

Draft Commissioning Intentions 2026/27

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Delivery Envelope	Deliverability Rating / Primary Constraint	Lead Cluster
Children, Education & Lifelong Learning	A healthy and skilled population (RES)	Design and implement targeted workforce development programmes aimed at engaging economically inactive individuals, equipping them with the skills and confidence needed to enter the job market.	Conditional	Funding	City Development & Regeneration
Children, Education & Lifelong Learning	A healthy and skilled population (RES)	Include a Specialist Employability Service (SES) following recommendations made by the Scottish Union of Supported Employment (SUSE).	Conditional	Funding	City Development & Regeneration
Children, Education & Lifelong Learning	A healthy and skilled population (RES)	Establish collaborative partnerships with educational institutions, local businesses to create clear pathways and training courses that facilitate transitions into the workforce.	Conditional	Funding	City Development & Regeneration
Children, Education & Lifelong Learning	A healthy and skilled population (RES)	Work with partners to maximise the use of all resources to increase the range of courses available to young	Conditional	Partners	Education & Lifelong Learning

		people in order to improve outcomes for young people.			
Children, Education & Lifelong Learning	A healthy and skilled population (RES)	Work with employers to support work placements for young people, with a particular focus on those with additional support needs.	Conditional	Partners	Education & Lifelong Learning
Children, Education & Lifelong Learning	Reduce child poverty	Continue to prepare for implementation of the Scottish Government commitment to expand free childcare services for 1 and 2 year olds to support families in SIMD 1 and 2 into employment when national plan is known.	Conditional	Funding	Education & Lifelong Learning
Children, Education & Lifelong Learning	Raise attainment	Award and commence construction at the new Hazlehead Academy.	Core	Workforce	Capital
Children, Education & Lifelong Learning	Raise attainment	Award and commence construction on the Bucksburn Academy extension.	Core	Workforce	Capital
Children, Education & Lifelong Learning	Raise attainment	Award and commence construction at the refurbished St Peters Primary.	Core	Funding	Capital
Children, Education & Lifelong Learning	Raise attainment	Complete new Harlaw playing fields pavilion.	Core	Workforce	Capital

Children, Education & Lifelong Learning	Raise attainment	Complete Harlaw Academy extension.	Core	Workforce	Capital
Children, Education & Lifelong Learning	Raise attainment	Complete refurbishment and extension of Ferryhill Primary	Core	Workforce	Capital
Children, Education & Lifelong Learning	Raise attainment	Utilise live pupil tracking data to help close the poverty related attainment gap and determine effectiveness in addressing variation at school and Local Authority level.	Core	Workforce	Education & Lifelong Learning
Children, Education & Lifelong Learning	Maximise the impact of Early Learning and Childcare	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.	Core	Workforce	Education & Lifelong Learning
Children, Education & Lifelong Learning	Support transition to positive destinations	Deliver a broader curriculum offer through digital and partnership delivery of Phase 4 of ABZ Campus to secure improvement in senior phase attainment.	Conditional	Partners	Education & Lifelong Learning
Children, Education & Lifelong Learning	Support transition to positive destinations	We will actively collaborate with the ACHSCP to deliver effective transition plans for children with complex needs that takes full account of the principles of the	Conditional	Workforce	Children's Social Work & Family Support

		<p>National Transitions to Adulthood Strategy. In doing so we will:</p> <ul style="list-style-type: none"> • Work to ensure all young people have a clear transition plan from the age of 15. • From S3, the Transitions Group will determine appropriateness & eligibility. • Outcomes will be communicated to parents/carers in a timely manner. 			
Children, Education & Lifelong Learning	Support transition to positive destinations	Work with Skills Development Scotland, NHS Grampian and other key partners to try to secure an increased allocation of foundation apprenticeships.	Conditional	Partners	Education & Lifelong Learning
Children, Education & Lifelong Learning	A healthy and skilled population	Refresh the Council’s Play Strategy and extend the scope of the strategy to include adults.	Developmental	Funding	Education & Lifelong Learning Strategic Place Planning Operations

Children, Education & Lifelong Learning	A healthy and skilled population	Refurbishment / replacement of a number of amenity and HRA city play areas in 2026/27.	Core	Funding	Operations
Children, Education & Lifelong Learning	Prevent children & young people entering the criminal justice system & support those who do	<p>We will actively prepare for the implementation of the Children’s (Care & Justice) Act and consider the financial implications. In doing so we will:</p> <ul style="list-style-type: none"> - Work to ensure no child under 18 years enters an adult prison. - Ensure our systems and processes recognise the over representation of care experienced young people in the justice system. - Provide intensive support as an alternative to custody/secure care, dependent on Scottish Government funding - Co-design preventative whole family support approaches to supporting young people at risk of offending. - We will develop an enhanced model of support to protect those young people who are criminally exploited 	Core	Funding	Children's Social Work & Family Support/ Finance

Children, Education & Lifelong Learning	Support care experienced children and fulfil our role as corporate parents	We will work to improve the attainment of looked after children to enable them to fulfil their potential.	Core	Workforce	Education & Lifelong Learning / Children's Social Work Family Support
Economic Stability	A thriving innovation driven economy (RES)	Dependent on Scottish Government proposals, respond to options to implement a cruise ship levy.	Conditional	Legislative	City Development & Regeneration
Economic Stability	A thriving innovation driven economy (RES)	Award and commence construction of the Transportation Link to Bay of Nigg 2026/27.	Core	Workforce	Capital
Economic Stability	A thriving innovation driven economy (RES)	Enter the operational phase of £160m North East Scotland Investment Zone with a focus on Green Energy and Digital sectors.	Core	Funding	City Development & Regeneration
Economic Stability	A thriving innovation driven economy (RES)	Promote, develop and implement initiatives aimed at fostering growth, innovation, and sustainability within the offshore wind sector.	Conditional	Partner	City Development & Regeneration
Economic Stability	A thriving innovation driven economy (RES)	Open discussions with Governments for a second City Region Deal in	Conditional	Partner	City Development & Regeneration

		order to support priority growth sectors.			
Economic Stability	A thriving innovation driven economy (RES)	Support growth in the creative industries through the development of a Creative Industries Action Plan as part of the Regional Economic Strategy.	Developmental	Workforce	City Development & Regeneration
Economic Stability	A thriving innovation driven economy (RES)	Establish a framework for the successful implementation of the visitor levy in Aberdeen city; aimed at generating revenue to enhance the visitor economy and infrastructure.	Conditional	Funding	City Development & Regeneration/Finance
Economic Stability	An outstanding natural environment (RES)	Work in partnership with partners to develop and deliver Green Energy research and innovation interventions to attract investment and support job creation.	Conditional	Partner	City Development & Regeneration
Economic Stability	An outstanding natural environment (RES)	Continued investment in hydrogen to stimulate demand, address Net Zero and increase green energy employment opportunities through: - Continued delivery of H2 Buses Project	Conditional	Funding	City Development & Regeneration

		<ul style="list-style-type: none"> - 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 			
Economic Stability	A healthy and skilled population (RES)	<p>Promote the establishment of community wealth building as a soon to be legislative framework, aimed at enhancing local economics, empowering communities and ensuring equitable distribution of resource.</p>	Developmental	Partner	Commercial & Procurement / City Development & Regeneration
Economic Stability	Increase the value of community benefits, including employability benefits	<p>Further actions to secure and support delivery of community benefits through major developments. Including:</p> <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 	Conditional	Partner	Commercial & Procurement

Economic Stability	Increase the value of community benefits, including employability benefits	Community Benefits and Sustainable Procurement Policy <ul style="list-style-type: none"> • Refresh existing Policy and report to Committee • Agree implementation with Shared Service partners 	Conditional	Partner	Commercial & Procurement
Communities & Housing	Strong community & cultural identity (RES)	Design and deliver Aberdeen Events 365 Strategy through the Aberdeen Events 365 Plan 2026 - 2029, and support through targeted sponsorship and fundraising income, creating opportunities for the most vulnerable in the city	Conditional	Workforce	City Development & Regeneration
Communities & Housing	Strong community & cultural identity (RES)	Develop venues to provide best value cultural services and increase opportunities for cultural tourism: <ol style="list-style-type: none"> Tolbooth Maritime museum Art gallery Provost Skene's House Archives Glover House – investment plan Investigate an Arts Hub 	Conditional	Funding	City Development & Regeneration

Communities & Housing	Reduce child poverty	<p>Through the funded Fairer Future Partnership, continue the Partnership co-design and delivery of:</p> <ul style="list-style-type: none"> - co-ordinated and targeted whole family preventative services to reduce involvement with statutory services; and - the transition to a future libraries model <p style="text-align: center;">- roll out the second Request for Assistance process to help meet emerging demand across communities</p>	Conditional	Workforce	Education & Lifelong Learning
Communities & Housing	Reduce child poverty	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.	Conditional	Funding	Education & Lifelong Learning
Communities & Housing	Reduce child poverty	Work with Public Health Scotland, University College London (Institute of Health Equity) and local partners to implement the Collaboration for Health Equity in Scotland, focusing	Conditional	Partner	Data Insights (HDRCA)

		on the Northfield and Torry areas of the city.			
Communities & Housing	Housing needs analysis and delivery	Deliver the 7 agreed priorities within the Local Housing Strategy in collaboration with other Council Clusters and partners, and ensure delivery is proportionate to needs.	Core	Workforce	Housing
Communities & Housing	Housing needs analysis and delivery	We will review the SHIP once the resource planning assumptions have been issued by Scottish Government.	Conditional	Funding	Housing
Communities & Housing	Housing needs analysis and delivery	Implement the Housing Emergency Action Plan to help realise a reduction in the number of void Council houses and reduce the time people experiencing homelessness spend in temporary accommodation.	Core	Workforce	Corporate Landlord/Housing
Communities & Housing	Housing needs analysis and delivery	Implement the HRA Housing Asset Plan and keep it under annual review to inform subsequent HRA Business Plans.	Core	Workforce	Corporate Landlord/Capital/Housing

Communities & Housing	Housing needs analysis and delivery	Prepare a costed implementation plan for the implications of the anticipated Net Zero Standard for Social Housing.	Developmental	Workforce	Corporate Landlord/Finance
Communities & Housing	Housing needs analysis and delivery	Prepare a costed implementation plan for the implications of Housing Cladding Regulations Bill and Grenfell recommendations.	Core	Legislation	Corporate Landlord/Finance
Communities & Housing	Reduce homelessness and respond appropriately to those who do become homeless	Continue to prepare for the implications of the Housing (Scotland) Act, specifically in relation to Ask and Act, to strengthen our preventative arrangements in collaboration with the relevant partners, to prevent homelessness whenever reasonably possible.	Conditional	Partner	Housing
Communities & Housing		In collaboration and coordination with internal and external partners, we will support asylum seekers and resettlement individuals / households to foster strengthened community cohesion enabling	Conditional	Partner	Housing

		positive integration into Aberdeen's communities.			
Neighbourhood & Environment	A thriving innovation driven economy (RES)	Promote and secure development opportunities associated with the City Centre and Beach Masterplan including: a. Queen Street b. A new Aberdeen Market c. Beach Masterplan (Beach Park, Events Park and Broadhill – Phase A projects) d. City Centre Streetscape	Core	Workforce	Corporate Landlord
Neighbourhood & Environment	A thriving innovation driven economy (RES)	Complete construction of Union Street Central.	Core	Workforce	Capital
Neighbourhood & Environment	A thriving innovation driven economy (RES)	Award and commence construction of Castlegate Streetscape.	Core	Workforce	Capital
Neighbourhood & Environment	A thriving innovation driven economy (RES)	In collaboration with partner organisations, implement the Union Street Empty Shops Plan and support the work of Our Union Street.	Conditional	Funding	City Development & Regeneration

Neighbourhood & Environment	A thriving innovation driven economy (RES)	Implement the refreshed Property Estate Strategy/Action Plan	Core	Workforce	Corporate Landlord
Neighbourhood & Environment	Reduce carbon emissions by increasing public transport	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. Work in 2026/27 will focus on developing a Programme Level Outline Business Case for Aberdeen Rapid Transit. Funding to prepare the Programme Level Outline Business Case is currently in place via the City Region deal, but further funding will be required after March 2027 to move to the next stage.	Conditional	Funding	Strategic Place Planning
Neighbourhood & Environment	Reduce carbon emissions and support physical and mental wellbeing by	Update the Mobility Strategy for the city, linked to the development of the Local Development Plan and the ‘health in all policies’ approach.	Conditional	Legislative	Strategic Place Planning Capital

	increasing active travel	By linking the Mobility Strategy (/ Local Transport Strategy) to the Local Development Plan, delivery of the Strategy will be dependent on Scottish Minister's review of the Evidence Report and their timelines at the Gatecheck stage. This will likely be into 2027.			Operations
Neighbourhood & Environment	Reduce carbon emissions and support physical and mental wellbeing by increasing active travel	Work with stakeholders to maximise the opportunities for active travel as part of the beach and city centre masterplans. Deliverability of projects will be dependent on funding allocations.	Conditional	Funding	Strategic Place Planning Capital Operations
Neighbourhood & Environment	Reduce carbon emissions and support physical and mental wellbeing by increasing active travel	Progress project to install distance markers across popular walking and running routes, considering most appropriate locations. Funding has been allocated from the Bus Lane Enforcement Surplus. Officer resource will determine when in 2067/27 the project can be moved forward.	Conditional	Workforce	Strategic Place Planning Operations

Neighbourhood & Environment	Reduce carbon emissions and support physical and mental wellbeing by increasing active travel	Progress options appraisal to build a new foot and cycle bridge over the River Dee. Funding and officer resource required to move this project forward and to produce an Outline Business Case.	Conditional	Funding	Strategic Place Planning
Neighbourhood & Environment	Reduce carbon emissions from infrastructure	Work with Scottish Government and through the joint procurement pilot for the North of Scotland to increase installation of electric charging capacity and use renewable energy for these. In 2026/27 the intention is to continue the programme for roll out.	Conditional	Partner	Strategic Place Planning Commercial & Procurement
Neighbourhood & Environment	Reduce carbon emissions from infrastructure	Reduce energy consumption across the full council estate in line with the targets in the Council's Climate Change Plan(s) and Carbon Budget(s). New Council Climate & Nature Plan and projects programmed for 2026/27.	Core	Workforce	Strategic Place Planning Corporate Landlord All cluster input

Neighbourhood & Environment	Reduce carbon emissions from infrastructure	Award and commence construction of the B999 Shielhill Road Junction Improvement.	Core	Workforce	Capital
Neighbourhood & Environment	Increase the amount of land managed for nature to decrease flood risk management and increase access to and quality of green spaces	Continue work with external partners to deliver a refreshed Natural Environment Strategy in 2026/27 and subsequently a Spatial Delivery Plan – with a delivery focus towards better addressing socio-economic and environmental risks and inequalities. Delivery is partly dependent on partner capacity; the Council’s role is commissioning, collaboration, oversight, funding and escalation through governance routes.	Developmental	Partner	Strategic Place Planning Operations Capital
Neighbourhood & Environment	Increase the amount of land managed for nature to decrease flood risk management and increase access to and quality of green spaces	Ensure that public land is managed for nature / increase areas of naturalised grassland and wildflower meadow (e.g Denburn)	Core	Funding	Strategic Place Planning Operations

Neighbourhood & Environment	Increase the amount of land managed for nature to decrease flood risk management and increase access to and quality of green spaces	Identify suitable land and expand tree planting on council land.	Core	Funding	Operations Strategic Place Planning
Neighbourhood & Environment	Minimise the levels of waste created and optimise waste collection and disposal	Review Sclattie Household Waste Transfer Facility to determine how best to update the facility to meet current standards.	Core	Funding	Operations
Neighbourhood & Environment	Minimise the levels of waste created and optimise waste collection and disposal	Improve waste reduction and product lifespan through ACC procurements.	Core	Legislative	Strategic Place Planning Commercial and Procurement
Neighbourhood & Environment	Minimise the levels of waste created and optimise waste collection and disposal	Ensure alignment between the Waste Strategy and the Circular Economy (Scotland) Act 2024 and support Operations in relation to ongoing programmes to reduce	Conditional	Legislative	Strategic Place Planning Operations

		waste (including exploring opportunities for repair hubs).			
Neighbourhood & Environment	Minimise the levels of waste created and optimise waste collection and disposal	Work with the Scottish Government to co-design a Household Recycling Code of Practice and increase reuse and recycling.	Conditional	Legislative	Operations
Communities & Housing	Housing needs analysis and delivery	Demolition of Council owned properties in Balnagask in preparation for Masterplanning	Core	Workforce	Capital
Health & Social Care	Reduce child poverty	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.	Conditional	Workforce	Education & Lifelong Learning/ Corporate Landlord
Health & Social Care	Support improvement in the health & wellbeing of children and young people	Work with the ACHSPC to develop and test an approach to supporting those who are neurodiverse and awaiting an assessment.	Conditional	Workforce	Education & Lifelong Learning

Health & Social Care	Support improvement in the health & wellbeing of children and young people	Respond positively to changes in national guidance aligned to the Scottish Government 5 Point Plan to support a reduction in distressed behaviour in schools and work in partnership with Trade Unions to support the actions of the locally agreed action plan.	Core	Workforce	Education & Lifelong Learning
Health & Social Care	Support care experienced children and fulfil our role as corporate parents	Work with Partners to deliver on the second Promise Plan (24 - 30) and monitor progress in part through the Promise Board and Champions Board. We will actively plan for the development of the Children (Care, Care Experience and Services Planning) (Scotland) Bill and the associated policy and practice change this will require. The above will be contingent on adequate resource being made available from the SG via sustainable revenue funding.	Conditional	Partner	Children's Social Work & Family Support
Health & Social Care	Support multi-agency efforts to reduce domestic	We will continue to develop an integrated and multi-agency approach to supporting individuals	Conditional	Funding	ACHSCP; Housing & Children's

