

Commissioning Intentions and Service Standards 2024/25

City Development and Regeneration

High level priorities (Link to LOIP)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
A thriving innovation driven economy (Stretch Outcome 2)	i. Transition of the Business Gateway contract to Aberdeenshire Council and agreement of Service Level Agreements (SLA) to support the creation of new businesses and help current businesses grow.	T1	Poverty	City Wide	Sufficient internal capacity
	ii. Undertake a feasibility study for community bank/micro-credit scheme.	T1	Poverty	City Wide	Dependent on ability to recruit staff
	iii. Oversee infrastructure developments linked to the new harbour that support job creation resulting from the second cruise ships season.	T1	Poverty	City Wide	Sufficient internal capacity
	iv. Develop proposals to unlock £160M over ten years through the Investment Zone in order to create a mechanism for affordable borrowing and ultimately support the number of residents in receipt of the real living wage.	T1	Poverty	City Wide	Dependent on ability to recruit and capacity of other clusters to support
	v. Work in partnership with the ETZ Board and others to develop and deliver Green Energy research and innovation interventions to unlock Investment Zone Funding and support job creation.	T1	Poverty / Net Zero	City Wide	Sufficient internal capacity

High level priorities (Link to LOIP)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
	vi. Continued investment in hydrogen to stimulate demand, address Net Zero and increase green energy employment opportunities through: <ul style="list-style-type: none"> • Continued delivery of H2 Buses Project • Development of a 5 year programme to maximise hydrogen export opportunities (subject to approvals for H2 valley) • Support BP/ACC Joint Venture to move to Phase 2 to realise local job creation 	T1	Poverty / Net Zero	City Wide	Sufficient internal capacity
	vii. In collaboration with Strategic Place Planning, work with Aberdeen Heat & Power to prepare for the requirement to hold a licence/consent under the Heat Networks (Scotland) Act 2021 to support on-going expansion of job opportunities, in green energy.	T1	Poverty / Net Zero	City Wide / Torry	Sufficient internal capacity in place to deliver
An outstanding Natural Environment (Stretch Outcome 2 and 15)	i. Promote and secure development opportunities associated with the City Centre Masterplan including: <ol style="list-style-type: none"> a. Queen Street b. A new Aberdeen Market c. Beach Masterplan (Beach Park, Events Park and Broadhill – Phase A projects started and completed during 2024/25) d. City Centre Streetscape e. George Street 	T1	Poverty	City Centre	Sufficient internal capacity in place to deliver
	ii. Through Invest Aberdeen create an Investment Plan.	T1	Poverty	City Wide	Sufficient internal capacity in place
	iii. In collaboration with Strategic Place Planning, implement the Union Empty Shops Plan and support the work of Our Union Street including Marks and Spencer.	T1	Poverty	City Centre	Dependent on ability to recruit

High level priorities (Link to LOIP)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
	iv. In collaboration with Strategic Place Planning, create a framework and 10 year plan to rationalise stored collections to reduce carbon footprint & future storage requirements in line with changes being made to St Peters school.	T1	Net Zero	City Wide	Sufficient internal capacity in place to deliver
A Healthy and Skilled Population (Stretch Outcome 2)	i. In partnership with Aberdeen Alcohol and Drugs Action and NHS Grampian, support individuals in recovery from substance use through an employability pipeline through keyworker support and paid work experience placements.	T2	Poverty / Homelessness	City Wide	Sufficient internal capacity in place
	ii. Carry out a skills audit across priority areas to establish skills gaps, barriers to employment, and training needs in order to carry out a tendering exercise to secure a mixed economy of provision to match local need.	T1 and T2	Poverty / Homelessness	City Wide	Sufficient internal capacity in place
	iii. Provide accredited construction skills training to prisoners in HMP Grampian nearing the end of their sentence and who will be released to Aberdeen.	T1 and T2	Poverty / Homelessness	City Wide	Sufficient internal capacity in place
	iv. Commission a range of test and learn employability projects across priority areas focused on the target groups identified in the Local Employability Partnership Action Plan.	T1 and T2	Poverty / Homelessness	Priority Areas	Sufficient internal capacity in place
	v. Commission a range of green and renewables skills training courses.	T1 and T2	Poverty / Homelessness / Net Zero	City Wide	Sufficient internal capacity in place
A strong community and cultural identity (Stretch Outcome 2)	i. Accelerate participation in cultural volunteer programmes including archives, gallery & museums venues and Tall Ships 2025.	T1	Indirect	City Centre	Dependent on ability to recruit volunteers
	ii. In partnership with the Science Museum Group and targeted Aberdeen city schools, develop a “science capital” approach to teaching and interpretation in archives, gallery & museums in 2024/25 and 2025/26.	T1	Indirect	City Wide	Sufficient external capacity secured to deliver

High level priorities (<i>Link to LOIP</i>)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
	iii. Design and deliver Aberdeen Events 365 Strategy through the Aberdeen Events 365 Plan 2023-2026 (including Tall Ships 2025), and support through targeted sponsorship and fundraising income Aberdeen Events 365	T1	Indirect	City Wide	Sufficient internal capacity in place to deliver
	iv. Deliver The Dennis Law Trail in Printfield locality.	T1	Indirect	Hillside, Woodside, Stockethill	Partially dependent on ability to recruit
	v. Develop venues to provide best value cultural services and increase opportunities for cultural tourism: <ul style="list-style-type: none"> a. Tolbooth – reopen (Easter 2025) b. Maritime museum – refresh (3yr plan) c. Art gallery – top floor (2024/25) d. Provost Skene’s House – ground floor (2025/26) e. Archives – new home (5yr plan) f. Glover House – investment plan (2024/25) g. Investigate an Arts Hub (2024/25) 	T1	Indirect	City Centre	Dependent on ability to secure further external funding.

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actual	Prevention and Early Intervention (Tier 1,2 or 3)
1.	We will, with partners, support established businesses through the Business Gateway service within 5 working days of approach.		✓	✓	✓	N	100%	Tier 1
2.	We will, with partners, support new business start-ups in the city through the Business Gateway service within 5 working days of approach.		✓	✓	✓	N	100%	Tier 1
3.	We will maintain Accreditation standards for the Art Gallery. UK Museum Accreditation Scheme	✓	✓	✓		P	100%	Tier 1
4.	We will achieve Accreditation standards for Archives. Archive Service Accreditation	✓	✓	✓		P	100%	Tier 1
5.	We will maintain Accreditation standards for Museums. UK Museum Accreditation Scheme	✓	✓	✓		P	100%	Tier 1
6.	We will provide person centred employability support to those eligible with a particular focus on more vulnerable groups, and signpost those who are not eligible to alternative support within 5 working days.		✓	✓	✓	N	N/A	Tier 2
7.	We will maintain or increase the number of external outdoor public events.	✓				N	N/A	Tier 1

Capital

High level priorities (Link to LOIP)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
Cost effective delivery of capital projects (Stretch Outcome 15)	Work to achieve financial close of Transportation Link to Bay of Nigg within financial year 2025/26.	T1	Indirect	Locality	Sufficient internal and external resource
	Commence construction of Union Street Central for delivery 2025/26.	T1	Indirect	City Centre	Sufficient internal and external resource
	Deliver the New Riverbank School in late 2024 with a planned decant to the new school in early 2025.	T1	Indirect	Locality	Sufficient internal and external resource, subject to external factors (weather etc.)
	Deliver the new Joint Integrated Mortuary at ARI in Autumn 2024.	N/A	Indirect	N/A	Sufficient internal and external resource
	Deliver the Bridge of Don Household Waste Recycling Centre (HWRC) in 2024/25.	T1	Net zero	Locality	Sufficient internal and external resource
	Commence and progress design development at new Hazlehead Academy. (subject to Council decision)	T1	Indirect	Locality	Sufficient internal and external resource
	Commence and progress design development at refurbished St Peters Primary. (subject to Council decision)	T1	Indirect	Locality	Sufficient internal and external resource
	On-going delivery of agreed programme of affordable house building with planned new housing developments at Kincorth and Craighill.	T1	Poverty / Net Zero	Locality	Sufficient internal and external resource
	Complete construction of Torry Heat Network Phase 1 and commence Phase 2.	T1	Net Zero	Locality	Sufficient internal and external resource
	Continued delivery of Capital Voids, Housing Investment and providing support and advice in managing our RAAC programme obligations.	T1	Poverty	Locality	Sufficient internal capacity

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)
1.	We will ensure the specification on new construction projects meet the required environmental and building quality standards.			✓		N	100%	N/A
2.	We will ensure all capital projects have gate stage reviews completed in accordance with our project management governance protocols.			✓		N	100%	N/A

Strategic Place Planning

High level priorities (Link to LOIP)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
Reduce carbon emissions by increasing public transport (Stretch Outcome 13)	i. Subject to on-going external funding from Transport Scotland, respond to the Transport (Scotland) Act 2019 – provisions on buses which allows for direct service provision, partnership working and local franchising, including through the Bus Partnership Fund and Aberdeen Rapid Transit. Aim for 2024/25 is to continue to progress the corridor studies and agree a Strategic Business Case for Aberdeen Rapid Transit.	T1	Poverty & Net Zero	City Wide	Dependent on securing external funding from Transport Scotland
Reduce carbon emissions and support physical and mental wellbeing by increasing active travel (Stretch Outcome 14)	i. Complete a Mobility Strategy for the city.	T1	Poverty & Net Zero	City Wide	Sufficient internal capacity
	ii. Complete an Active Travel Network Plan for the City.	T1	Poverty & Net Zero	City Wide	Sufficient internal capacity
	iii. Work with stakeholders to maximise the opportunities for active travel as part of the beach and city centre masterplans and determine how to bring this forward in the context of Union Street East and Beach Boulevard.	T1	Poverty & Net Zero	City Centre / Beach	Sufficient internal capacity, external capacity will be required for delivery.
	iv. Install distance markers across popular walking and running routes.	T1	Indirect	City Wide	Subject to external funding
	v. Complete an update of the Car Park Review.	T1	Poverty & Net Zero	City Wide	Subject to external funding.
	vi. Progress options appraisal to build a new foot and cycle bridge over the River Dee subject to funding from NESTRANS.	T1	Net Zero	City Centre	Subject to external funding.

Reduce carbon emissions from transport infrastructure <i>(Stretch Outcome 14)</i>	i. Work with Scottish Government and Commercial & Procurement through the joint procurement pilot for the North of Scotland to increase installation of electric charging capacity and use renewable energy for these. In 2024/25 the aim is to appoint a development partner, subject to the outcome of the procurement process, and agree infrastructure locations and a programme for their roll out.	T1	Net Zero	City Wide	Sufficient internal capacity
	ii. Subject to on-going funding from Transport Scotland, work with the North East Bus Partnership and the Scottish Government to deliver the Bus priority measures as part of the Bus Partnership Fund and explore opportunities for alternative fuel vehicles. Aim for 2024/25 is to continue to progress the corridor studies and agree a Strategic Business Case for Aberdeen Rapid Transit and work with partners to explore options for alternative fuel vehicles.	T1	Net Zero	City Wide	Dependent on securing external funding
	iii. Low Emission Zone to be implemented in June 2024.	T1	Net Zero	City Centre	Sufficient internal capacity
Increase the amount of land managed for nature to decrease flood risk management and increase access to and quality of green spaces <i>(Stretch Outcome 15)</i>	i. In 2024/25 the aim is to work with external partners such as the James Hutton Institute to develop a natural environment strategy implementation plan.	T1	Poverty & Net Zero	City Wide	Sufficient internal capacity
	ii. For 2024/25 aim to complete the Sustainable Growth Agreement project and report to committee, and to explore options to include these in council capital schemes and to work with Scottish Water on options to deliver a pilot scheme.	T1	Net Zero	City Wide	Sufficient internal capacity
	iii. In collaboration with Operations, ensure that public land is managed for nature / increase areas of naturalised grassland and wildflower meadow (e.g Denburn)	T1	Net Zero	City Wide	Sufficient internal capacity
	iv. In collaboration with Operations, identify suitable land and expand tree planting on council land.	T1	Net Zero	City Wide	Sufficient internal capacity
Minimise the levels of waste created	i. In collaboration with Operations and Commercial and Procurement, improve waste reduction and product lifespan through ACC procurements.	T1	Net Zero	City Wide	Sufficient internal capacity

<i>(Stretch Outcome 13)</i>	ii. For 2024/25 aim to work with Operations to ensure alignment between the Waste Strategy and the Circular Economy Bill and support Operations in relation to ongoing programmes to reduce waste (including exploring opportunities for repair hubs).	T1	Poverty & Net Zero	City Wide	Sufficient internal capacity
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Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)
1.	We will ensure that the local authority area is covered by an up to date Local Development Plan.			✓		L	100%	Tier 1
2.	We will, on average, determine householder planning applications within 10 weeks.		✓			L	82%	Tier 1
3.	We will, on average, determine local non-householder planning applications within 11 weeks.		✓			L	80% N/A	Tier 1
4.	We will, on average, determine major planning applications within 30 weeks.		✓			L	N/A	Tier 1
5.	We will respond to building warrant applications within 20 working days.		✓			L	90%	Tier 1
6.	We will respond to building warrant approvals within 10 working days.		✓			L	85%	Tier 1
7.	We will ensure that each existing Tree Preservation Order (TPO) is reviewed as fit for purpose at least once every 10 years.		✓		✓	L	N/A	Tier 1
8.	We will, on average, determine applications for works to protected trees (under TPO and Conservation areas) within six weeks.		✓			L	N/A	Tier 1
9.	We will keep our strategies up to date and ensure monitoring and delivery plans are in place.			✓		L/N	N/A	Tier 1
10.	We will maintain independent Customer Service Excellence accreditation.			✓		N	100%	Tier 1

Operations

High Level Priorities (<i>Link to LOIP</i>)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
Maintain the City's green space environment, local road and pavement network (<i>Stretch Outcome 15</i>)	i. Replace remaining 500 Street Lights with Smart LED.	T1	Net Zero	City Wide	Sufficient internal capacity
	ii. Develop and implement measures to support the implementation of The Transport (Scotland) Act 2019, in relation to pavement parking.	T1	Net Zero	City Wide	Dependent upon ability to recruit resource.
	iii. Improve road safety through implementation of the Road Safety Plan, Route Action works, and traffic management/ road safety measures.	T1	Indirect	City Wide	Dependent upon ability to recruit resource.
	iv. Reduce traditionally maintained amenity land areas in order to increase wildflower areas e.g. Denburn	T1	Net Zero	City Wide	Subject to commitment of community partners
	v. Expand tree planting programme on council land in-line with the Council's ambition to plant one million trees up to 2032 as fully as external funding will allow.	T1	Net Zero	City Wide	Subject to external funding being secured
	vi. Complete and implement strategic flood risk management plans.	T1 & T2	Net Zero	City Wide	Subject to external funding being secured
	vii. Develop new B (bee) Lines across the city.	T1	Net Zero	City Wide	Sufficient internal and external funding
	viii. Increase the green network of community partners and volunteers by 10%.	T1	Net Zero	City Wide	Sufficient internal and external funding
	ix. Increase provision of allotments and food growing spaces e.g. Seaton	T1	Net Zero	City Wide	Subject to available land

	x. Completion of £1 million play area at Hazlehead Park.	T1	Indirect	Hazlehead Park.	Sufficient external grant funding
	xi. Refurbishment of 7 city play areas in 2024/25.	T1	Indirect	City Wide	Sufficient internal and external funding
Minimise the levels of waste created and optimise waste collection and disposal <i>(Stretch Outcome 13)</i>	i. Rebuild of Altens Materials Recovery Facility and transfer station.	T2	Net Zero	City Wide	Sufficient external capacity
	ii. Operationalise new Household Waste and Recycling Centre in Bridge of Don as replacement for existing site at Scotstown Road.	T2	Net Zero	City Wide	Sufficient internal capacity
	iii. Review Waste Strategy in light of impending regulatory changes e.g. Landfill Ban, Circular Economy Bill, Extended Producer Responsibility, Deposit Return Scheme, Persistent Organic Pollutants etc.	T1, T2 & T3	Net Zero	City Wide	Sufficient internal capacity
Maintain an effective operational fleet <i>(Stretch Outcome 13)</i>	i. In collaboration with Strategic Place Planning, develop Fleet Replacement Programme with a focus on alternative fuel vehicles and associated infrastructure.	T1, T2 & T3	Net Zero	City Wide	Subject to external funding being secured
	ii. Review existing fleet service delivery model.	T1, T2 & T3	Net Zero	City Wide	Subject to sufficient staffing and modernisation of facilities

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), Prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)
Environmental Services								
1.	We will remove litter from adopted roads and pavements to a minimum of Grade B of the Keep Scotland Beautiful “Local Environmental Audit Management System” (LEAMS) standard. Scotland's Local Environmental Quality Seminar 2023/24 Keep Scotland Beautiful		✓	✓		P	90%	Tier 1

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2.	We will maintain all parks and amenity open spaces to a minimum of Grade B of the Keep Scotland Beautiful "Land Audit Management System" (LAMS) standard.		✓	✓		P	100%	Tier 1
3.	We will complete all priority 1 amenity / street tree maintenance work (emergency work on dangerous trees) within 3 weeks.		✓			N	N/A	Tier 2
4.	We will inspect all amenities / street trees a minimum of once every 5 years.		✓			N	N/A	Tier 1
5.	We will visit, inspect and maintain outdoor amenity play areas (excludes education and community center settings) on a fortnightly basis to national safety standards (BSEN 1177 for safety surfacing, BSEN 1176 for play equipment and BSEN 14974 for wheeled sports).		✓	✓		P	100%	Tier 1
6.	We will inspect lifebelts at the beach on a daily basis and twice weekly at other locations in keeping with the National Water Safety Strategy or ROSPA water safety guidance.		✓	✓		P	97%	Tier 1
7.	We will deliver Cremation Services to a standard that achieves a positive evaluation by the Inspector of Cremation.			✓		P	N/A	Tier 1
8.	We will support the active participation of 150 partnership / community environmental groups.			✓		N	184	Tier 1
9.	We will remove non offensive graffiti from public buildings and structures within 4 weeks.		✓			N	N/A	Tier 1
10.	We will remove offensive graffiti from public buildings and structures within 5 days.		✓			N	N/A	Tier 3
Fleet Services								
1.	We will achieve first time MOT pass for HGV's subject to a pre-check and then presented for annual test.			✓		N	100%	Tier 1
2.	We will achieve first time MOT pass for Light vehicles when presented for annual test following a pre-test.			✓		N	94%	Tier 1
3.	We will only provide vehicles which comply with ECO Stars scheme ratings Euro iv, v or vi.			✓		L	N/A	Tier 1
4.	We will complete all Scheduled Safety inspections within 2 days.		✓	✓		N	100%	Prevention
Waste Services								
1.	We will collect refuse, recycling, food and chargeable garden waste bins fortnightly for all individual household bins.			✓	✓	N	95%	Tier 1
2.	We will empty communal containers before they overflow.		✓			N	95%	Tier 1
3.	We will respond to reported overflowing communal bins within two working days.		✓			N	95%	Tier 3
4.	We will respond to fly-tipping enquiries relating to public places within 5 working days.		✓			N	100%	Tier 2
5.	We will complete paid bulky uplift service requests within 10 working days.		✓		✓	N	100%	Tier 1

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6.	We will promote the diversion of household waste from landfill to help limit the use of landfill.			✓		P	85%	Tier 1
7.	We will promote the recycling and composting household waste to help limit the use of landfill.			✓		P	50%	Tier 1
8.	We will provide services to non-domestic customers by mutual agreement.			✓	✓	N	100%	Tier 1
Roads and Infrastructure								
1.	We will repair (High/Medium priority) carriageway / footway defects within 7 days. Safety Inspection Manual Web 11 21.pdf (aberdeencity.gov.uk)		✓			P	98%	Tier 2
2.	We will complete road safety inspections within the set timeframe as set out in the Roads Inspection Manual. Safety Inspection Manual Web 11 21.pdf (aberdeencity.gov.uk)		✓			P	N/A	Tier 1
3.	We will respond to general street lighting faults within 7 days.		✓			P	97%	Tier 2
4.	Will complete General Inspections of all bridges/structures every two years.		✓			P	N/A	Tier 1
5.	We will take preventative measures to reduce flooding by: - watercourse inspections and clearance of debris prior to storm events - biannual cyclical gulley maintenance		✓	✓		L	100%	Tier 1
6.	We will provide services which achieve a “Satisfactory” rating on the Scottish Roadworks Commissioner Annual Report.			✓		P	Satisfactory	Tier 1

Education and Lifelong Learning

High level priorities (Link to LOIP)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
Reduce child poverty (Stretch Outcome 1)	i. Co-design and deliver co-ordinated whole family preventative services with a particular focus on those living in SIMD 1 to reduce involvement with statutory services.	T1 & T2	Poverty	Financially Vulnerable	Subject to on-going commitment from partners
	ii. Maintain readiness to increase uptake of free school meals, responding, as appropriate, to any requirement to deliver free school breakfasts and lunches for all primary school pupils in keeping with Scottish Government policy.	T1 & T2	Poverty	Financially Vulnerable	Subject to external funding
	iii. Continued allocation of grant to support delivery of the Scottish Government commitment to abolish core curriculum charges.	T1 & T2	Poverty	Financially Vulnerable	Subject to external funding
	iv. Continue to prepare for implementation of the Scottish Government commitment to expand free childcare services to support targeted families into employment when national plan is known.	T1 & T2	Poverty	Financially Vulnerable	Subject to external funding
	v. Delivery of 'In the City Programmes' to those most likely to be impacted by poverty for easter, summer and autumn, subject to Council budget decision.	T1 & T2	Poverty	Priority Localities	Subject to funding being secured
	vi. Invest in leased community centres.	T1 & T2	Poverty	Priority Localities	Sufficient internal capacity
Raise attainment (Stretch Outcome 6)	i. Evaluate the impact of approaches to Local Authority and school quality improvement to determine their effectiveness in addressing variation.	T1 & T2	Poverty	City Wide and Targeted	Sufficient internal and community capacity
	ii. Evaluate the impact of pupil tracking arrangements in addressing variation in attainment across SIMD groups.	T1 & T2	Poverty	City Wide and Targeted	Sufficient internal and community capacity

Maximise the impact of Early Learning and Childcare <i>(Stretch Outcome 3)</i>	i. Maximise the uptake of 1140 hours of ELC for all eligible children, with a particular focus on eligible 2s (190 in 2023/24) and those currently in families living in SIMD 1.	T1 & T2	Poverty	City Wide	Sufficient internal capacity
	ii. Support early language acquisition and development through the roll out of appropriate programmes with a particular focus on schools with a high proportion of children living in SIMD 1 to reduce referrals to Speech and Language Therapy.	T1 & T2	Poverty	City Wide / Targeted Needs	Sufficient internal capacity
	iii. Support Corporate Landlord to deliver the agreed School Estate Plan in line with approved capital programme (subject to Council budget decisions and external funding).	T1	Indirect	City Wide	Sufficient internal capacity
	iv. Development and approval of the future library model with an associated transition plan.	T1 & T2	Poverty	City Wide / Targeted Need	Sufficient internal capacity
	v. Development and implementation of a literacy strategy to align the future library model with our Family Support Model.	T2	Poverty	City Wide / Targeted Needs	Sufficient internal capacity
	vi. Roll out the second Request for Assistance process to help meet emerging demand across communities.	T2	Poverty	City Wide / Targeted Needs	Sufficient internal capacity, CLD activity subject to on-going investment
	vii. Develop a statutory Community Learning and Development Plan for 2024-2027.	T1 & T2	Poverty	City Wide / Targeted Need	Sufficient internal capacity
Support improvement in the health & wellbeing of children and young people <i>(Stretch Outcome 4)</i>	i. Support the evaluation of the neurodevelopmental pathway project and collaborate with partners to determine how best to pivot our system to take account of the learning.	T1 & T2	Poverty	City Wide / Targeted Needs	Subject to external funding
	ii. Work with stakeholders, including a Head Teacher working group, to determine a local response to the Scottish Government 5 Point Plan to support a reduction in distressed behaviour in schools.	T1 & T2	Poverty	City Wide / Targeted Needs	Sufficient internal funding
Support transition to positive destinations <i>(Stretch Outcome 6)</i>	i. Deliver a broader curriculum offer through digital and partnership delivery of Phase 3 of ABZ Campus to secure improvement in senior phase attainment.	T1	Poverty	City Wide and Targeted	Sufficient internal capacity
	ii. Further improve transition from children and adult services as part of the GIRFE Pathfinder to bring forward transition planning.	T1, T2 and T3	Poverty	City Wide	Subject to on-going commitment from partners

	iii. Work with Skills Development Scotland, NHS Grampian and other key partners to try to secure an increased allocation of foundation apprenticeships.	T1	Poverty	City Wide / Targeted Needs	Subject to Foundation apprenticeship funding allocations
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Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)
1.	We will meet all eligible requests for early learning and childcare placements within one month.		✓		✓	L	100%	Tier 1
2.	We will meet all mainstream requests for a primary and secondary school placement within one month.		✓		✓	L	100%	Tier 1
3.	We will work to ensure early learning and childcare settings meet the national standard.			✓		L	100%	Tier 1
4.	We will ensure primary, secondary, and special schools achieve an average evaluation of 'good' or better in core Quality Indicators.			✓		N	80%	Tier 1
5.	Provide CLD services to a level that achieves a rating of good or better through external inspection.			✓		N	N/A	Tier 1
6.	We will process requests for additional support to meet the wellbeing needs of children and young people within 40 days.		✓			N	100%	Tier 2
7.	We will work to ensure that Broad General Education Attainment at P1, P4, P7 and S3 is in line (within 1%) of the National Average.			✓		N	N/A	Tier 1
8.	We will work to ensure that Senior Phase Attainment at Levels 4, 5 and 6 is in line with (within 1%) the National Average.			✓		N	N/A	Tier 1
9.	We will flexibly respond to ensure that schools, ELC, CLD and library provisions remain open irrespective of staffing absence.	✓				N	98%	Tier 1
10.	We will work to ensure that school attendance is as good or better than the national average.			✓		N	N/A	Tier 1
11.	We will work to ensure that all young people in the senior phase have access to city wide courses through ABZ Campus.	✓		✓		N	N/A	Tier 1
12.	We will meet those wishing to access CLD services from priority areas within 3 weeks (inclusive of Youth Work and Family Learning) to begin person centred planning.	✓	✓			N	N/A	Tier 1
13.	We will ensure library item requests are satisfied within 21 days.	✓	✓			N	73%	Tier 1

Children’s Social Work and Family Support

High level priorities (Link to LOIP)	Commissioning Intention	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
Support care experienced children and fulfil our role as corporate parents (Stretch Outcome 5)	i. Implement the second Promise Plan building on Year 2 progress as reported to ECS Committee.	T1, T2 & T3	Poverty / Homelessness	City Wide / Targeted Needs	Subject to on-going funding & commitment from partners.
	ii. Co-design a family support model to support children and young people to remain within their family where it is safe to do so.	T3	Poverty / Homelessness	City Wide / Targeted Needs	Subject to on-going funding & commitment from partners.
	iii. Increase multi-agency support to kinship carers/those children and young people they care for to reduce the number of placements that breakdown.	T2 & T3	Poverty / Homelessness	City Wide / Targeted Needs	Subject to on-going commitment from partners
	iv. Deliver age assessments for unaccompanied asylum seekers who state that they are under 18 years of age.	T3	Poverty / Homelessness	Targeted Need	Subject to availability of staff from CSW teams
	v. Celebrate our care experienced young people via National Care Day and other events.	T3	Poverty / Homelessness	Targeted Need	Subject to on-going commitment from partners
Support multi-agency efforts to reduce domestic abuse and support victims (Stretch Outcome 9)	i. Preparations for and a response to the Domestic Abuse (Protection) (Scotland) Act 2021 including Domestic Abuse Protection Orders.	T1 & T2	Homelessness	City Wide / Targeted Need	Sufficient internal capacity
	ii. Support the implementation of the “Safe & Together” model.	T2 & T3	Homelessness	City Wide / Targeted Need	Sufficient internal capacity
	iii. Implement Equally Safe and a gendered lens to public protection policy and practice.	T2 & T3	Poverty / Homelessness	City Wide / Targeted Need	Sufficient internal capacity
Prevent children & young people entering the criminal justice	i. Co-design preventative whole family support approaches to supporting young people at risk of offending.	T2 & T3	Poverty / Homelessness	City Wide / Targeted Needs	Subject to on-going funding & commitment from partners.

system & support those who do (Stretch Outcome 7)					
Protect Children (Stretch Outcome 8)	i. Develop a Bairns Hoose at the Links Hub to support young people who have experienced abuse and harm as well as those young people under the age of criminal responsibility whose behaviour has caused harm to others.	T2 & T3	Poverty / Homelessness	City Wide / Targeted Needs	Subject to securing sufficient resource from Scottish Government and partners
	ii. Develop enhanced advocacy opportunities for children experiencing all aspects of child protection & justice systems.	T2 & T3	Poverty / Homelessness	City Wide/ Targeted Needs	Sufficient internal capacity

