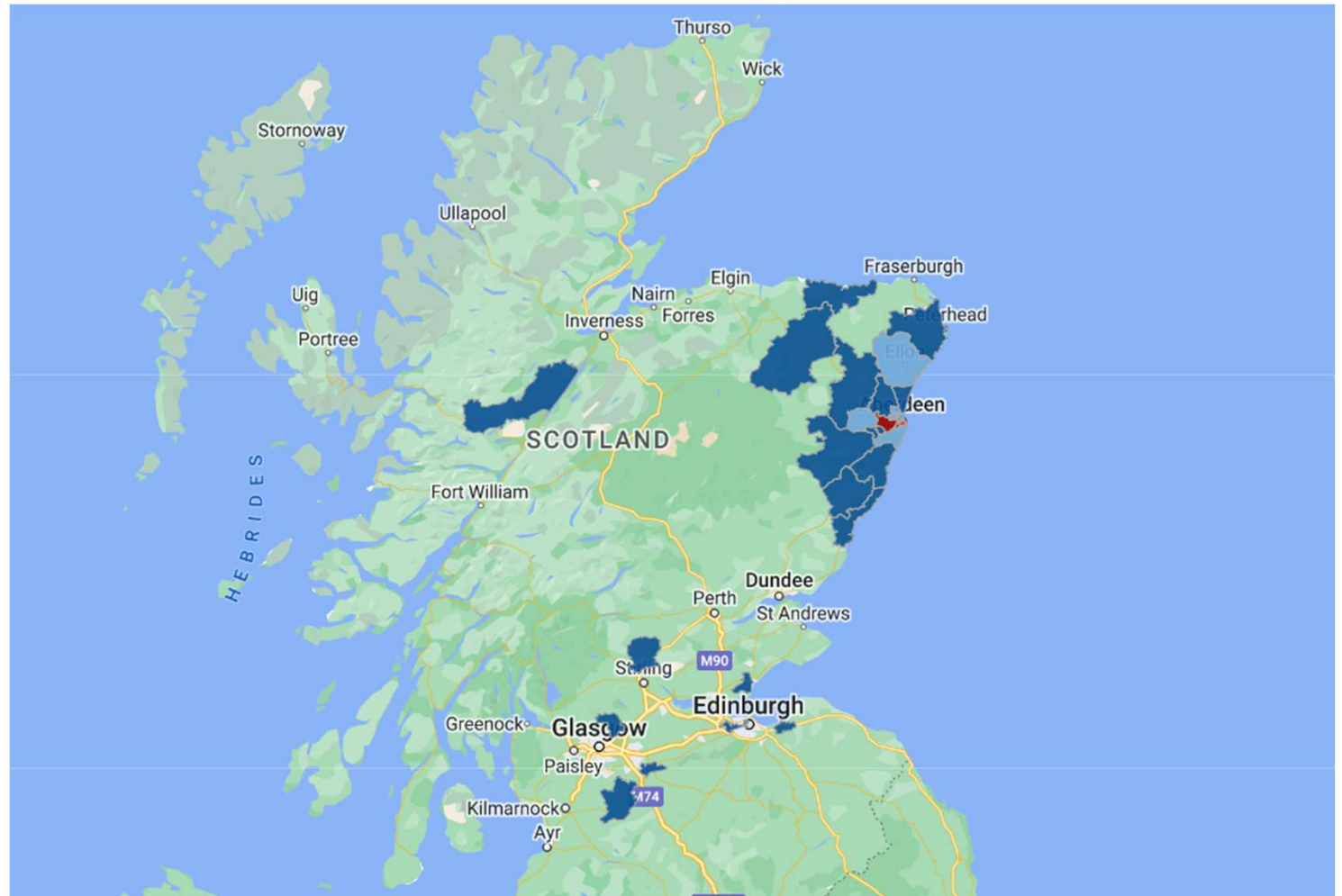
** yellow highlighted districts indicate priority neighbourhood areas

Postcode District	Location	Spectra Visitor Households	% Bookers	HH Population	% Penetration
AB15	Bielside, Criagiebuckler, Cults, Hazlehead, Kingswells, Mannofield, Milltimber	92	11%	18,029	5%
AB12	Altens, Ardoe, Banchory, Devenick, Bridge of Dee, Cove Bay, Maryculter, Nigg, Portlethen	69	8%	12,574	5%
AB10	City Centre, Bridge of Dee, Mannofield	66	8%	12,336	5%
AB51	Inverurie	55	7%	16,626	3%
AB21	Blackburn, Bucksburn, Dyce, Fintray, Kinellar, Newmacher, Whiterashes	54	6%	12,899	4%
AB24	Old Aberdeen, Woodside, Tillydrone, Seaton	53	6%	18,447	3%
AB22	Bridge of Don, Danestone, Grandholm, Persley	48	6%	7,427	6%
AB41	Ellon	45	5%	9,531	5%
AB25	Kittybrewster, Foresterhill, Rosemount	44	5%	10,638	4%
AB16	Mastrick, Northfield, Middlefield, Cornhill	43	5%	12,950	3%

NUART 2023 – 172 valid postcodes

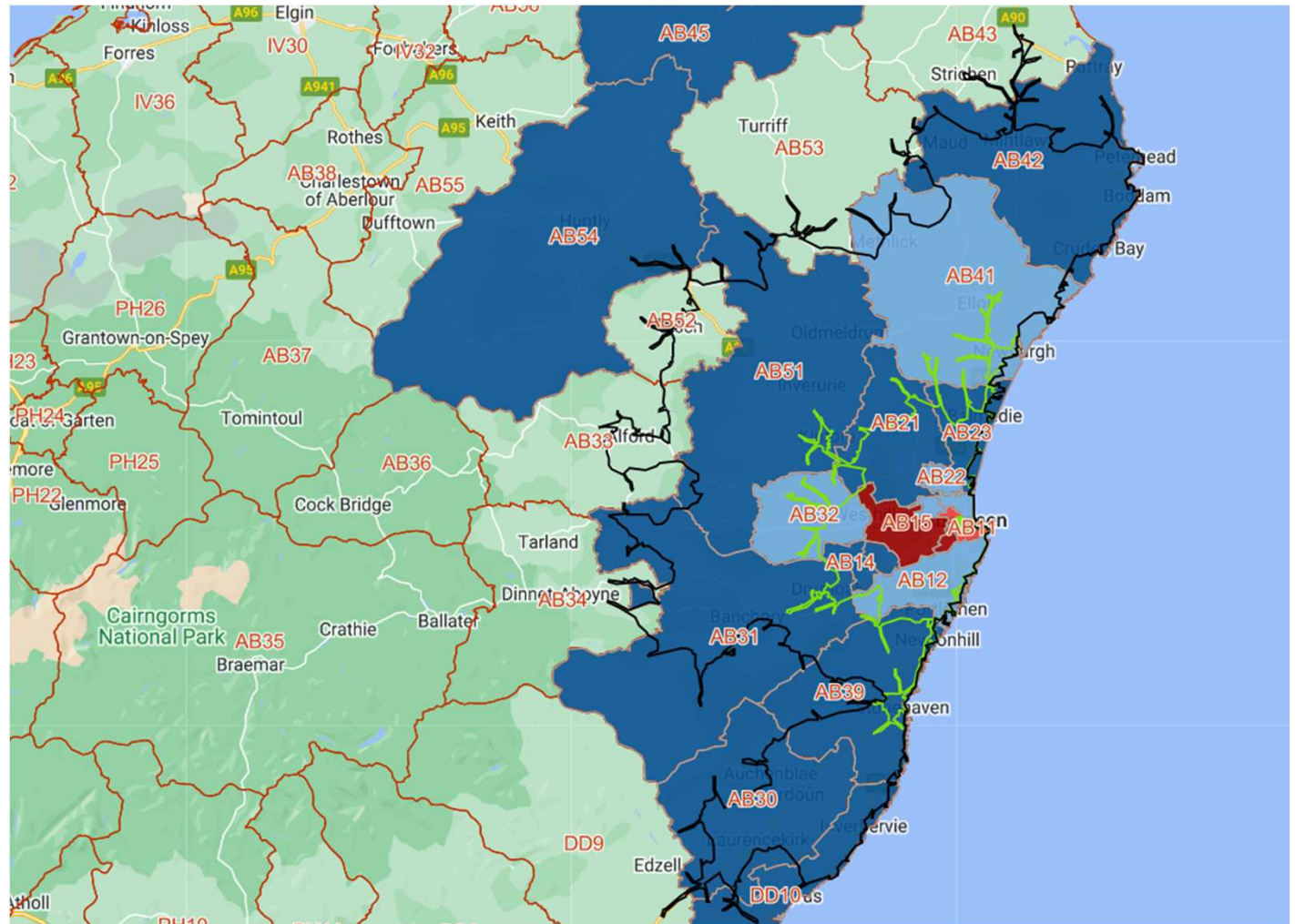
Count	Bookers	Count of Postcode Districts	% Bookers
0-5		28	74%
6-10		6	16%
11-20		2	5%
21-30		2	5%

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NUART 2023 – 172 valid postcodes

- Green outline – 30 min drivetime – 73% of visitors
- Black outline – 60 min drivetime – 85% of visitors



NUART 2023 – 172 valid postcodes

** yellow highlighted districts indicate priority neighbourhood areas

Postcode District	Location	NUART Visitor Households	% Bookers	HH Population	% Penetration
AB15	Bielside, Criagiebuckler, Cults, Hazlehead, Kingswells, Mannofield, Milltimber	31	18%	18,029	2%
AB10	City Centre, Bridge of Dee, Mannofield	23	13%	12,336	2%
AB11	City Centre, Torry	19	11%	11,676	2%
AB25	Kittybrewster, Foresterhill, Rosemount	13	8%	10,638	1%
AB24	Old Aberdeen, Woodside, Tillydrone, Seaton	10	6%	18,447	<1%
AB12	Altens, Ardoe, Banchory, Devenick, Bridge of Dee, Cove Bay, Maryculter, Nigg, Portlethen	8	5%	12,574	<1%
AB16	Mastrick, Northfield, Middlefield, Cornhill	8	5%	12,950	<1%
AB22	Bridge of Don, Danestone, Grandholm, Persley	6	3%	7,427	1%
AB32	Westhill	6	3%	12,902	<1%
AB41	Ellon	6	3%	9,531	<1%

Jazz Aberdeen 2023 – 641 valid postcodes

** yellow highlighted districts indicate priority neighbourhood areas

This analysis is different to the others as only Aberdeen postcodes were provided.

Postcode District	Location	Jazz Attender Households	% Bookers	HH Population	% Penetration
AB15	Bielside, Criagiebuckler, Cults, Hazlehead, Kingswells, Mannofield, Milltimber	155		18,029	1%
AB10	City Centre, Bridge of Dee, Mannofield	119		12,336	1%
AB24	Old Aberdeen, Woodside, Tillydrone, Seaton	99		18,447	<1%
AB25	Kittybrewster, Foresterhill, Rosemount	94		10,638	1%
AB11	City Centre, Torry	67		11,676	<1%
AB12	Altens, Ardoe, Banchory, Devenick, Bridge of Dee, Cove Bay, Maryculter, Nigg, Portlethen	35		12,574	<1%
AB22	Bridge of Don, Danestone, Grandholm, Persley	32		7,427	<1%
AB16	Mastrick, Northfield, Middlefield, Cornhill	16		12,950	<1%
AB14	Peterculter, Upper Anguston	14		2,305	<1%
AB13	Milltimber	10		947	1%

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October 2023

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ABERDEEN CITY COUNCIL

COMMITTEE	Council
DATE	3 July 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Diversity in Recruitment Update
REPORT NUMBER	CORS/24/202
EXECUTIVE DIRECTOR	Andy MacDonald
CHIEF OFFICER	Isla Newcombe
REPORT AUTHOR	Lesley Strachan and Sandie Scott
TERMS OF REFERENCE	21

1. PURPOSE OF REPORT

- 1.1 In accordance with the decision on the Organisational Structure report from Council on 7 February 2024, the Chief Executive was instructed to bring a report to Council by July 2024 providing further detail on the activity which has been undertaken to improve diversity in recruitment, including leadership and management roles.

2 RECOMMENDATION

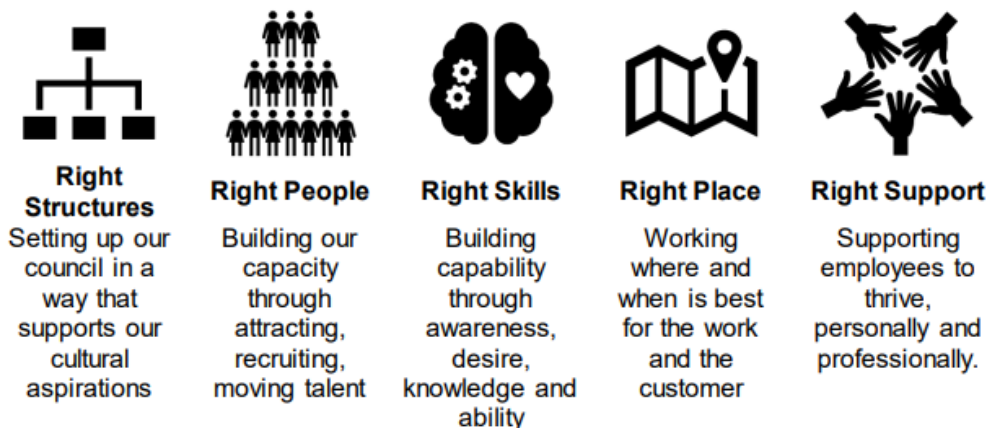
That the Council:

- 2.1 Note the actions contained in the report being taken to increase diversity in leadership.