	<p>abuse and support victims</p>	<p>and families who have experienced domestic abuse. In doing so we will:</p> <ul style="list-style-type: none"> - continue to implement Equally Safe through a gendered lens across all public protection policy/practice areas. - Ensure our readiness for the implementation of the Domestic Abuse (Protection) (Scotland) Act 2021 including Domestic Abuse Protection Orders. - Ensure a strong emphasis on ‘prevention’ and the role of schools in tackling misogyny. (Aligned to the SG’s 5 Point Plan to support a reduction in distressed behaviour in schools.) - Explore the pathways between domestic abuse and homelessness, mitigating the need for women and children to present as homeless. - Ensure consistent application of the Domestic Abuse Council Housing Policy. - Ensure our readiness for the legislative requirement to undertake 			<p>Social Work & Family Support; Education & Lifelong Learning</p>
--	----------------------------------	--	--	--	--

		Domestic Homicide & Suicide Reviews			
Health & Social Care	Support improvement in the health & wellbeing of children and young people	Complete refurbishment of Bucksburn Pool.	Core	Workforce	Capital
Health & Social Care	Protect Children	<p>Review and refine the delivery of our Bairns Hoose model to ensure that young people, who have been harmed or who have harmed others are supported to give a high quality interview to mitigate the need to repeatedly retell their story and to receive effective health recovery support.</p> <p>Continue to work with NHS Grampian, Crown Office and Procurator Fiscal Service and Scottish Courts & Tribunal Service to fully realise the potential of our Bairns Hoose model.</p>	Conditional	Partner	Children's Social Work & Family Support

Enabling Services

Strategic Priority	Commissioning Intention	Delivery Envelope	Deliverability Rating / Primary Constraint	Lead Cluster
Corporate Governance & Democracy	Continue to strengthen the network of Community Councils through meaningful engagement with relevant points of contact across the organisation.	Core	Partners	Governance
Management of Risk	Oversee the development of plans for emergency response, incorporating recommendations arising from response reviews locally and nationally, including Grenfell, COVID and any other major incidents.	Core	Workforce	Governance
Increase the value of community benefits, including employability benefits	Support the development of an Aberdeen Community Wealth Building Action Plan to encompass key partners and look to maximise the local impact of procurement activity through leading on the Spend Pillar theme	Developmental	Partner	Commercial & Procurement
Use of digital technology to support the best possible service experience	Continued modernisation of citizen contact building on AI capabilities and enhanced life events service structure	Core	Funding	Digital & Technology

Use of digital technology to support the best possible service experience	Further development of HR self service capabilities to include other corporate systems and provide increased service capabilities.	Core	Funding	Digital & Technology
Use of digital technology to support the best possible service experience	Rationalisation of housing systems to improve support for tenants and support for housing strategy	Core	Workforce	Digital & Technology
Use of digital technology to support the best possible service experience	Initiate further work to modernise our educational digital offering, taking the opportunity to align schools, libraries and CLD settings.	Conditional	Funding	Digital & Technology
Use of digital technology to support the best possible service experience	Review our delivery of the democratic process and align with modern technologies to enhance the engagement with citizens.	Developmental		Digital & Technology
Use of digital technology to support the best possible service experience	Drive adoption of generative AI to release resource through automation of tasks allowing increased staff resource to focus on high value human interactions with those most in need.	Developmental	Funding	Digital & Technology
Use of digital technology to support	Retain PSN and Cyber Essentials Plus accreditations.	Core	Funding	Digital & Technology

the best possible service experience				
Support our Health and Social care Partnership in their use of digital technologies	Enable integration with existing council digital platform and development of innovative tools to release capacity within adult social care.	Conditional	Funding	Digital & Technology
Support and Develop Staff and the Organisation	We will complete implementation of a new HR / Payroll and Case Management System which will improve our efficiency by automating a number of our processes, improving our reporting functionality and our employee experience.	Core	Workforce	People & Citizen Services
Support and Develop Staff and the Organisation	With the Health Determinants Research Collaboration, we take deliberate actions which promote a research and evidence led culture throughout the Council and implement a programme to support the development if the necessary skills and knowledge.	Developmental	Workforce	People & Citizen Services
Support and Develop Staff and the Organisation	Deliver the Equality, Diversity and Inclusion action plans to align with our new employer and service provider equality outcomes for 2025-2029 to meet our Public Sector Equality Duty.	Core	Workforce	People & Citizen Services
Support and Develop Staff and the Organisation	We will actively prepare for the implementation of the Employment Rights Bill (UK) and the Equality (Race & Disability) Bill / Public Reforms, and consider the financial implications. In doing so we will:	Conditional	Legislative	People & Citizen Services