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)
1.	All initial screenings will be undertaken and action decided on new referrals within 7 days.		✓			N	97%	Tiers 2 and 3
2.	We will ensure all joint interviews are undertaken utilising the Scottish Child Interview Model.			✓		N	N/A	Tier 3
3.	We will hold initial Child Protection Planning Meetings within 21days.		✓			L	71%	Tier 3
4.	We will ensure care provided within Council children’s homes achieve a care standard of good or better through regulatory inspections.			✓		N	100%	Tier 3
5.	We will ensure care provided by the Council’s fostering service achieves a care standard of good or better through regulatory inspections.			✓		N	100%	Tier 3
6.	We will ensure care provided by the Council’s adoption service achieves a care standard of good or better through regulatory inspections.			✓		N	100%	Tier 3
7.	We will work to maintain or increase the current number of foster carers.			✓		N	N/A	Tier 3
8.	We will undertake an initial age assessments within 2 weeks of unaccompanied asylum seeking individuals who identify as being under 18 years where there is a dispute to their age.		✓			L	N/A	Tiers 2 and 3
9.	We will ensure that fewer than 7.5% of care experienced children and young people will have 3 or more placements in 12 months.			✓		N	1%	Tier 3

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10.	We will ensure care experienced children and young people have a pathway plan by the age of 15 years.			✓		L	68%	Tier 3
11.	We will support, where safe to do so, more than 75% of the children and young people open to Children's Social Work live within their family network.	✓		✓		N	75%	Tier 3

Housing

High level priorities (<i>Link to LOIP</i>)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
Support Council tenants (<i>Stretch Outcome 12</i>)	i. Evaluate the impact of the current housing and support model to help identify where a multi-disciplinary locality-based approach could help support families more holistically (to include those with more complex needs).	T2 & T3	Poverty / Homelessness	City Wide / Targeted Need	Sufficient internal capacity across the Function
	ii. Implement the Housing Domestic Abuse Policy to ensure consistency of delivery.	T1 & T2	Homelessness	City Wide / Targeted Need	Sufficient internal capacity
Housing needs analysis and delivery (<i>Stretch Outcome 12</i>)	i. In collaboration with Corporate Landlord, Finance, Capital, Strategic Place Planning analyse housing needs to inform the early development of a city wide Housing Strategy to include an HRA Asset Management Plan, 30 year business plan and consideration of those with complex and life-long needs.	T1	Homelessness	Localities	Subject to other Clusters being able to release staff to help progress, sufficient housing capacity.
	ii. In collaboration with Corporate Landlord and the Capital cluster, support families impacted by RAAC.	T1 & T2	Indirect	Localities	Internal housing capacity will prioritise this area
	iii. Develop and implement, in collaboration with Corporate Landlord, a cross council plan to help realise a reduction in void Council houses.	T1	Homelessness	Localities	Sufficient internal housing and Corporate Landlord capacity
Reduce homelessness and respond appropriately to those who do become homeless (<i>Stretch Outcome 12</i>)	i. Develop and implement, in collaboration with The Royal Foundation, a delivery plan with a preventative focus to reduce homelessness in Aberdeen.	T2 & T3	Homelessness	Targeted	Sufficient internal capacity
	ii. Work towards reducing the journey time for people experiencing homelessness, to secure improved performance.	T2 & T3	Homelessness	Targeted	Sufficient internal capacity

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)
1.	We will assess all homeless applications within 28 days.		✓		✓	L	31% (21 days)	Tier 2
2.	We will ensure all homeless people secure a permanent tenancy within 100 days average.		✓		✓	L	154 days	Tier 2
3.	We will review and process housing applications within 28 days.		✓		✓	N	99.5%	Tier 1
4.	We will ensure a decision is made on all Tenancy Management actions (specifically Abandonment, Assignment, Joint Tenancy, Lodger, Single Abandonment, Single Termination, Sublet, Succession) within 28 days.		✓			L	92%	Tier 2
5.	We will ensure an average time to let a property of 210 days.	✓		✓		N	239 days	Tier 1
6.	We will ensure that our support for people being liberated from prison meets the SHORE standards. SHORE Standards (sps.gov.uk)	✓		✓	✓	L	Yes	Tier 1

Corporate Landlord

High level priorities (Link to LOIP)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
Improve the quality, efficiency and suitability of housing (Stretch Outcome 12)	i. In collaboration with Housing, support families impacted by RAAC in keeping with future Committee decisions.	T3	Indirect	Localities	Sufficient additional internal resource
	ii. Undertake a review of Council house repairs and housing improvements to secure improved performance (9.7 days to complete non-emergency repair in 2022/23).	T1, T2 & T3	Homelessness Net zero Poverty	Localities	Budget realignment will enable sufficient internal resource.
	iii. Develop and implement, in collaboration with Housing, a cross council plan to help realise a reduction in void Council houses (to include a review of buy back scheme) (5.7% rent lost due to voids in 2022/23).	T1, T2 & T3	Homelessness	Localities	Sufficient internal resource
	iv. Commission a programme of works to ensure that 80% of ACC housing stock meets SHQS.	T2 & T3	Homelessness / Child Poverty	City Wide	Sufficient internal resource
	v. Prepare for the implications of the anticipated Energy Efficiency standard for Social Housing.	T2 & T3	Net Zero	City Wide	Sufficient internal resource, although more resource may be required to deliver against new standard
	vi. Commission a programme of works to help tenants remain at home in collaboration with Aberdeen Health & Social Care Partnership.	T2 & T3	Indirect	City Wide / Targeted Need	Subject to resources being available across ACHSCP to support.
Improve the quality, efficiency and suitability of Council property	i. Development of the Local Heat and Energy Efficiency Strategy.	T1 & T2	Net zero	City wide	Sufficient external resource
	ii. Reduce energy consumption across the full council estate by 0.5%.	T1	Net zero	City wide	Delivery subject to external funding
	iii. Commission annual School estate plan and delivery of projects committed in the Council budget.	T1	Indirect	city wide	Sufficient internal resource

(Stretch Outcome 12)	iv. Reduce holding costs for vacant or surplus property by taking unsold property to auction.	T1	Indirect	City wide	External costs are covered from Capital receipts. Internal Resource is limited due to availability of appropriate professionals in the market
Improve the Performance of the Commercial Estate (Stretch Outcome 15)	i. Commission a review of the commercial estate to better reflect current market conditions and determine investment / disinvestment opportunities.	T1	Indirect	City wide	Subject to additional/ external funding to secure specialist support
Deliver Efficient and Effective Facilities Management (Stretch Outcome 15)	i. Installation of new and replacement of bus shelters with green roofed and solar powered shelters.	T1	Net Zero	City Wide	Subject to source of funding

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)
1.	We will work to ensure that our public buildings, which have been awarded a dispensation, meet accessibility requirements under the Equality Act 2010.	✓		✓		L	82%	Tier 1
2.	We will carry out condition surveys across 100% of public buildings on a 5-yearly cycle.		✓			P	N/A	Tier 1
3.	We will work to ensure that our public buildings achieve a condition rating of C or better.			✓		P	92% (B)	Tier 1
4.	We will work to ensure that our buildings achieve a suitability rating of C or better.			✓		P	77% (B)	Tier 1

