

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Infrastructure
DATE	13 th January 2015
DIRECTOR	Pete Leonard
TITLE OF REPORT	Communities, Housing and Infrastructure – Performance Report
REPORT NUMBER:	CHI/14/072
CHECKLIST RECEIVED	Yes

1. PURPOSE OF REPORT

The purpose of this report is to present Committee with key performance measures and progress of key improvement work within the Communities, Housing and Infrastructure Service. As the new service begins to become together, the performance report continues to take shape, primarily comprising performance data collated within the former Enterprise, Planning and Infrastructure and Housing and Environment Services.

As indicated last quarter the report should, at this stage, be viewed as a work in progress which officers will continue to develop over the coming period.

2. RECOMMENDATION(S)

It is recommended that the Committee provide comments and observations on both the performance information contained in the report and also on the format and layout of the report.

3. FINANCIAL IMPLICATIONS

There are no direct implications arising out of this report, although a number of comments are made on the use of resources.

4. OTHER IMPLICATIONS

There are no direct implications arising out of this report, regarding legal, resource, personnel, property, equipment, sustainability and environmental and health and safety issues, although a number of comments are made on the use of resources.

5. BACKGROUND/MAIN ISSUES

This report provides members with key performance measures and progress made on key improvement work within the newly formed Communities, Housing and Infrastructure Directorate.

The report comprises three documents

- a progress report from the Director,
- a high level summary detailing each performance indicator and appropriate traffic light icon categorised by continuous improvement driver – specifically Improving Staff Experience, Improving Customer Experience and Responsible Resource Stewardship,
- a full performance report providing detail against each indicator , ordered by area of service.

Performance information and Actions progress are input and updated using Covalent, the corporate performance reporting system by the relevant officers. The data is reviewed and managed within the Directorate by the Director and Senior Management Team.

Within the report (and high level summary) the following symbols are used:

Performance Measures

Traffic Light Icon



On target or within 5% of target



Within 5% and 20% of target and being monitored



Below 20% of target and being actively pursued



Data only PI as there is no target set

6. IMPACT

The report reflects the existing business plans of the Service which are directly linked to the 5 year Corporate Business Plan, the Single Outcome Agreement and the Smarter City vision. The Performance reporting framework is key to the Council's aspiration of being a top performing Council and

7. MANAGEMENT OF RISK

Na

8. BACKGROUND PAPERS

Na

9. REPORT AUTHOR DETAILS

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Communities, Housing and Infrastructure
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Growing for Gold – Britain in Bloom

It's the 50th anniversary since Aberdeen's first entry into the Britain in Bloom competition, the city was delighted to be awarded Gold from the Royal Horticultural Society. The award recognises high standards throughout each of the criteria for horticultural achievement, environmental responsibility and community participation. Areas that brought high praise from the judges included Duthie Park, Seaton Park, residential gardens, the Dolphin art installations, the cleanliness of the city, the 'tree for every citizen' planting initiative and the excellent work and commitment of the many community groups.

Clean Up Aberdeen

Clean Up Aberdeen is part of the national campaign for Scotland. Clean Up Scotland aims to involve one million people in action against litter and mess. Aberdeen so far has managed to get nearly 3000 participants involved in tidying up their local area. Taqa sponsored a beach day, the volunteers collected 265 kilos of rubbish and donated £2000 to the charity Sea Changers who organised the day.

Tropical Rainforest Project - Duthie Park

Pupils from Holy Family RC, Gilcomstoun and St Peters primary schools and a class of 1st year pupils from Torry Academy were invited to attend workshops on Tropical Rainforests at Duthie Park after the October holiday break. The workshops were sponsored by Aberdeen Harbour Board. Friends of Duthie Park had applied to the organisation for the funding to support the project, which would help develop the Duthie Park Rangers Service educational programme; allowing the Ranger Service to provide more information about the plants that grow in the glasshouse and how they might be used in an actual rainforest.

Forestry work planned at Hazlehead Woods

Aberdeen City Council is undertaking some forestry management works in Den Wood at Hazlehead Park in December. This work will involve thinning the woods to create space for the remaining trees to grow on. This work will be done using timber harvesting machinery making the process more streamlined. As part of the planning and preparation for this work, Aberdeen City Council has commissioned expert surveyors to check trees for red squirrel dreys and locations where bats could be roosting so that the trees around them can be left to avoid disturbing these protected species.

Friends of Hazlehead

The Friends of Hazlehead hosted a Ball in the Marcliffe in support of Hazlehead Park improvements. The Ball was held in the Marcliffe Hotel on Sat 8th November 2014. At a recent Friends meeting the net fundraising for the year was totalled at £103,000; all the proceeds will be utilised in helping deliver the 6 core objectives for the Park:

- Improving drainage
- Core Path improvements
- Renovating the Queen Mother Rose Garden
- Pets Corner development
- Improving signage
- Improvement to toilet facilities

Red Squirrel Conservation Work

The ACC Countryside Ranger Service work in partnership with Saving Scotland's Red Squirrel Project to bring back red squirrels to Aberdeen, were joint winners for the RSPB Nature of Scotland Awards 2014 in the Species Champion category.

Sculpture urges people to re-think value of waste

A new sculpture made from scrap metal has gone on display at Grove Recycling Centre in Hazlehead. The *Re-Thinker* was created from around half a tonne of reclaimed steel items from the city's recycling centres.

The creation of the 6-foot high metal figure was inspired by Rodin's classic sculpture, *The Thinker*. The metal items, including pipes, bedsprings, spoons and a digger bucket, were transformed into a work of art in a bid to change the way we think about rubbish and highlight its potential for reuse. The team worked with Moray-based artist Lucas Dew on the project.

Mixed recycling service introduced

Parts of Torry and Garthdee will receive new on-street mixed recycling bins this December following a successful pilot scheme in the Powis and Bedford areas last summer. The addition of the bins to Torry means that more city residents will have a 'one stop shop' for their recycling, making it easier and more convenient for them to recycle more materials.

Food recycling rollout continues

More people living in flats in Aberdeen now have access to a food recycling service. Over the past few months, the rollout of new on-street food recycling bins has continued across the city. Approximately 19,000 properties have gained access to these since the rollout began in June 2013. The food recycling bins are located close to the general waste bins to make it as convenient as possible for people to use the service.

Energy from Waste

The Waste Strategy team recently conducted an online questionnaire to gather opinions on proposals to build an energy from waste facility in Aberdeen. The survey received 176 responses from city residents. Key findings were:

- 97.7% of respondents agreed that we should be diverting our waste from landfill sites and moving towards a zero waste society.
- 85.7% agreed that the Council should build energy from waste plant as an alternative to landfill for the disposal of Aberdeen's non-recyclable waste.
- 49.4% of people thought that the best location for the plant was within the city on an industrial estate.

CIH Scotland Excellence Awards

Aberdeen City Council has won the award for Excellence in Environmental Sustainability Award; the project provides affordable warmth in mixed-tenure multi-storey blocks in Aberdeen, which aims to tackle fuel poverty, increase energy efficiency and reduce the carbon footprint of the council's 59 multi-storey blocks.

Wayfinding Signs – Pilot Scheme

Following the development of a distinct and original wayfinding project for Aberdeen City Centre, the pilot scheme is now in place. Wayshowing totems have now been installed at four locations; Broad Street at the junction with Queen Street, outside Tourist Information, St Nicholas Street and at the entrance to the Bon Accord Centre, and they will be monitored over the coming months. Public opinion will be gauged through on street surveys. Maintenance procedures will be recorded to assist in determining the budget requirements.

Council honoured as Green World Ambassador

Work on a project to halve the Granite City's carbon emissions has led to Aberdeen City Council being honored as an International Green World Ambassador at a ceremony at the Houses of Parliament on 10th November. This recognition comes as a result of the environmental success of the authority's EU-funded MUSIC (Mitigation in Urban Areas: Solutions for Innovative Cities) Project, which won a Green Apple Environment Award in August. The council's winning paper will be published in The Green Book. It is distributed to environment professionals, universities and libraries around the world by The Green Organisation. The winning paper now goes forward for further judging and could be selected to represent the UK in the Brussels-led European Business Awards for the Environment.

Building Services Apprenticeship Awards

An apprenticeship scheme within Building Services which was set up to attract young people with little to no qualifications from school who wanted to greater themselves has received award success. It's a programme allowing the school leavers to gaining experience, knowledge, and skills within the trades and the scheme as a whole has picked up 11 awards this year. The most recent award we received was from the CITB Managing Agency, where we were awarded the Large Apprentice Employer of the year for Scotland award, we were also the only Local Authority to be shortlisted for the UK award. In addition, in the previous month one of our apprentice plumbers, Chris Black was runner-up for APSE UK Apprentice of the Year.

ISO Certification

In Autumn 2013 the Building Services Team embarked upon a year-long project to introduce a quality management system. In the current environment certification of the quality management system is a basic requirement during any bidding process. Significant investment in ISO resourcing with a view to gaining accreditation therefore made sound commercial sense.

The project has involved work around the key principles of ISO 9001:2008 and has rationalised Building Services processes, procedures, paperwork and systems. Early in the process it highlighted a need for a coordinated approach to document control, record management, training and development, supplier/sub-contractor management and service planning. This has resulted in the development of a number of Objectives, Targets and an Action Plan of work that needs to be undertaken over a longer period to achieve a consistent approach towards service delivery, improve efficiencies, increase customer focus and improve performance.

Following some hard work by everyone concerned recommendation for certification towards ISO 9001:2008 was given on Friday 5th December 2014. Although certification is a huge achievement this is only the start of the journey as the team need to work continuously towards implementation of the identified areas for improvement.