	<ul style="list-style-type: none"> • ensure compliance of all Council policies; • align changed reporting/monitoring demands around fair work and employment conditions; • amend data collection systems if required. 			
Reduction in avoidable contact to increase focus on those with most need	<p>We will modernise the Contact Centre and redesign the supporting operating model, to maximise efficiency and support for those most vulnerable, including:</p> <ul style="list-style-type: none"> • Transform our traditional contact centre into an interactive “omni-channel” • Further deploy the ‘Assisted Digital’ citizen delivery model to educate and drive up digital uptake • Expand the integrated access model and life events approach providing a single entry point for citizens to access Council and partner agency services. 	Core	Funding	People & Citizen Services
Undertake proactive citizen and community engagement	<p>Continue to deliver services and initiatives that empower citizens and communities to participate in decision-making, foster inclusivity and build capacity to influence and shape local priorities in line with our Community Empowerment Strategy</p>	Core	Workforce	People & Citizen Services
Support multi-agency efforts to increase benefits uptake	<p>Maintain the Low Income Family Tracker and work with colleagues through the Fairer Futures Pathfinder, to support whole family early intervention and prevention services to increase benefits uptake and improve debt management.</p>	Core	Partner	People & Citizen Services

Management of Council Finances	Further embed the 3 tier model of prevention as an enabler of rebalancing spend from reactive to early intervention and prevention.	Developmental	Workforce	Finance / Data Insights (HDRCA)
Management of Council Finances	Establish a longer term financial strategy to support the sustainable delivery of prevention and early intervention.	Developmental	Workforce	Finance
Data management for insights and improvement	Expand the use of the Council's Central Data Platform to improve speed and quality of insights to support policy making.	Core	Workforce	Data Insights (HDRCA)
Data management for insights and improvement	Work with local and national partners to promote and enable the effective sharing of data across organisational boundaries.	Developmental	Partner	Data Insights (HDRCA)
Data management for insights and improvement	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 the public services.	Developmental	Workforce	Data Insights (HDRCA)

Draft Service Standards 2026/27

City Development and Regeneration

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)	Risk
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.	✓	✓	✓		P	100%	Tier 1	
4.	We will maintain Accreditation standards for Archives.	✓	✓	✓		P	100%	Tier 1	
5.	We will maintain Accreditation standards for Museums.	✓	✓	✓		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

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)	Risk
1.	We will ensure the specification on new construction projects meet the required environmental and building quality standards.			✓		N	100%	Tier 1	
2.	We will ensure all capital projects have gate stage reviews completed in accordance with our project management governance protocols.			✓		N	100%	Tier 1	

Strategic Place Planning

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)	Risk
1.	We will, on average, determine householder planning applications within 10 weeks.		✓			L	82%	Tier 1	
2.	We will, on average, determine local non-householder planning applications within 12 weeks.		✓			L	80%	Tier 1	
3.	We will, on average, determine major planning applications within 30 weeks.		✓			L	N/A	Tier 1	
4.	We will respond to building warrant applications within 20 working days.		✓			L	90%	Tier 1	
5.	We will respond to building warrant approvals within 10 working days.		✓			L	85%	Tier 1	
6.	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	
7.	We will, on average, determine applications for works to protected trees (under TPO and Conservation areas) within six weeks.		✓			L	N/A	Tier 1	
8.	We will maintain independent Customer Service Excellence accreditation.			✓		N	100%	Tier 1	

Operations

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)	Risk
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.		✓	✓		P	90%	Tier 1
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 centre 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 12 weeks, where resources allow.		✓			N	N/A	Tier 1	
10.	We will remove offensive graffiti from public buildings and structures within 10 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.			✓	✓	L	95%	Tier 1	
2.	We will respond to reported overflowing communal bins within two working days.		✓			N	95%	Tier 3	
3.	We will respond to fly-tipping enquiries relating to public places within 5 working days.		✓			N	100%	Tier 2	
4.	We will complete paid bulky uplift service requests within 10 working		✓		✓	L	100%	Tier 1	

5.	We will divert household waste from landfill to help limit the use of			✓		P	85%	Tier 1	
6.	We will recycle and compost household waste to help limit the use of landfill.			✓		P	50% B/Mark	Tier 1	
7.	We will provide services to non-domestic customers by mutual agreement.			✓	✓	L	100%	Tier 1	
Roads and Infrastructure									
1.	We will repair (High/Medium priority) carriageway / footway defects within 7 days.		✓			P	98%	Tier 2	
2.	We will complete road safety inspections within the set timeframe as set out in the Roads Inspection Manual.		✓			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		✓			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		✓	✓		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