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5.	We will work to ensure minimal disruption to schools and ELC provisions due to building defects/extreme weather (baseline from 2023/24 is 46 days lost).	✓		✓		N	46 lost days	Tier 1
6.	We will complete statutory maintenance works on public buildings in accordance with the legal duties.		✓	✓		L	100%	Tier 2
7.	We will complete statutory maintenance works on council houses in accordance with the legal duties.		✓	✓		L	99.6%	Tier 2
8.	We will undertake Asset Valuations to meet Financial Regulations every year (investment assets) and every five years for all other asset types.		✓			N	N/A	Tier 1
9.	We will work towards school occupancy at 80%-95% for primary schools and secondary schools.	✓				N	N/A	Tier 1
10.	We will ensure that all surplus assets are taken to market within 4 months of being declared surplus.		✓			N	N/A	Tier 1
11.	We will work towards all public buildings having an EPC rating of C or higher.			✓		P	N/A	Tier 1
Building Services Published handbook								
1.	We will make good or make safe emergency daytime housing repairs within 4 hrs.		✓	✓		N	97.5%	Tier 3
2.	We will make good or make safe emergency out of hours housing repairs within 4 hrs.		✓	✓		N	95%	Tier 3
3.	We will complete urgent housing repairs within 24 hours.		✓	✓		N	90%	Tier 3
4.	We will complete high category housing repairs within 3 days.		✓	✓		N	90%	Tier 2
5.	We will complete non-emergency housing repairs within 5 working days.		✓	✓		N	N/A	Tier 2
6.	We will complete routine housing repairs within 10 working days.		✓	✓		N	N/A	Tier 2
8.	We will complete repairs right first time.		✓	✓		N	91%	Tier 2
9.	We will complete housing repairs pre-inspections within 20 days.		✓			N	80%	Tier 1
10.	We will complete housing voids maintenance for each property to ensure the property meets the new letting standard. Revised Letting Standard		✓	✓		N	N/A	Tier 2
Facilities Management								
1.	(Catering) All meals served to children and young people in our schools will meet The Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020			✓		L	100%	Tier 1

2.	(Cleaning) We will complete Void Housing and Response cleaning alerts within the following timescales: <ul style="list-style-type: none"> • Emergency cleans within 4 working hours • Urgent cleans within 24 hours (not including Saturday or Sunday) • High priority cleans within 3 working days • Non-Emergency cleans within 5 working days • Routine priority cleans within 10 working days • Planned cleans within either 24 days or 90 working days dependent on timescale given by requestor 		✓			L	98%	Tier 2 & 3
3.	(Cleaning) We will respond to fly tipping alerts at multi-storey blocks within 60 working hours		✓			L	88% (48 hours)	Tier 3
4.	(Cleaning) We will deliver 39 weeks contracted school cleaning to the standards set in our generic specification	✓				L	100%	Tier 1
5.	(Cleaning) We will deliver cleaning services within all (non-school) operational properties to the standards set in our generic specification			✓		L	N/A	Tier 1
6.	(Janitorial) We will provide janitorial support to every (non 3Rs) primary school for a minimum of 4 hours per day when the school is open to pupils.	✓				L	N/A	Tier 1
7.	(Janitorial) We will provide janitorial support to every (non 3Rs) secondary school between 07:00 and 18:00 on each day when the school is open to pupils.	✓				L	N/A	Tier 1
8.	(PTU) We will assess mainstream school transport applications for children and young people who live more than 2 (primary) or 3 (secondary) miles from their local school within 1 calendar week, from date of receipt.		✓		✓	L	100%	Tier 2
9.	(PTU) We will assess ASN/Exceptional Circumstances school transport applications within 1 calendar week, from date of receipt.		✓		✓	N	100%	Tier 1
10.	(PTU) We will undertake spot checks on at least 50% of all school transport contracts over the course of the Academic year.			✓		N	46%	Tier 1
11.	(PTU) We will review and respond to local bus service registration changes within the prescribed 28-day period.		✓			L	100%	Tier 2

Governance

High level priorities (Link to LOIP)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
Corporate Governance & Democracy (All Stretch Outcomes)	i. Deliver the Scheme of Governance review to reflect a revised organisational structure and the annual requirement to align with CIPFA principles of good governance.	T1	Indirect	City Wide	Sufficient internal capacity
	ii. Support the organisation to plan for the demand from legislative changes and to reflect these within corporate policies, strategies and priorities.	T2	Indirect	City Wide	Sufficient internal capacity
	iii. Continue review of Community Council governance into 2024.	T1	Indirect	City Wide	Sufficient internal capacity
Risk and Resilience (Stretch Outcome 13)	i. Finalise and exercise emergency plans (National Power Outage Response Plan version 1.0 and CONTEST Delivery Plan).	T2	Indirect	City Wide	Sufficient internal capacity
Enforcement and Protective Services (Stretch Outcome 9)	i. Enforcement of the requirements of the Transport (Scotland) Act 2019 in respect of pavement parking.	T2	Indirect	City Wide	Sufficient internal capacity
	ii. Launch the Responsible Retailers Charter to tackle proxy sales of vapes and tobacco products and take account of the recent ban on single use vapes.	T2	Indirect	Local	Sufficient internal capacity
	iii. Work towards transferring mortuary provision responsibilities to NHS to commence in the new North East Combined mortuary.	T3	indirect	City Wide	Sufficient internal capacity

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for(L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)
1.	We will acknowledge requests for review within 14 days (Local Review Body).		✓			L	100%	Tier 1
2.	We will hear School Placing and Exclusion hearings within 28 days of request.		✓			L	100%	Tier 1
3.	We will determine Civic License applications within 9 months of a valid application.		✓			L	100%	Tier 1
4.	We will hold all hearings to determine a Premises License application or Variation application within 119 days of the last date for representations.		✓			L	100%	Tier 1
5.	We will issue decision letters for alcohol applications within 7 days of Board meeting.		✓			L	100%	Tier 1
6.	We will issue Personal Licenses within 28 days of date granted.		✓			L	100%	Tier 1
7.	We will acknowledge Civic licensing complaints within 24 hours.		✓			N	100%	Tier 2
8.	We will investigate Civic licensing complaints within 10 days.		✓			N	96%	Tier 2
9.	We will investigate and respond to reports of persistent Anti-Social Behaviour within 45 working days.	✓	✓	✓		N	100%	Tier 2
Protective Services								
1.	We will visit 20% of all registered tobacco and nicotine vaping products retailers yearly to give business advice on compliance with legislation.	✓		✓		P	45%	Tier 1
2.	We will undertake test purchasing of registered tobacco and nicotine vaping products in 10% of retailers yearly to test retailer compliance with age restrictions.			✓		P	16%	Tier 1
3.	We will deal with requests for business advice within 14 days.		✓			L	N/A	Tier 1
4.	We will respond to initial non-domestic noise nuisance requests within 5 days.		✓			L	82% (2 days)	Tier 2
5.	We will respond to initial pest control requests within 2 days for high priority infestations and 5 days for low priority infestations.		✓			N	89%	Tier 2
6.	We will respond to initial public health requests within 2 days for high priority cases.		✓			N	87%	Tier 3
7.	We will respond to initial public health requests within 5 days for low priority cases.		✓			N	N/A	Tier 2

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8.	We will respond to dog fouling incident requests within 2 days and other dog incident requests within 5 days.		✓			N	68% (2 days)	Tier 2
9.	All scheduled food service premises inspections (where access was possible) will be carried out on time, in line with Food Regulatory Service Plan.		✓			P	N/A	Tier 1
10.	The Scientific Laboratories will examine /analyse and report food and environmental samples within specified turnaround times agreed with partners/customers.		✓			N	75%	Tier 2 and 3