3 CURRENT SITUATION

3.1 Background and Context

- 3.1.1 In August 2022, Council approved the next phase and path for our transformation programme, with workforce strategy as a key element.
- 3.1.2 In January 2023, our Workforce Delivery Plan was approved by Staff Governance Committee, which set out the detail for delivery of the workforce strategy aspect of the transformation programme.
- 3.1.3 The Workforce Delivery Plan identified five key levers that needed to be addressed in order to meet local and national challenges and deliver our workforce transformation.



3.1.4 In April 2024, Staff Governance Committee approved a Workforce Deep dive which set out a detailed programme of activity on the theme of ‘**Right People**’ – exploring challenges in ‘hard to fill’ posts, and progress to date on building capacity through attracting, recruiting and moving talent, including at senior leadership levels.

3.1.5 In June 2023, Staff Governance Committee approved an update on the progress being made towards our [Equality Outcomes](#), which were first set in 2021, and outline our commitment to **equality** - improving equal job opportunities and fair recruitment and treatments of our employees; **diversity** - ensuring that our workforce is made up of people with different and intersectional characteristics and any differences are valued; and **inclusion** - having a workplace that values and develops its diverse workforce. Our current employment-related outcomes are:

- Improve the diversity of our workforce and address any areas of underrepresentation, ensuring that there are equal opportunities for all protected groups (with consideration for both internal employees and external applicants), with a particular and prioritised focus on Age, Disability, Race and Sex
- Ensure that all of our employees who have protected characteristics feel fully valued, safe and included at work, with a particular and prioritised focus on Age, Disability, Gender reassignment, Race, Sex and Sexual orientation.

3.1.6 The first outcome focuses on ensuring equality of opportunity in our recruitment and selection processes with a focus on Age, Disability, Race and Sex to improve on areas of underrepresentation; and the second outcome confirms our commitment to create a feeling of safety and belonging when employees are at work with focus on Age, Disability, Gender reassignment, Race, Sex and Sexual Orientation to improve belonging in the workplace.

3.1.7 Both aspects are critical to improving diversity in our workplace, as we must identify and remove barriers in all aspects of the employee experience – from recruitment, through development and into promotion opportunities. Having an inclusive workplace environment will mean that our employees will want to remain in our employment and to develop and progress their careers.

3.1.8 In our final [Equality Outcomes Mainstreaming Report 2017-2021](#), it was reported that Aberdeen City Council's senior leadership team consisted of

fourteen members, of which seven were male and seven were female. At the time of writing this report, the Council has 23 employees at Chief Officer level or above (including interim arrangements and also the Aberdeen City Health and Social Care Partnership) - 12 of whom are male and 11 are female. Both of these sources show a gender balance around 50%, which is higher than the national average of 37% for senior managers in local government. However, the 2017-2021 report also acknowledges that there is room for improvement in terms of other aspects of diversity, such as ethnicity, disability, age, sexual orientation, and religion or belief. A final report for 2021- 2025 will be published in April 2025 with figures on current leadership updated.

3.1.9 As reported by the Institute of Governance and Public Policy (IGPP) there is a strong business rationale for diversity and inclusion:



3.1.10 Specifically for local authorities, diversity in senior leadership is important because:

- It reflects the diversity of our citizens, communities, and stakeholders, and enables us to better understand and respond to their needs and expectations.
- It fosters a culture of inclusion and belonging, where different perspectives, backgrounds, and identities are valued and respected.
- It enhances our innovation and creativity, as diverse teams can generate more ideas, challenge assumptions, and solve problems more effectively.
- It improves our performance and reputation, as diverse leaders can inspire and motivate others, attract and retain talent, and build trust and credibility with internal and external partners.
- It fosters good relations between the Council and communities – if they feel that they are represented in leadership.

- 3.1.11 We are committed to increasing the diversity of our senior leadership team and ensuring that they represent the full spectrum of our workforce and society. One of the challenges identified in the Workforce Deep Dive report was the difficulty of recruiting and retaining Chief Officers, who play a crucial role in leading and delivering the strategic objectives of the organisation, as there is a national shortage of experienced and qualified candidates for these senior roles, and the Council faces strong competition from other public and private sector employers.
- 3.1.12 Since 2019, we have focused on our internal workforce as a key mechanism to achieve our workforce goals and prepare for the future. Our approach to internal movement and recruitment of internal staff is to retain skills and experience within the organisation, whilst upskilling and developing our workforce to move to service critical roles as they arise.
- 3.1.13 This approach gives us agility and flexibility in our workforce, enabling us to meet periods of increased demand. It provides our existing workforce with opportunities for promotion, development and career transition and therefore supports retention of our committed and skilled employees. By tapping into the transferable skills, experience and knowledge of existing employees, the organisation also minimises the need to go to external market, thereby also avoiding the associated additionality in staffing costs.
- 3.1.14 This also presents us with challenges on increasing the diversity – if the internal pool we are selecting from is itself lacking diversity.
- 3.1.15 Therefore, when we do go to the open market, it is crucial that our approach to recruitment has diversity and inclusion at its heart. We need to reach out to a wider pool of talent when we have external vacancies. We need to attract candidates from groups that are currently underrepresented at the council, such as minority ethnic groups, disabled people, LGBT+ people, and young people. We need to make sure that our application process is fair and accessible, and that we remove any unnecessary barriers or biases that may discourage potential applicants. We need to provide training and guidance to our hiring managers on best practice recruitment, including unconscious bias and inclusive language. And, once we recruit someone, we need them to feel welcome and valued as part of One Team – Aberdeen, by providing a comprehensive and supportive onboarding and induction process, where new employees can learn about our vision, values, and culture, and connect with their colleagues and mentors.
- 3.1.16 This report therefore provides an update on how we are improving equality in recruitment internally, through a strategic approach to workforce planning to increase diversity in leadership and management roles; and how we are improving recruitment externally, to build diversity at all levels and in all roles in the council.