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L),	Last Actuals	Prevention and Early Intervention (Tier 1, 2 or 3)	Risk
1.	We will meet all eligible requests for early learning and childcare placements within one month.		✓		✓	L	100%	Tier 1	Green
2.	We will meet all mainstream requests for a primary and secondary school placement within one month.		✓		✓	L	100%	Tier 1	Green
3.	We will work to ensure early learning and childcare settings meet the national standard.			✓		L	100%	Tier 1	Yellow
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	Yellow
5.	Provide CLD services to a level that achieves a rating of good or better through external inspection.			✓		N	N/A	Tier 1	Green
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	Green
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	Green
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	Green
9.	We will flexibly respond to ensure that schools, ELC, CLD and library provisions remain open irrespective of staffing absence.	✓				N	98%	Tier 1	Green
10.	We will work to ensure that school attendance is as good or better than the national average.			✓		N	N/A	Tier 1	Green
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	Green

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

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
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 hold initial Child Protection Planning Meetings within 28 days.		✓			L	71%	Tier 3	
3.	We will ensure care provided within Council children's homes achieve a care standard of good or better through regulatory inspections.			✓		P	100%	Tier 3	
4.	We will ensure care provided by the Council's fostering service achieves a care standard of good or better through regulatory inspections.			✓		P	100%	Tier 3	
5.	We will ensure care provided by the Council's adoption service achieves a care standard of good or better through regulatory inspections.			✓		P	100%	Tier 3	
6.	We will work to maintain or increase the current number of foster carers.			✓		N	N/A	Tier 3	
7.	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	
8.	We will ensure that fewer than 5% of care experienced children and young people will have 3 or more placements in 12 months.			✓		P	1%	Tier 3	
9.	We will ensure care experienced children and young people have a pathway plan by the age of 15 years.			✓		L	68%	Tier 3	
10.	We will support, where safe to do so, more than 80% of the children and young people open to Children's Social Work live within their family network.	✓		✓		P	75%	Tier 3	

Housing

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
1.	We will assess all homeless applications within 28 days.		✓		✓	L	58%	Tier 2	
2.	We will ensure all homeless people secure a permanent tenancy within 100 days average.		✓		✓	L	140 days (B/m/1/210)	Tier 2	
3.	We will ensure a decision is made on all Tenancy Management actions (specifically Abandonment, Assignment, Joint Tenancy, Lodger, Single Abandonment, Single Termination, Sublet, Succession) as per statutory timescales.		✓			L	88%	Tier 2	
4.	We will incrementally reduce the length of the void path to 123 days	✓		✓		N	257 days	Tier 1	
5.	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	
6.	We will ensure that our support for New Scots displaced people is in accordance with the New Scots Refugee Integration Strategy 2024.	✓	✓	✓		P	N/A	Tier 3	

Corporate Landlord

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L),	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
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	Yellow
2.	We will carry out condition surveys across 100% of public buildings on a 5-yearly cycle.		✓			P	N/A	Tier 1	Red
3.	We will work to ensure that our public buildings achieve a condition rating of C or better.			✓		P	92% (B)	Tier 1	Yellow
4.	We will work to ensure that our buildings achieve a suitability rating of C or better.			✓		P	77% (B)	Tier 1	Yellow
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	Green
6.	We will complete statutory maintenance works on public buildings in accordance with the legal duties.		✓	✓		L	100%	Tier 2	Green
7.	We will complete statutory maintenance works on council houses in accordance with the legal duties.		✓	✓		L	99.6%	Tier 2	Green
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	Green
9.	We will work towards school occupancy at 80%-95% for primary schools and secondary schools.	✓				N	N/A	Tier 1	Green

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	
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.		✓	✓		N	N/A	Tier 2	
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%	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

Service Standards		Availability	Performance	Quality	Eligibility	Legislated for (L),	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
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 acknowledge Civic licensing complaints within 24 hours.		✓			N	100%	Tier 2	
7.	We will investigate Civic licensing complaints within 10 days.		✓			N	96%	Tier 2	
8.	We will investigate and respond to reports of persistent Anti-Social Behaviour within 60 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	
8.	We will respond to 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

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L),	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
1.	We will quality assure Cluster commissioning to 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			✓		P	100%	Tier 1	
2.	A two year contract pipeline will be published online as part of the annual procurement report.	✓				N	100%	Tier 1	
3.	We will quality assure Cluster commissioning through sample testing to ensure that all contracts above £50K in value are tracked to show community local economic and environmental benefits.			✓		P	95%	Tier 1	
4.	We will ensure that all contracts above £50K have standard clauses to require providers to demonstrate commitments towards carbon reduction				✓	P	75%	Tier 1	
5.	We will monitor compliance, every six months and escalate non-compliance as required and ensure that all delegated procurers have undertaken the necessary procurement training.			✓		N	100%	Tier 2	
6.	We will provide procurement compliance reports to the Risk Board every six months, reporting any exceptions and corrective actions taken.			✓		N	90%	Tier 1	

Digital and Technology

Service Standards		Availability	Response	Quality	Eligibility	Legislated for (L), prescribed	Last Actuals	Prevention and Early Intervention	Risk
1.	We will ensure calls to the IT Service Desk are dealt with right first time.		✓	✓		N	78%	Tier 2	
2.	We will ensure critical systems are continuously available.	✓	✓	✓		N	99.5%	Tier 1	
3.	We will resolve Priority 1 incident calls within 4 working hours.		✓	✓		N	N/A	Tier 2	
4.	We will resolve Priority 2 incident calls within 8 working hours.		✓	✓		N	N/A	Tier 2	
5.	We will resolve Priority 3 incident calls within 3 working days.		✓	✓		N	N/A	Tier 2	
6.	We will resolve Priority 4 incident calls within 5 working days.		✓	✓		N	N/A	Tier 2	
7.	We will resolve 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

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)	Risk
1.	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	100%	Tiers 1 & 2	
2.	We will allocate an investigating officer, when required, within 5 days of P&OD receiving complete paperwork from the commissioning manager.		✓			N	N/A	Tiers 1 & 2	
3.	We will allocate a People and Organisation advisor to formal casework within 5 working days.	✓		✓		N	74%	Tier 2	
4.	All People Development courses will operate at 80% occupancy or above.	✓				N	94%	Tier 1	
5.	We will make initial contact with redeployees within 5 working days of redeployment confirmation.			✓		N	100%	Tiers 1 & 2	
6.	We will pay our people correctly and on time, in line with notifications of changes received within deadlines.			✓		N	99.9%	Tier 1	
7.	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	Y	Tier 1	

8.	We will update our Gaelic Language Plan every 5 years, providing Monitoring Reports to the Gaelic Board 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	Y	Tier 1	
9.	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	Y	Tier 1	
Registrars – Births, Deaths and Marriages									
10.	We will ensure accurate Registration of all Births, Deaths and Marriages.			✓		P	99%	Tier 1	
11.	We will issue copy birth, death, marriage and civil partnership certificates within 7 days of the request being received.			✓		N	99%	Tier 1	
Customer Service									
12.	We will answer Contact Centre calls within an average of 5 minutes.		✓			N	4 mins 17 secs	P / EI / H	

Finance

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L),	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
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	✓	✓			P	100%	Tier 1	
Process and controls:									
5.	We will process care income assessments within 40 days once all relevant information is received from Care Management.		✓	✓	✓	N	97% (99 days)	Tier 1	
Financial transactions/Business services – shared with Customer Cluster:									
6.	We will pay creditor invoices within 30 days.		✓	✓		P	95%	Tier 1	
7.	We will ensure that 1% of the Council's annual revenue budget is subject to budgeting.	✓				P	100%	Tier 1	
8.	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	
Revenues and Benefits									
9.	We will process all new housing benefit and Council Tax Reduction claims within 35 calendar days on average.		✓			N	32	Tier 1	
10.	We will process change of circumstances in relation to housing benefit and Council Tax Reduction within 5 calendar days on average.		✓			N	4.45	Tier 1	

11.	We will process Crisis Grant applications within 2 working days.		✓			L	98.4%	Tier 3	
12.	We will pay the correct amount of housing benefit and Council Tax Reduction to customers.			✓		N	96%	Tier 1	
13.	We will process Community Care Grant applications within 15 working days.		✓			L	73%	Tier 1	

Data Insights (HDRCA)

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L),	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
1.	We will ensure reported data protection related incidents receive an initial response within 24 hours (weekdays).	✓	✓			L	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.	✓		✓		L	100%	Tier 1	
3.	We will provide school roll forecasts every two years.		✓	✓		P	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.	✓	✓			N	100%	Tier 1	

All Cluster Service Standards

Ref		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
Complaints and Access to Information									
1.	Corporate - We will respond to Stage 1 complaints within 5 working days or within timescales agreed with the complainant.		✓			L	69%	Tier 3	
2.	Corporate - We will respond to Stage 2 complaints within 20 working days or within timescales agreed with the complainant.		✓			L	70%	Tier 3	
3.	Corporate - We will respond to escalated stage 2 complaints within 20 working days or within timescales agreed with the complainant.		✓			L	59%	Tier 3	
4.	Corporate - We will respond to Freedom of Information requests within 20 working days.		✓			L	82%	Tier 3	
5.	Corporate - We will respond to Environmental Information Regulation Requests within 20 working days.		✓			L	72%	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	89%	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	76%	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	