Commercial & Procurement

High level priorities (<i>Link to LOIP</i>)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
Increase the value of community benefits, including employability benefits (<i>Stretch Outcome 1 and Stretch Outcome 10</i>)	i. Support all major commercial and capital projects to be procured during 2024/25 including: <ul style="list-style-type: none"> - Digital 5G - Transport links to Aberdeen South Harbour - City Centre and Beach Masterplans - Major Infrastructure - New school builds 	T1	All	City Wide	Sufficient internal capacity
	ii. Lead the development of an Aberdeen Community Wealth Building Action Plan across a diverse supply chain with key partners to increase the local impact of procurement activity.	T1	Poverty	City Wide	Sufficient internal capacity
	iii. Increase the number and value of community benefits realised (a baseline of 762 community benefit outcomes in 2022/23) through major developments, including: <ul style="list-style-type: none"> • ETZ Jobs Plan • Hydrogen Hub JVP • City Centre and Beachfront Masterplan community benefits programme • Projects captured for progression within Capital Plan • All Social Care Contracts 	T1	All	City Wide	Sufficient internal capacity
	iv. Work collectively with Sport Aberdeen, Aberdeen Sports Village, and Aberdeen Performing Arts, to enable collaboration on operating models and shared resources, maximising income generation with an aim to reduce funding dependency from the Council, with clear and measurable channel shift strategies on early intervention programmes.	T1	Indirect	City Wide	Sufficient internal capacity

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actual	Prevention and Early Intervention (Tier 1,2 or 3)
1.	We will ensure demand management is embedded for all revenue contracts above £50K contracts at strategy stage and throughout life of contract to ensure that the quantity and specification of goods and services match, but do not exceed, the actual needs of the Council.			✓		P	100%	Tier 1
2.	We will enable access to all internal procedural procurement information online.	✓				N	100%	Tier 1
3.	We will publish annual contract pipelines for each financial year online after the Council Budget is set.	✓				N	100%	Tier 1
4.	We will ensure that all contracts above £50K in value can be tracked to show community, local economic and environmental benefits.			✓		P	95%	Tier 1
5.	We will ensure that all contracts above £50K have standard clauses to require providers to demonstrate commitments towards carbon reduction and efficiency.				✓	P	75%	Tier 1
6.	We will monitor the number of Officers undertaking procurement training to ensure that all delegated procurers have the required level of knowledge and skills.			✓		N	100%	Tier 2
7.	We will provide procurement compliance reports to Risk Board on a quarterly basis, reporting any exceptions and corrective actions taken.			✓		N	90%	Tier 1

Digital and Technology

High level priorities (Link to LOIP)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
Use of digital technology to support the best possible customer experience (All stretch outcomes)	Release new citizen platform with single identity.	T1 & T2	All	Multiple	Sufficient internal capacity
	Release Educational Psychology and HR as part of the Dynamics365 developments to automate processes.	T1 & T2	All	Multiple	Sufficient internal capacity
	Complete AI pilots using Co-pilot technology and develop long term use cases to support delivery of TOM 1.2 and chatbot web services.	T1 & T2	All	Multiple	Sufficient internal capacity
A Modern and Effective School Digital Estate (Stretch outcomes 5 & 6)	Completion of 2 pilot schools in Q1 2024. Extend delivery to whole educator group completing in Q3 2024. Deliver the full upgrade plan for schools in the 24/25 programme including new high capacity wifi, deployment of agreed 1:1 device allocation for learners and replacement active panels in classrooms.	T1 & T2	All	Multiple	Sufficient internal capacity

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), Prescribed (P) or Not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)
1.	We will resolve calls to the IT Service Desk right first time.		✓	✓		N	78%	Tier 2
2.	We will ensure critical systems are continuously available.	✓	✓	✓		N	99.5%	Tier 1
3.	We will close Priority 1 incident calls within 4 working hours.		✓	✓		N	N/A	Tier 2
4.	We will close Priority 2 incident calls within 8 working hours.		✓	✓		N	N/A	Tier 2

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5.	We will close Priority 3 incident calls within 3 working days.		✓	✓		N	N/A	Tier 2
6.	We will close Priority 4 incident calls within 5 working days.		✓	✓		N	N/A	Tier 2
7.	We will close Priority 5 Incident calls within 30 working days.		✓	✓		N	N/A	Tier 1
8.	Digital & Technology Services will be available as follows: <ul style="list-style-type: none"> • Service Desk Phone Support Hours: Mon – Fri (08:30-16:00) • Self Service Portal (24/7) • Emergency Support (24/7) 	✓				N	100%	Tier 1

People & Citizen Services

High level priorities (<i>Link to LOIP</i>)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
Support and Develop Staff and the Organisation (<i>All stretch outcomes</i>)	Develop talent pipelines to support internal career progression and development.	T1	Indirect	Workforce wide	Subject to demands on the service
	Use job families and worker styles to provide more tailored development and appropriate mandatory training.	T1	Indirect	Workforce wide	Sufficient internal resource
	Utilise the 6 equalities working groups to shape an Equalities, Diversity and Inclusion Action Plan.	T1	Indirect	Targeted	Sufficient internal resource
	Build on our approaches to hybrid and flexible working through developing staff digital skills and use of technology.	T1	Indirect	Workforce wide	Subject to demands on the service
	Implement the People Change Toolkit and build the capacity of leaders in change management.	T1	Indirect	Workforce wide	Sufficient internal resource
	Empower ACC 'coaches' to support peers to embed a culture of coaching at all levels across the organisation.	T1	Indirect	Workforce wide	Sufficient internal resource
	Deliver targeted wellbeing support for male employees and those experiencing the menopause.	T1	Indirect	Workforce wide	Sufficient internal resource
Improved efficiency and reduction in avoidable contact to increase focus on those with most need (<i>All stretch outcomes</i>)	<p>Modernisation of the Contact Centre and redesign of the supporting operating model, to maximise efficiency and support for those most vulnerable, including:</p> <ul style="list-style-type: none"> • implementation of new digital telecare alarm receiving technology • transformation of our traditional contact centre into an interactive "omni-channel" • further deployment of 'Assisted Digital' customer delivery model to educate and drive up digital uptake 	T1 & T2	Indirect	City Wide and other areas within Scotland	Sufficient internal resource

	<ul style="list-style-type: none"> • implementation of life events approach to accessing services • further development of integrated access model with partnership agencies 				
Reduce carbon emissions through travel to and within the city <i>(Stretch Outcome 13)</i>	Introduce an appeals service for Low Emission Zone (LEZ) and incorporation of pavement parking into the Penalty Charge Notice appeals process.	T1 & T2	Net Zero	City-Centre	May require additional resource
Support multi-agency efforts to increase benefits uptake and improve debt management <i>(Stretch Outcome 1)</i>	Deliver co-ordinated whole family early intervention and prevention services to increase benefits uptake and improve debt management.	T1, T2 & T3	Poverty	City Wide / Targeted Need	Sufficient internal resource
	Review corporate debt processes to introduce more streamlined and effective early intervention processes to secure improved performance.	T1 & T2	Poverty and Homelessness	City-wide	May require additional resources

Service Standards	Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)
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1.	We will deliver mid-year data-informed absence review meetings for targeted Clusters.	✓		✓		N	N/A	Tiers 1 &2
2.	Continue our workforce commitment to connecting young people to a range of opportunities and supporting and developing them in their roles, including maintaining Young Person's Guarantee employer status.	✓		✓		N	100%	Tiers 1 &2
3.	We will deliver annual workforce planning meetings for each Cluster.	✓		✓		N	100%	Tiers 1 &2
4.	We will complete evaluation panels upon receipt of all completed and verified documentation within 15 working days for each individual job, in relation to Job Evaluation.		✓			N	96%	Tiers 1 &2
5.	We will allocate an investigating officer, when required, within 5 days of P&OD receiving complete paperwork from the commissioning manager.		✓			N	100%	Tiers 1 &2
6.	We will allocate a People and Organisation advisor to formal casework within 5 working days.		✓			N	100% (3 days)	Tier 2
7.	All People Development courses will operate at 80% occupancy or above.	✓		✓		N	91%	Tier 1
8.	We will make initial contact with redeployees within 3 working days of redeployment confirmation.	✓				N	98%	Tiers 1 &2
9.	We will pay our people correctly and on time, in line with notifications of changes received within deadlines.			✓		N	N/A	Tier 1
10.	We will refresh our Employer, Service Provider, Education, Licensing Equality Outcomes every 4 years, and comply with requirements of the Public Sector Equality Duty and its Scottish Specific Duties.			✓		L	N/A	Tier 1
11.	We will update our Gaelic Language Plan every 5 years, providing Monitoring Reports to the Gaelic Bord on an annual basis. We will promote the GLP internally and externally in line with Scottish Government requirements: https://www.gov.scot/publications/scottish-governments-gaelic-language-plan-2022-2027/			✓		L	N/A	Tier 1
12.	We will update our British Sign Language Plan every 6 years and deliver the actions required by the Scottish Government British Sign Language (BSL): national plan 2023 to 2029 - gov.scot (www.gov.scot)			✓		L	N/A	Tier 1
13.	We will support council officers to complete comprehensive Integrated Impact Assessments (IIA) by turning around feedback within ten working days.		✓	✓		N	N/A	Tier 1
Revenues and Benefits								
1.	We will process all new housing benefit claims within 25 calendar days on average.		✓				12.5	Tier 1

APPENDIX 11

						N	(1 & 2)	
2.	We will process change of circumstances in relation to housing benefit claims within 12 calendar days on average.		✓			N	12.5 (1 & 2)	Tier 1
3.	We will process Crisis Grant applications within 2 working days.		✓			L	99%	Tier 3
4.	We will pay the correct amount of housing benefit to customers.			✓		N	96%	Tier 1
5.	We will process Community Care Grant applications within 15 working days.		✓			L	82%	Tier 1
6.	We will ensure that all people assessed as homeless are offered a financial assessment to check they are accessing all appropriate benefits.	✓			✓	N	N/A	Tier 2
Registrars – Births, Deaths and Marriages								
7.	We will ensure accurate Registration of all Births, Deaths and Marriages.			✓		P	N/A	Tier 1
8.	We will issue copy birth, death, marriage and civil partnership certificates within 7 days of the request being received.			✓		N	N/A	Tier 1
Customer Service								
9.	We will answer 80% of Customer Contact Centre calls within 180 seconds.		✓			N	72% (60 sec)	P / EI / H

Finance

High level priorities <i>(Link to LOIP)</i>	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
Management of Council Finances, including the Pension Fund, to meet statutory duties and enable service delivery in the context of diminishing resources. <i>(All stretch outcomes)</i>	Oversee revisions to the 2024/25 budget protocol for 2025/26 and ensure all deadlines are met.	T1 & T2	All	City-wide	Sufficient internal capacity, although increasing pressure on Council budgets is impacting on available capacity.

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)
Accounting:								
1.	We will deliver all relevant statutory financial reporting and returns.		✓	✓		L	100%	Tier 1
2.	We will provide budget holder meetings across all Council service areas no less than once a quarter (no to be determined based on risk).	✓	✓	✓	✓	N	100%	Tier 2
3.	We will ensure that the treasury strategy is prepared and implemented annually to comply with statutory requirements and credit rating updated annually.		✓	✓		L	100%	Tier 1
4.	We will provide all LSE announcements in line with established timescales.	✓	✓			P	100%	Tier 1
Process and controls:								
4.	We will process care income assessments within 40 days once all relevant information is received from Care Management.		✓	✓	✓	N	97% (28 days)	Tier 1
Financial transactions/Business services – shared with Customer Cluster:								
5.	We will pay creditor invoices within 30 days.		✓	✓		P	95%	Tier 1
6.	We will ensure that 1% of the Council's annual revenue budget is subject to budgeting.	✓				P	100%	Tier 1
7.	We will send outstanding debt details to the Sheriff Officer no less than quarterly, once our internal collection processes have been exhausted.		✓	✓		N	N/A	Tier 1

Data Insights (HDRCA)

High level priorities (<i>Link to LOIP</i>)	Commissioning Intentions	Prevention & Early Intervention	Policy Priority (Poverty; Homelessness; Net Zero)	Geographic / Community Focus	ACC Capacity
Data management for insights and improvement (<i>All stretch outcomes</i>)	Expand the use of the Council's Central Data Platform to improve speed and quality of insights to support policy making.	T1 & T2	All	Multiple	Some business as usual work will be reduced to release capacity to deliver
	Operationalise Master Data Management to enable greater understanding of individual needs and inform targeted and preventative services.	T1 & T2	All	Multiple	Some business as usual work will be reduced to release capacity to deliver
	Work with local and national partners to promote and enable the effective sharing of data across organisational boundaries.	T1 & T2	All	Multiple	Subject to multi-agency resource being secured
	Leverage the resources of the Health Determinants Research Collaboration Aberdeen to support understanding of the drivers of demand, the effectiveness of interventions and the evaluation of public services.	T1 & T2	All	Multiple	Sufficient resource available.

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Actuals 23/24	Prevention and Early Intervention (Tier 1,2 or 3)
1.	We will ensure reported data protection related incidents receive an initial response within 24 hours (weekdays).	✓	✓				100%	Tier 3
2.	We will make relevant and up to date data, information and insights permanently available to stakeholders through our online Aberdeen Outcomes Framework, Aberdeen City Data Observatory; Aberdeen City Council's Public Performance Reporting arrangements; and internal performance portals and dashboards available as per agreed schedules.	✓		✓			100%	Tier 1
3.	We will provide school roll forecasts every two years.		✓	✓			100%	Tier 1
4.	We will schedule monthly data forums with Council colleagues and deliver data products in line with timeframes agreed by the Forums.	✓	✓				100%	Tier 1

All Cluster Service Standards 2024/2025

Ref		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Actuals 23/24	Prevention and Early Intervention (Tier 1,2 or 3)
Access to Information								
1.	Corporate - We will respond to Stage 1 complaints within 5 working days or within timescales agreed with the complainant.		✓			L		Tier 3
2.	Corporate - We will respond to Stage 2 complaints within 20 working days or within timescales agreed with the complainant.		✓			L		Tier 3
3.	Corporate - We will respond to escalated stage 2 complaints within 20 working days or within timescales agreed with the complainant.		✓			L	75%	Tier 3
4.	Corporate - We will respond to Freedom of Information requests within 20 working days.		✓			L	85%	Tier 3
5.	Corporate - We will respond to Environmental Information Regulation Requests within 20 working days.		✓			L	85%	Tier 3
6.	Corporate - We will respond to non complex Subject Access Requests within 1 month and respond to complex Subject Access Requests within 3 months (as per the ICO definition of a complex Subject Access Request)		✓			L	80% 70%	Tier 3
7.	Corporate - We will respond to Access to School Records requests within 15 school days.		✓			L	100%	Tier 3
8.	Corporate - We will respond to Data Protection Right requests within 1 month.		✓			L	100%	Tier 3
9.	Corporate - We will respond to Members enquiries submitted via our online portal within 15 working days or within timescales agreed with the Member.		✓			N	75%	Tier 3
Equalities								
10.	We will complete an Integrated Impact Assessment for committee reports which include proposals which impact on people with protected characteristics.		✓	✓		Y	100%	Tier 1 & 2