Progress Report

3.2 Improving diversity through workforce planning

- 3.2.1 Workforce planning is a key priority for Aberdeen City Council, with clear cognisance of, and practical action plans to mitigate against the risks and challenges we face due to a contracting workforce, external factors and pressures, budgetary restrictions, and changes in the local economy. Failure to address these issues is acknowledged as having potential to significantly impact our capacity and capability to deliver services and on the resilience of our workforce.
- 3.2.2 In November 2021, a new approach to supporting Chief Officers and their Senior Management Teams with workforce planning was launched. This involved Senior Management Teams completing 'Cluster People Development Plans' to ensure they take a holistic, strategic approach to finding, recruiting and retaining talent in these roles, which takes account of statutory training needs, diversity training needs and digital and technological developments.
- 3.2.3 Since this time, Chief Officers and their teams of Service Managers (SMTs) now complete a template on an annual basis, this asks them to 'horizon scan' the needs, risks, legislative changes, and hard-to-fill posts within their cluster and update their Cluster People Development Plan to set out what continuous professional development, support and budget they require from People & Citizen Services to meet their workforce needs.
- 3.2.4 The Cluster People Development Plan requires Senior Management Teams to look at their workforce profile data and identify any areas of under-representation of any groups in particular roles or at any particular level within their services and propose ideas or solutions that could increase diversity. This is captured and monitored corporately so that ideas and good practice examples can be shared.
- 3.2.5 We have also created talent pipelines to identify and develop potential leaders from underrepresented groups - for example ethnic minorities, disabled people, LGBT+ people, and young people - and provide them with opportunities for career advancement and personal growth.
- 3.2.6 A talent pipeline is a proactive and strategic approach to recruiting and developing employees for current and future roles within an organisation. It involves identifying, attracting, engaging, and nurturing potential candidates who have the skills, competencies, and values that align with the organisation's goals and culture. A talent pipeline can help an organisation fill critical positions quickly, reduce hiring costs, improve retention, and foster diversity and inclusion.
- 3.2.7 Our Aspiring Leaders programme is one such talent pipeline. The 2023 focused on Chief Officers as a hard-to-fill post and provided a year-long programme of intensive development for fourteen candidates, who were supported by their own Chief Officers as part of their Cluster's succession plan.

3.2.8 The programme was promoted to our Equality Ambassadors Network and Equality Working Groups, and [advertising for the programme](#) set out our aspirations to increase diversity in leadership:

“We want to improve on diversity at our leadership level in the organisation. One of our equality outcomes for 21-25 is to ensure that we focus on improving diversity with a particular focus on age, disability, race and sex. We would, therefore, encourage applications from those who are under 30 or over 60, those who consider themselves to have a disability, those from a minority ethnic background and females as we are conscious that we have diversity gaps in these areas at leadership level.

We are aware that there are barriers in place for certain people within those groups and would encourage anyone in those categories who wishes to apply, and is comfortable to do so, to get in touch with People Development at peopledevelopment@aberdeencity.gov.uk where a member of staff will happily have a discreet conversation with you and offer any additional support, guidance and advice available for you during the process.”

3.2.9 Whilst promoting the 2023 Aspiring Leaders programme to our Equality Working Groups, they provided the observation that we would not see diverse internal applicants for programmes aimed at Service manager / Chief Officer level unless we improved diversity within the applicant pools at lower grades in the council, and take a more ‘grass roots’ approach to developing talent outside of management or leadership roles.

3.2.10 In response, we have developed an 'Accelerator Scheme' to coincide with our leadership and management development programmes. This Accelerator Scheme offers additional support and positive action for those with protected characteristics – to increase their confidence and ameliorate their participation in the programme. This support will be tailored to the individual and the programme and can include: enhanced support from the People Development team (e.g. one-to-one adviser, a coach, a mentor); adaptations and adjustments to the application process; and removal of barriers such as timings or format of delivery. Following feedback from the Equality Working Groups and Equality Ambassadors, the scheme is to be implemented in a way that does not identify the Accelerator participants on any programme, unless they choose to disclose it themselves.

3.2.11 By using the Accelerator Scheme, we hope to diversify our workforce at first line management level and develop a more diverse pool of candidates who are ready, confident, available and suitable for management positions when they arise. This, in time, will diversify our middle management ranks and lead to a more diverse internal pool of candidates available for Chief Officer development and progression.

3.2.12 To kickstart this grassroots diversification of our leadership and management roles, the [2024 Aspiring Leaders programme is advertised](#) alongside our

Accelerator scheme; and seeks to recruit and develop candidates who are looking to make their first steps into people management. This programme will launch in summer 2024 and will have development themed around our People Manager Capability Framework over a period of 9 months.

3.3 Employee engagement to co-create a workplace that celebrates diversity

3.3.1 Our duty to improve diversity in recruitment does not stop once a candidate accepts a job with Aberdeen City Council. It is important that the sense of feeling welcome and valued continues through a comprehensive and supportive onboarding and induction process, and into their experience of a workplace culture that celebrates diversity.

3.3.2 To ensure we are getting this right for everyone, and meeting the diverse needs of our employees, we have co-created and are delivering an Equality, Diversity & Inclusion Action Plan with employee working groups, as follows:

- Age Working Group
- Young Employee Network
- Disability Network
- LGBT+ Network
- Race Equality and Diversity Network (RED)
- Working Group for Sex as a Protected Characteristic
- Equality Ambassadors Network

3.3.3 These Employee Working Groups have been actively working on activities, communications, promotions and events which further promote equality, diversity and inclusion in the workplace.

3.3.4 Summary of Recent Work

Protected Characteristic	Recent Activity
Age	<ul style="list-style-type: none"> • Working on signing up to the Age Friendly Employer Pledge which is a nationwide programme for employers who recognise the importance and value of older workers. • Physical wellbeing programme, predominantly targeted at over 50s to try out sports facilities at Sport Aberdeen. • Physical Wellbeing Assessments at Altens targeted at older workforce. • The Young Employee Network was established in 2018 and since the end of 2023 work has been ongoing to re-energise the Network which has been supported by the Chief Executive.
Disability	<ul style="list-style-type: none"> • Organised and facilitated a Year of the Disabled Worker event. • Reviewed the Council's Disability Confident accreditation. • Various posts and awareness campaigns on the intranet • Supported the development and implementation of reasonable adjustment passports.

	<ul style="list-style-type: none"> • Supported the ABZWorks Job Fair for Disabled People • Provided suggested improvements for disability data capture on CoreHR
Sexual Orientation and Gender Reassignment	<ul style="list-style-type: none"> • Held a stall at Grampian Pride 2023, 2024 and participated in the city march. • Organised a pilot LGBT+ training session. • Added the option for gender neutral title (Mx) on CoreHR • Various posts and awareness campaigns on the intranet's EDI Hub
Race	<ul style="list-style-type: none"> • Organised introduction of the diversity STAR award • Various posts and awareness campaigns on the intranet • Supported Aberdeen Mela 2023 • Organised and Facilitated a Black History Month 2023 event with planning for 2024 underway. • Reviewing possibility for an anti-racism strategy • Review of recruitment and selection process • Review of unconscious bias training • Review of multi-faith room • Provided intersectional content for International Women's Day 2023 (see section below)
Sex	<ul style="list-style-type: none"> • Menopause Support Final.pdf (aberdeencity.gov.uk) • Extensive information, guidance and resources associated with menopause promoted across the organisation. • Pregnancy Loss Support Final.pdf (aberdeencity.gov.uk) • Campaign for International Women's Day 2023 with intranet pages with information, guidance and blogs from female leaders in the organisation

3.4 Commitment to Anti-Racism in Employment and Pay Gap Reporting

3.4.1 In 2020, Aberdeen City Council committed to the recommendations following the Scottish Parliament's Equalities and Human Rights Committee Inquiry which were:

The Committee recommends those in public authority leadership positions undertake an assessment of their organisation's understanding of racism and the structural barriers that may exist within their organisations. Public authorities should integrate their ambitions into their next strategic plan. Their strategic goal should be underpinned by specific outcomes and supported by timely monitoring. Public authorities should be transparent about their targets and their progress in delivering their outcomes.

