

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Infrastructure
DATE	19 th May 2015
DIRECTOR	Pete Leonard
TITLE OF REPORT	Communities, Housing and Infrastructure – Performance Report
REPORT NUMBER:	CHI/15/159
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.

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 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

Louise Fox

Development Officer

01224 522666 lfox@aberdeencity.gov.uk

Director's Progress Report
Communities, Housing and Infrastructure
19th May 2015

Aberdeen at Night

The 2015 Annual National Best 'Bar None' Awards were held on Thursday 26th March in Edinburgh.

Aberdeen won national awards in the following categories;

- Best Public Health Initiative – The Garage Aberdeen – for Dry Aberdeen
- Best Use of Innovation – Institute Nightclub Aberdeen – for the Girls United Campaign

Once again a fantastic result for Aberdeen, an opportunity to showcase and receive recognition for the great partnership work going on between City Centre business and the Council.

Equalities

The Equalities team assisted the Lord Provost is hosting the International Women's Day event at the Beach Ballroom on the 8th March. This celebration marked women's contributions to their communities, workplaces and to city life. The team has also been working on the Council's first Gaelic Language Development Action Plan which is currently out for consultation, final amendments will be made before presenting the report to committee on 9 June 2015.

Community Planning

On the 27th March Community Planning Aberdeen's Welfare Reform Board hosted a "Feeding Aberdeen" seminar at the AECC, to consider and respond to the rapid growth within food banks in the city, where there is evidence of an increasing numbers of residents resorting to food banks in order to make ends meet. The seminar was chaired by Donald Urquhart, Head of Communities and Housing, and was attended by over 80 services, organisations and individuals involved in responding to the impact of welfare reform and the provision of emergency food aid. Following a welcome from the Lord Provost the seminar heard presentations from Mary Anne Macleod, Research Officer at the Poverty Alliance, Dr Flora Douglas, University of Aberdeen, and Caroline Comerford, NHS Grampian providing academic research and findings regarding the growth of emergency food aid, the experience of food insecurity and information on those that are currently using food banks in the city and why.

Tillydrone Engagement

An estimated 450 people took part in surveys carried out in Tillydrone by Aberdeen City Council staff alongside partner organisations to discover what they wanted in the planned, new £3 million Community Hub. Local people were asked what they liked about Tillydrone, what they would change, how they would change it and their preferred site out of a possible 4 options. The next step in the consultation process will include site visits to other community hubs. A detailed analysis of the feedback will be carried out over the next few

weeks, and the community will have a further opportunity to comment after publication.

Community Learning Healthy Minds Team - Walking Group

The Healthy Minds team aims to assist adults who are recovering from mental health issues to access leisure and learning opportunities within Aberdeen City. They have been working in partnership with the Occupational Therapy Department at Cornhill to facilitate hill walks with those in recovery. Walks to be completed by this group this summer include Scolty, Gight, Baudy Meg, Loch Dubh, Clachnaben and Craig Leek and great feedback has been received.

Dyce Shuttle Bus, New Access Road and Turning Circle.

The Nestrans project for a new bus and cycle only access road between Foinavon Close and Dyce Railway Station, which will be used by the local airport shuttle bus service, under construction since the end of January, is nearing completion. In March all kerbing, road and footway construction was completed. Any remaining signing, lighting and the erection of a bus shelter are due to be carried out during April. All work on site as part of the Aberdeen City Council construction contract is therefore expected to be completed by the end of April. An opening will be required through the railway property boundary fence before Dyce station is accessible from the new construction layout. It is anticipated that changes to the bus services, accessing the new road, will occur sometime in May 2015.

Employability, Skills and Community Enterprise

The team hosted a successful "Moving Forward" recruitment fair for people aged 16 – 25 in the Music Hall on Monday 23rd March. Over 30 companies and support agencies promoted current vacancies and work programmes. Over 250 young people attended the event.

The biennial Sector Skills Needs Audit was launched on 19th March, shared with internal and external partners, and will lead to the development of a joint action plan.

The Business Boosters and Positive Procurement Programme continue to attract local businesses. These workshops and networking sessions are available on average 3 times per month and have recently covered the following business growth topics: Framework Agreement, Healthy Workplaces, Stress Management, New Business Rates evaluation system etc.

Commercial Access to ACC Ducting

Accelerate Aberdeen have received advice regarding the options to allow commercial access to ACC current and future ducting networks and proposals for additional consideration of applications of a council ducting network.

The next step is the development of market rate assessment to make available wholesale market access to spare capacity in ACC ducting networks. Additional research is recommended to look at the wider benefits to the council, wider public services and community and business outcomes

through a broader strategic investment in ducting networks. At the Communities, Housing and Infrastructure committee on 18th March the development of a market rate and business model for delivering commercial access was approved.

North Regeneration Areas – Public Wi-Fi access

Discussions with the Future Cities Catapult have identified an opportunity to deliver an initial project on the impact of digital connectivity in areas of multiple deprivation through a collaborative engagement of community, academia, FCC and the public sector.

Accelerate Aberdeen will commit £150,000 from existing capital funds to allow the delivery of a “Connected Communities” Wi-Fi network, managed by Station House Media Unit.

Aberdeen Local Development Plan

The Proposed Aberdeen Local Development Plan, Proposed Supplementary Guidance and supporting documents are available for public consultation over a ten week period with a completion date of Monday 1st June. Anyone can submit suggestions as to what changes should be made. Unresolved objections will be examined by an independent person, before conclusions are presented to the City Council and Scottish Ministers. A series of staffed drop-in events are being held across the City, from Monday 20th April to Thursday 30th April, to explain what’s in the proposed Plan.

MUSIC Project Final Event & Project Close (Mitigation in Urban Areas: Solutions for Innovative Cities)

The EU Interreg and Aberdeen City Council funded MUSIC Project has now come to an end. The final event was on held 25-26/03/2015 which shared learning points from the five European countries involved in the MUSIC Project in addition to many other initiatives from across Europe working on transitions towards sustainability. Outputs from the MUSIC Project in Aberdeen included three work packages:

- Work package 1
Stakeholder led process to develop a vision and action plan to reduce carbon dioxide emissions in Aberdeen, including outputs from initial short term working groups on transport, education and work behaviours;
- Work package 2
Involved development of Geographic Information System (GIS) tools in collaboration with the Luxembourg Institute of Science and Technology (LIST), including development of a tool to identify areas of fuel poverty in Aberdeen;
- Work Package 3
Investment in a pilot project to install Solar Photovoltaic Panels on Loirston Primary School and a supporting educational package on energy for primary and secondary school pupils. This project has now ended however the educational programme is still being developed.

Aberdeen's Emission Strategy

Aberdeen City Council, in partnership with Leeds University Institute of Transport Studies (ITS) is carrying out a unique vehicle testing study across various sites in Aberdeen, including King Street, Wellington Road, Bridge of Dee, Great Western Road and Great Northern Road between 14-24 April 2015. ITS owns and operates the only remote vehicle emission equipment in the UK. Tailpipe emissions from vehicle exhausts are measured via remote sensing equipment as vehicles drive through a monitoring site. The monitoring site also includes a camera to record vehicle registration numbers. Registration numbers can be used to identify the vehicle type (car, van, light and heavy commercial vehicle, and buses), age and fuel type linked to the emissions from the specific vehicles. This survey will create a true reflection of the emission levels within the City, as previous surveys have all been carried out in a controlled test environment. With an improved understanding of fleet characteristics and vehicle emissions from vehicle testing, the Council will be able to develop more effective management strategies to improve air quality within the 3 Air Quality Management Areas.

Aberdeen is the first local authority in Scotland with in-house BREEAM assessors

Aberdeen City Council is the first local authority in Scotland to have its own in-house BREEAM (Building Research Establishment Environmental Assessment Methodology) assessors, to review developments for environmental performance. A total of 15 staff are being trained across several services. BREEAM sets the standard for best practice in sustainable building design, construction and operation and has become one of the most comprehensive and widely recognised measures of a building's environmental performance. It is used in master-planning and new construction, encouraging designers, the construction industry and others to think about low impact design from design stage through until after the building is occupied. The assessors will use the information to review and improve new City Council or City Council-related developments.

Recruitment

There is a low level of skilled tradesmen in the Aberdeen area looking for employment, and several vacant positions at the council. Officers from Building Services attended a recruitment fair for tradesmen on the 17th of March in Dundee with the intention of attracting them to work for the Council. There was a high volume of footfall attending the fair, due to the company Muirfields going into administration in previous weeks, and Aberdeen were the only Council attending, this meant there was a lot of interest. Application packs were handed out to the tradesmen, in total 20 packs were completed and to date 3 applicants have been successful.

ACSEF – Economic Strategy

Following the approval of the draft ACSEF-led Economic Strategy for the North East, the service is working on a draft plan as to how the Council will

contribute towards the strategic economic objectives for the region, in the context of the overall development of the City Region Deal bid. