

SERVICE UPDATE

<u>Name of Function:</u>	Customer Services
<u>Date:</u>	29 August 2019
<u>Title of Update:</u>	Community Covenant
<u>Report Author:</u>	Derek McGowan
<u>Chief Officer:</u>	Derek McGowan
<u>Contact Details:</u>	01224 522226 demcgowan@aberdeencity.gov.uk
<u>Committee Terms of Reference:</u>	15

UPDATE:

- 1.1 The Council approved the [Community Covenant](#) in September 2018, with agreement to appoint the Lord Provost as the Council's Armed Forces Champion, and establish an Advisory Working Group to ensure the commitments in the Covenant are met. This group consists of three Councillors – the Lord Provost, Cllr Houghton, and Cllr Hutchison.
- 1.2 The Chief Officer – Early Intervention and Community Empowerment was invited to appoint three officers from Education Services, Housing Services and Social Work to join the group.
- 1.3 Officers identified were the Chief Officer – Early Intervention and Community Empowerment to represent Housing services; Lesley Stopani, Service Manager, Inclusion, and Tracey McMillan, Care Management Service Manager. Lesley Strachan, Talent Acquisition Lead, and Ian Gossip representing the Armed Forces Charity SSAFA, have also been invited to join the Advisory Group.
- 1.4 Officers have developed an action plan to work towards achieving the Gold ['Defence Employer Recognition Scheme'](#) award, in addition to ensuring the standards in the Community Covenant agreed in September 2018 are met.
- 1.5 Actions that have already been met include a number relating to employment of reservists and veterans and their families; housing allocations and school placements, and supporting employees who are reservists. The Council also participates annually in Armed Forces Day.
- 1.6 The working group will continue working towards these actions, with an aim of applying for the Gold Award in spring 2020.