3.4.2 **Action taken:** Equality, Diversity and Inclusion has been embedded into our workforce plans and delivery plans. Our race equality group has been set up to ensure that race equality is at the fore. They are currently developing a Race Equality Strategy that will be consulted on widely to co-create a final strategy.

The Committee recommends public authorities should review their recruitment procedures and practice against the Scottish Government's toolkit and make the necessary changes.

- 3.4.3 **Action taken:** The race equality group worked with the Talent team to review our recruitment and selection process against the toolkit and have since worked with the team to create an Equality, Diversity, Inclusion and Recruitment pack that forms part of all of our job adverts as well as additions to recruitment and selection training for managers.

The Committee recommends that all public authorities subject to the Scottish specific Public Sector Equality Duty should, as a minimum, voluntarily record and publish their ethnicity pay gap and produce an action plan to deliver identified outcomes.

- 3.4.4 **Action taken:** To meet this recommendation, People & Citizen Services and Data & Insights have developed a reporting mechanism in PowerBI so that Ethnicity Pay Gap Reporting is ready for the next statutory reporting cycle where this is required (2025). Since this time, at the SPDS Executive meeting in March 2024 it was agreed that all local authorities will move to a consistent approach for pay gap reporting from April 2025. This will provide us with a nationally agreed approach for calculating our Ethnicity Pay Gap, Race Pay Gap and Gender Pay Gap – and we commit to publishing these in our Equality Outcomes Mainstreaming Report in 2025.

3.5 Management Training and Guidance

- 3.5.1 Management training is important in improving diversity in recruitment because it helps managers to understand the benefits of having a diverse workforce, the challenges and barriers that some groups may face in accessing employment opportunities, and the best practices and tools to attract, select and retain diverse talent. Management training can also help to raise awareness of unconscious bias, stereotypes and discrimination that may affect hiring decisions, and provide strategies to overcome them. By equipping managers with the knowledge and skills to foster a culture of inclusion and respect, management training can contribute to building a more diverse and effective organisation.

- 3.5.2 To ensure that our recruiting managers are confident and competent in supporting diversity through recruitment, the following training courses are available:

- [Equality & Diversity for Managers E-Learning](#) (mandatory for all people managers)
- [Unconscious Bias E-Learning](#)
- [Recruitment and Selection Training for Managers](#) - Face to Face Course
- [Mental Health Awareness Tools for Managers – Virtual Course](#)
- [Managing People of all abilities](#) - E-Learning
- [Inclusive Language](#) – E-Learning
- [What are reasonable adjustments](#) – E-Learning

- [Introduction to Neurodiversity](#) – E-Learning
- [Gender Equity](#) – E-Learning
- [Responding to Microaggressions at work](#) – E-Learning

3.5.3 Our recruitment and selection guidance states that all managers involved in recruitment should undertake the Recruitment & Selection Training for Managers course, which includes equality, diversity and inclusion. The Chair of the Interview Panel must have completed this training to ensure processes are carried out fairly and in accordance with the recruitment and selection guidance.

3.5.4 In addition to training, we also provide managers with one-to-one guidance and advice from the People & Organisational Development Advisers and consultancy from the Equalities Officers to support their Integrated Impact Assessments and decision making. Self-help tools and guidance are available at all times including:

- [A Recruitment, Selection and Inclusion Guide](#): an online intranet page for managers on how to make their selection processes more inclusive.
- [Equality Diversity and Inclusion Policy](#): updated and approved by Staff Governance Committee May 2024
- [Equality Diversity and Inclusion Hub](#): information, advice and guidance, access to training, join networks and conversations, book onto events, and provide feedback or ideas. Employee groups have had significant input into the development of this hub.

3.6 Employer of Choice

3.6.1 At the heart of our approach to recruiting a diverse workforce is ensuring that Aberdeen City Council is seen and promoted as an **employer of choice** where everyone feels valued. One of our existing [Equality Outcomes](#) focuses on improving the diversity of our workforce and addressing any areas of under-representation - attracting diverse talent is a priority to ensure that we maximise capacity in the workforce *and* ensure that we are representative of our community, including at leadership level and the Council has a number of employee working groups which are undertaking work and activities which support this.

3.6.2 Being an 'employer of choice' means that Aberdeen City Council has a positive reputation and image in the labour market, and attracts and retains high-quality employees who are committed, productive and engaged. It also means that the council offers a competitive reward package, provides opportunities for career development and learning, fosters a healthy and inclusive work environment, and values employee feedback and participation.

3.6.3 One of the ways Aberdeen City Council is working towards being an 'employer of choice' is by showcasing its work, including culture and values, on our social media platforms. where we regularly post job vacancies, employee stories, awards and recognition, key pieces of work and strategies, events and initiatives, and other relevant information. In doing so, the Council

is demonstrating its work, its ethos and its strategic priorities which may align with the interests and values of prospective employees.

- 3.6.4 Another way we are increasing our reach as an employer to increase our talent pool is through our approaches to hybrid and flexible working, developing staff digital skills and use of technology.
- 3.6.5 By promoting our approach to hybrid working, we can demonstrate that we are a modern, progressive, and flexible employer that cares about its employees and the community. This can help us to attract and retain talent from diverse backgrounds, locations, and sectors, and to enhance our reputation and competitiveness in the market.
- 3.6.6 Another way we continue to present as an 'employer of choice', and to attract a diverse workforce, is by achieving and maintaining accreditations and signing pledges that signal our commitment to equality, diversity and inclusion, such as Disability Confident, and Menopause Workplace Pledge. We also do this through developing, supporting and attending events such as Grampian Pride and Black History Month events. Work is ongoing in this area with employee working groups focusing on ensuring we take advantage of these types of initiatives.
- 3.6.7 Research suggests that having effective family friendly policies will support women's equality in the workplace, therefore Aberdeen City Council has recently updated and upgraded its offering for parents in the workplace. It is worth noting intersectionality here that there could be increased inequality amongst women who are from an ethnic minority or who are disabled. The intended outcomes of this are:
- All of our in scope and available policies, provisions and guidance documents are consolidated, streamlined, readily available, easy to understand and clear for those who need it at point of need, packaged within a family friendly 'suite.'
 - The documents within the family friendly 'suite' are updated so that the language is inclusive and contemporary, reflecting the organisation's Guiding Principles as well as all family types and circumstances, such as LGBTQ+ couples and kinship carers.
 - Employee entitlements can be easily understood so that employees make the most informed choices and managers are able to provide consistent and appropriate support and decisions.
 - The family friendly 'suite' is well-connected to, and makes the most of, government websites and toolkits that are available for employees.
 - A communications and engagement plan will be developed to encourage more male employees to make use of family leave provisions.
 - Support provisions, such as entitlements around pregnancy loss and counselling services, will be readily available at point of need so that employees will have easy access to support.
 - The organisation will maintain its compliance with the Equality Act (2010) and any other legislative updates.