APSE Award nomination

Roads Services were shortlisted as a Finalist in this years APSE's Network Performance Most Improved Council category, this was unexpected, but most welcome, as the section was still going through recruitment of staff and training for the new response squads during the performance measurement period of 2013-14.

Strategic Housing Investment Plan 2015- 2020 (SHIP)

At the Community, Housing and Infrastructure Committee on 28th October 2014, elected members approved that the SHIP should be submitted to the Scottish Government on the 28th November 2014. The SHIP is a list of potential affordable housing projects to be delivered by Registered Social Landlords and the local authority between 2015 -2020 through the use of the Scottish Government's funding/ grant for affordable housing. The SHIP has the potential to deliver up to 1,335 new affordable housing units during this period by RSLs and the Council using Scottish Government Grant. A further 720 potential new affordable houses could be delivered with no Scottish Government grant requirement, through LCHO, NHT and the SIP. The SIP has set a target to deliver 1,000 new affordable delivered by RSLs and the Council by 2017.

AREG

AREG convened a discussion to explore mutual business opportunities between local energy companies and the current US Ambassador to the UK on his first ever visit to Aberdeen. A similar meeting and discussion was held with the delegation led by the Deputy Mayor of Stavanger. At AREG members meetings, prominent industry leaders briefed AREG members on business opportunities in hydrogen and offshore wind operations and maintenance.

In-Building Wi-Fi

We are in the final stages of contract negotiation with Pinacl, our preferred bidder. Contract completion is expected on Tuesday 25th November. The cabling, electrics and IT equipment for this project have been ordered and the initial site surveys of the buildings are complete with systems expected to be

installed in January 2015. DCMS have approved the addition of a further 7 sites taking the total number of properties to have free public Wi-Fi to 31 properties.

Wireless Concession

Contracts were finalised and signed on Thursday 30th October with the preferred bidder Wireless Infrastructure Group (WIG). Site surveys of the street furniture to be used for the 4G small cell deployment are being undertaken this week and a detailed network solution will be approved by ACC with commencement of works expected in January 2015.

Connection Voucher Scheme (CVS)

There have been 164 enquiries received to date, which are being responded to by the Digital Team. It is a requirement of the scheme that each enquiry has to be looked at on an individual basis. From the 164 enquiries, 25 have progressed to applications for funding from the CVS scheme. As part of monitoring and evaluation of the scheme, the Aberdeen team has pro-actively recommended to BDUK that every city undertakes an analysis of digital connectivity demands from businesses/community groups that are not being met by the scheme. DCMS has now agreed to “pre-registered packages” for aggregated bids from landlords.

Innovation Framework

All grant agreements with Enterprise North East Trust (ENET), Robert Gordon University (RGU) and the University of Aberdeen are finalised and funds released. ENET have changed their name and are now trading under the title Elevator. The Elevator hub opened on the 6th October, with the official launch to take place in January. The universities are awaiting delivery of equipment for their Innovation Hubs.

MAKE – Innovation Framework

Discussions have been held with the University of Aberdeen, RGU and ENET to consider how the MAKE Aberdeen hub (17, Belmont Street managed by Education, Culture and Sport), can collaborate within the emerging innovation hub network. The two universities have expressed strong support for the creation of a development platform capitalising on their industry engagement programmes and encouraging the greater use of visualisation, rapid prototyping and small scale (digital) manufacturing in industry. DCMS have agreed to fund £163,500 for the capital procurement of equipment for the lab and network connectivity to be delivered by March 2015. This is based on the timetable proposed by Education, Culture and Sport.

International Trade

In the last quarter of 2014, the International Trade team hosted visiting business and Government delegations from Brazil, China, Norway, the USA and Australia (all top priority export markets for Aberdeen energy sector businesses) and visits from the American, Mexican and Romanian Ambassadors to the UK. The team facilitates direct business-to-business contacts between Aberdeen companies and relevant visiting delegations.

The team also participated in, programmed or led visits to the key USA energy states of Texas, Louisiana and Oklahoma, to Arctic Norway and to Mozambique; the latter two being major emerging offshore oil and gas provinces with significant new opportunities for Aberdeen businesses.

Fairtrade City

Renewal of Aberdeen's Fairtrade City status has been successful, demonstrating ongoing commitment to Fairtrade until 2016. The award follows the submission of a detailed action plan outlining activities and targets for Aberdeen for the next 2 years and progress by the Aberdeen Fairtrade Steering Group on activities to meet 5 Fairtrade goals. Aberdeen was the first Fairtrade City in Scotland to be awarded Fairtrade status in 2004 and celebrated 10 years as a Fairtrade City earlier this year.

Sector Skill Needs Audit

The biennial audit is in its 12th iteration and is used to inform ACC and its partners on the appropriate intervention required by businesses to address specific skill issues across all sectors. Returns for this audit have increased almost 300% in the last 2 years. It is hoped that a report on findings and analysis will be available for circulation in January 2015.