3.7 Supporting Diverse Applicants Directly

- 3.7.1 An additional way that the council is increasing its visibility and attractiveness as an employer is by interacting with the local community and schools, colleges and universities, raising awareness of the different career paths and opportunities available. Furthermore, the council supports various initiatives and campaigns that align with its values and goals, such as the Living Wage, Fair Work principles, and the Scottish Business Pledge. These activities help the council to build a positive reputation and relationship with the community, and to attract and develop talent for the future.
- 3.7.2 Through AbzWorks, the Talent Team has attended a number of recruitment fairs to support our ethnic minority community, people who are displaced, refugees, asylum seekers. We have also attended events run by Department of Work and Pensions for job seekers who are over 50 years, and mothers/carers who are seeking to returning to work. In March 2023 we supported the [Unison Year of the Disabled Worker](#) initiative at an event to support people with disabilities in the workplace – this was designed to be as inclusive as possible for people who are neurodiverse, by ensuring the first hour is as quiet and calm as possible for their arrival and participation. Later in November 2023 we held an event to celebrate [Black History Month](#) and Year of the Black Worker, which included workshops to bring together Aberdeen City Council senior leaders and members of the black community, who shared their experience of interacting with the council, including our recruitment processes.
- 3.7.3 Aberdeen City Council has also recently published an Equality, Diversity, Inclusion and Recruitment Pack for potential applicants. This resource is available on all job adverts on the myjobscotland website, where applicants for our vacancies can view it. It provides potential applicants with information about equality, diversity and inclusion at ACC, their entitlements and also what adaptations to selection processes they may be able to request (and how to do this).

3.8 Next steps

- 3.8.1 In line with statutory requirements, workforce data is analysed and published every two years, with the next Equality Outcomes Mainstreaming Report due in March 2025.
- 3.8.2 Gender Pay Gap data has been provided to the improvement service annually along with the percentage breakdown of our top 5% of earners by sex.
- 3.8.3 To ensure we have this data readily available for reporting purposes, and also to enable us to view live data to monitor trends and identify issues, colleagues from People & Citizen Services and Data & Insights are working together to move workforce diversity data into PowerBI. This will be anonymous and only for monitoring and analysis purposes, as well as to be able to target interventions and solutions. It will also allow for live monitoring and analysis

which at the moment is carried out only at annual intervals due to the manual intervention required.

- 3.8.4 From 2025 onwards, we will be required to publish disability pay gap and ethnicity pay gap in addition to gender pay gap. At the Society of Personnel & Development Scotland (SPDS) Executive meeting in March 2024 it was agreed that all local authorities will move to a consistent approach for pay gap reporting from April 2025. COSLA have shared a formula for calculations that all local authorities are required to pilot, and preparations for this are now well underway. This will provide us with a clearer picture on our pay gap for people in these protected groups – and also enable us to compare our progress against other local authorities in Scotland.
- 3.8.5 Employee engagement will commence soon in preparation for updating our Equality Outcomes in 2025, in line with statutory requirements. This will enable us to gather feedback from employees on all aspects of their experience of diversity and inclusion within the organisation, including relating to their recruitment experiences.
- 3.8.6 We continue to work in partnership with our equality partners, GREC, Abledean and DeafBlind, to understand barriers and improvement opportunities for citizens with protected characteristics, including around recruitment. This too informs the update of our equality outcomes and supporting action plan.
- 3.8.7 All initiatives from 2021 to 2025 that have been in service of progressing our Equality Outcomes, including those relating to recruitment and development, will be reported and published in our Equality Outcomes Mainstreaming Report 2025, including updates on Accelerator programme and the Aspiring Leaders programme for 2024.

4. FINANCIAL IMPLICATIONS

- 4.1 Initiatives are funded by the allocated Corporate Training budget held within People and Organisational Development, following careful budgeting and allocation of funds to support the diversity and inclusion initiatives outlined

5. LEGAL IMPLICATIONS

- 5.1 Positive discrimination is unlawful under the Equality Act 2010 (except in very limited circumstances relating to disability or certain roles) e.g. recruiting or promoting a person solely because they have a relevant protected characteristic or setting quotas to recruit or promote a particular number or proportion of people with protected characteristics irrespective of merit.
- 5.2 Local Government and Housing Act 1989 says Local Authorities must appoint on merit.

5.3 It is permissible for an Employer to adopt positive action to meet the needs of under-represented or disadvantaged groups under section 158 of the Equality Act 2010. Must be dependent on proactive measures – skills development, awareness, upskilling recruiting managers, designing inclusive selection processes. However, it is accepted that these interventions do not always guarantee diversity and that it may take considerable time to see change.

6. ENVIRONMENTAL IMPLICATIONS

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

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Failure to meet strategic objectives due to lack of capacity.	The activities outlined in this report are assurance that work is undertaken to ensure that there is sufficient capacity in the workforce to deliver our strategic objectives.	L	Yes
Compliance	Failure to meet statutory requirements due to lack of capacity. Managers can be desperate for staff when recruiting so will focus on who can hit	The activities outlined in this report are assurance that work is undertaken to ensure that there is sufficient capacity in the workforce to deliver our statutory requirements.	L	Yes

	<p>the ground running which might mean less diverse successful applicants.</p> <p>Flatter structures and reduced headcount could mean less opportunities.</p> <p>Focus on internal recruitment only</p>			
Operational	<p>Failure to meet operational service delivery requirements due to lack of capacity.</p>	<p>The activities outlined in this report are assurance that work is undertaken to ensure that there is sufficient capacity in the workforce to deliver our operational service delivery requirements.</p>	L	Yes
Financial	<p>Financial and organisational constraints to diversity. Lack of money to support development activity. Lack of resource to develop and facilitate targeted programmes</p>	<p>The activities outlined in this report are assurance that work is undertaken to ensure that there is an appropriate level of internal movement and workforce talent pipelining.</p>	L	Yes
Reputational	<p>Inability to attract and retain employees through not</p>	<p>The activities outlined in this report are assurance that work is undertaken</p>	L	Yes

	being an employer of choice.	to ensure that Aberdeen City Council remains an attractive employer for prospective and existing employees.		
Environment / Climate	Inability to meet climate and environmental goals due to lack of capacity.	The activities outlined in this report are assurance that work is undertaken to ensure that there is sufficient capacity in the workforce to deliver our climate and environmental goals.	L	Yes

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN 2024-25</u>	
	Impact of Report
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	<p>The work outlined in this report supports the below taken from the Council's Policy Statement:</p> <ul style="list-style-type: none"> • Work with the city's universities, Northeast Scotland College and businesses to increase educational and training options and the number of care-experienced young people and young people from deprived communities, going onto positive destinations, including further and higher education, vocational training and apprenticeships. - Promote the number of apprenticeships on offer through the council • 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 the Council depends upon its staff to deliver the services it provides and believe the Council must properly reward, train and support its staff.

Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The work outlined in this report supports the below Stretch Outcomes: <ul style="list-style-type: none"> • Four hundred unemployed Aberdeen City residents supported into Fair Work by 2026 • Five hundred Aberdeen City residents upskilled/ reskilled to enable them to move into, within and between economic opportunities as they arise by 2026
Prosperous People Stretch Outcomes	The work outlined in this report supports the below Stretch Outcomes: <ul style="list-style-type: none"> • By meeting the health and emotional wellbeing needs of our care experienced children and young people they will have the same levels of attainment in education and positive destinations as their peers by 2026 • 95% of all our children, including those living in our priority neighbourhoods (Quintiles 1 & 2), will sustain a positive destination upon leaving school by 2026. • 100% of our children with Additional Support Needs/ Disabilities will experience a positive destination by 2026.
Regional and City Strategies	The work outlined in this report will support the delivery of: Workforce Delivery Plan – January 2023

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	An Integrated Impact Assessment for Recruitment and Selection has been created and referred to for this report: Individual incentives would have their own assessments as required.
Data Protection Impact Assessment	Not required
Other	n/a

10. BACKGROUND PAPERS

- 10.1 [Workforce Deep Dive final.pdf](#)
- 10.2 [CommitteeReport_EDpolicy_SGC_April2024_FINALDEADLINE.pdf](#)

11. APPENDICES

N/A

12. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE	Council
DATE	3 rd July 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Aberdeen Market - July 2024 Update
REPORT NUMBER	F&C/24/207
DIRECTOR	Families and Communities
CHIEF OFFICER	Corporate Landlord
REPORT AUTHOR	Stephen Booth
TERMS OF REFERENCE	21

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide an update on the progress with the re-development of the site as 91 – 93 Union Street and 3 – 6 Market Street.

2. RECOMMENDATION

That the Council:

- 2.1 Note this report and the updated risk section in relation to progress with the Project.

3. CURRENT SITUATION

- 3.1 Previous Council Instruction.

At its meeting of 14 December 2022, ([RES22/290](#)) the Council noted the business case for Aberdeen Market and instructed the Director of Resources following consultation with the Chief Officer - Corporate Landlord to proceed with the negotiation and execution of contracts for delivery and report progress back to Council on a six-monthly basis. This report provides an update on the project.

3.2 Operator Selection

- 3.2.1 A preferred Operator, The McGinty Group, is in place and negotiations have progressed to develop an Agreement for Lease, which is now substantially agreed between all parties.

The Operator has engaged a local marketing agent to develop naming and branding proposals for the development and a public announcement is expected in the very near future.

- 3.2.2 Engagement with the project team has continued, with the layout arrangement progressed to better reflect the operational requirements. The internal look and feel concept proposals are now at an advanced stage and are being tested against benchmarked costs to ensure alignment with the project budget in advance of developing the detailed design.
- 3.2.3 An abbreviated operating proposal from the operator is enclosed as Appendix A to follow.

3.3 Planning and Design Development

- 3.3.1 Through consultation with the preferred Operator a revised Planning Application was submitted in June 2023 as previously reported. This application was referred to the Planning Development Management Committee and was approved in November 2023 ([Link to Planning Application](#)).
- 3.3.2 Applications to Building Control have also been approved, with warrant in place for the Fire Strategy, Demolition Works,
- 3.3.3 Through the ongoing engagement with the preferred Operator, some elements of the layout have evolved to reflect their operational arrangements and require minor amendments to current approvals. A Non-Material Variation has been submitted to the Planning Officer having been discussed fully in advance. Minor amendments are also required to the warrant approvals, and these are being progressed following discussions with Council insurers, Zurich.
- 3.3.4 The design solution for 91-93 Union Street was subject to further investigation works, which has now been carried out and has revealed that the existing concrete frame has been bonded directly to the adjoining masonry walls. This arrangement provides a direct link for transfer of noise and vibration to the neighbouring occupied buildings and significantly increases the Health and Safety implications of carrying out structural alteration works. An amended design has been developed that minimises the structural alterations required but maintains the glazed façade principles as previously approved by Planning. The revised design has been included in the Non-Material Variation recently submitted to the Planning Officer.
- 3.3.5 A condition of the current planning consent is to develop the design of the fritted glass to the main Market building and to the Union Street façade. This is now being progressed following a tender process to select a suitable design and artist.

3.4 Demolition and Site Works

- 3.4.1 The demolition of the old Market building and associated structures has now been investigated and necessary survey works carried out to ensure accurate information is used for the design and construction of the new development.

- 3.4.2 The pre-construction programme has been developed and subsequently updated with all design team input, with the revised details now finalised and tender packages prepared for issue to the market to ensure best value is being realised.
- 3.4.3 A preferred Tier 1 Contractor is in place as we push towards commercial close, with the aim of having a DBDA in place and full construction start on site during September 2024. The constrained nature of working on this city centre site has required careful planning as there is very little room available for deliveries, storage, and safe working, with no access available directly from Union Street or Market Street and very limited working area in both Hadden Street and East Green. The Contractor has engaged with their supply chain to develop a construction programme which relies on specific elements of the build commencing at the Market Street end of the site and working towards The Green before the next element of the build can commence, with completion of the main building planned for December 2026.
- 3.4.3 The details of the internal fit-out including the kitchen equipment, retail units, bar, lighting and audio & visual are being finalised with the Operator and these elements will be installed after the main building structure is sufficiently complete. These works are expected to take X weeks to complete, with the overall development ready for handover to the Operator in XXX 2027.
- 3.4.5 The Tier 1 Contractor has already engaged with the supply chain and has tendered specific elements of work including mechanical & electrical, steelwork, roofing and external fabric. The preferred suppliers identified through this process have been working with the design team to ensure interfaces and fabrication proposals are fully understood, which helps to reduce design updates after suppliers are formally engaged.

3.5 Enabling Works

- 3.5.1 The team are continuing to consider opportunity for enabling works packages, with hoarding installation, partial concrete slab removal, fill material removal and further survey works already completed.
- 3.5.2 As part of their traffic management and site establishment, the contractor proposed a phased approach that involves re-aligning sections of hoarding as the works progress. The new hoarding has been installed to the perimeter of the market site, and this will be re-aligned to suit road closures and the roads occupation permits once approved. These proposals have all been discussed and agreed in advance, with confirmation awaited from the Roads Authority before final arrangements are put in place. Some of the hoarding is currently being use for the NUART project with longer terms plan being developed to include the possibility of selling advertising space on the site.
- 3.5.3 Rainwater attenuation is required at the development and a buried storage tank will be installed as part of the main construction works. To facilitate this, a section of the existing 1.2m thick concrete slab has already been cut and removed.

- 3.5.4 As a safety measure from the original demolition works, material was retained on site and formed a temporary embankment to the retaining walls at Market Street and Hadden Street. This material has now been removed from site and further investigation work has been carried out to inform the structural design elements for the new building and to confirm the waterproofing proposals. Some further remedial works to the concrete slab have been identified and this will be carried out in the coming weeks.
- 3.5.5 The structural alteration works to 91-93 Union Street will commence as enabling works in advance of the main construction, with scaffolding being erected on Union Street and concrete alterations / repair works progressing in advance of the main construction works. These works have already been tendered, but updated proposals are being finalised with the preferred specialist contractor.
- 3.5.6 Scottish Water has indicated future plans to improve the sewerage network in the area, which if progressed is likely to require linking from East Green through to Hadden Street / Stirling Street. To avoid any future need to come through the market site, officers have progressed discussions with Scottish Water and agreements are in place to install a plastic pipe below the concrete slab utilising the section that is already open for the attenuation tank.

3.6 **District Heating**

- 3.6.1 As previously confirmed, the new development will be supplied from the district heating system with the infrastructure extension being carried out by Aberdeen Heating & Power. The details are being finalised, with consideration being given to longer term proposals associated with the Energy from Waste scheme.

3.7 **Programme**

Enabling Works	on-site
Financial close and cost certainty	August 24 (TBC)
Main Contract	(TBC)
Fit-out works	(TBC)

- 3.8 The legal section of the report highlights some risks which may in turn have a financial and time impact on the project.

4. **FINANCIAL IMPLICATIONS**

- 4.1 The project remains within the capital spend parameters identified in the business case for the site. Revenue income also remains within parameters of the original operator offers albeit as previously reported a number of income areas are turnover related.
- 4.2 Financial profiling will be further developed during design development and reported as part of the capital plan.

4.3. The project is part funded through levelling up funding although the monies allocated to the market project equate to costs in site purchasing and clearance.

5. LEGAL IMPLICATIONS

5.1 Detailed Heads of Terms have been agreed and Solicitors are now progressing the formal lease. Contract documentation will follow the normal agreed Hub style and is well progressed.

5.2 In order to practically deliver the project there is a requirement to have safe construction access to the site for the transport of debris and building materials. This requires the removal of an outdoor seating area currently located on the public road through the Green without Roads Authority consent. This process is being worked through although is subject to legal challenge which will likely have time and cost implications for the project.

5.3 External advice is being obtained to ensure that all legal implications are thoroughly addressed and mitigated.

6. ENVIRONMENTAL IMPLICATIONS

6.1 The project has been designed to reduce lifecycle costs and meet current environmental standards and the Scottish Government's Heat in Buildings strategy.

6.2 As noted the building will be connected to the District Heat network and as such the project will require to have the exiting network extended from Broad Street to the site. This is consistent with the wider strategic aims of the network. Whilst this will mean that the site is in theory 'gas' powered the opportunity exists to have the network de-carbonised in future years.

7. RISK

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Risk of non-delivery and limited impact on city centre	Experienced delivery team and operator identified.	L	Yes
Compliance	n/a	n/a		Yes

Operational	Site development and operational health and safety compliance.	Risks transferred to operator/ developer.	L	Yes
Financial	Increased construction costs. Operator failure. Risk in being unable to gain access to site over the green.	Experienced design team appointed with early contractor engagement. A suite of KPIs is being developed with the operator to track performance and success of venue. Council will have step in rights based on commercial performance. There will be a programme a cost risk if access is delayed. This is being mitigated by taking legal advice and identifying solutions.	M M H	No
Reputational	Project not delivered or further extensions to programme.	Non-delivery of project or extended delivery period would have reputational damage to the council both with citizens and funding partners. The high-level design is now frozen to give certainty on design delivery	H	No
Environment / Climate	Enhanced carbon footprint of estates.	Designed developed to be energy efficient.	L	Yes

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN 2023-2024</u>	
Impact of Report	
Aberdeen City Council Policy Statement <u>Working in Partnership for Aberdeen</u>	
<u>Aberdeen City Local Outcome Improvement Plan 2016-26</u>	
Prosperous Economy Stretch Outcomes	Outcome 1: No one will suffer due to poverty by 2026: The project, through its business activities and economic initiatives, can create job opportunities and stimulate economic growth in Aberdeen. By generating employment and income opportunities for the local population, it can help uplift individuals and families out of poverty.
Prosperous People Stretch Outcomes	
Prosperous Place Stretch Outcomes	The development has been identified as a key site within the city centre masterplan in creating a 'destination' and redeveloping a key site on Union Street but also by increasing connectivity between Union Street, The Green and the station beyond.
Regional and City Strategies	

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Not required
Data Protection Impact Assessment	Not required
Other	Not required

10. BACKGROUND PAPERS

None

11. APPENDICES

11.1 Operator Statement

12. REPORT AUTHOR CONTACT DETAILS

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ABERDEEN MARKET DEVELOPMENT

OPERATOR OVERVIEW UPDATE

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THE MCGINTY'S GROUP

JUNE 2024

OPERATOR UPDATE

1.0 Design Development Overview

The Hub NE & HFM and NRS architects have worked on further developing the plans for the building. Internal designs includes eleven food units on The Green level alongside a bar, a stage with projector screen and proposed flexible bench seating. Upper floor (Union St. level) is fully accessible via escalator and two lifts. The Union St. level includes six flexible units available for market vendors, flexible seating transferable into pop-in artisan market stalls and a bar with balcony seating overlooking The Green.

Following construction changes, the design of Union St. entrance remain subject of design development consultations between The Hub NE, HFM & NRS. The Green plaza also continues to be developed in conversation with ACC planners. The outdoor space is to offer vast amount of flexibility from regular farmer markets to screenings of major cultural and sport events.

OPERATOR UPDATE

2.0 Interior 'Look & feel'

Nicoll Russell Studios architects have developed a first draft of interior 'look and feel' design which is being reviewed and used as a guidance in order to source potential materials for the interior development. This process is alligned with appointment of branding agency (see page 4, 3.1) and ACC appointed artist for building cladding design. Some examples of initial 'look and feel' can be seen below.



OPERATOR UPDATE

3.0 Name & Branding

In association with Aberdeen Journals, The McGinty's Group encouraged public to come up with suggestions for the name for the new development. Following consultation period, almost 300 suggested names were presented to four local branding specialist agencies. Out of the four agencies, three entered the tender process pitching their proposed branding for the new market.

3.1 Agency appointment

Following the pitching process, local marketing agency **Mearns & Gill** was appointed to deliver overall branding for the development including name, brand development and its inclusion into the 'look and feel' of the market (as mentioned in 2.1). Approved by ACC, the overall branding image of the market is to be released in due course in line with overall communications plan for the project.

Exempt information as described in paragraph(s) 4, 9 of Schedule 7A of the Local Government (Scotland) Act 1973.

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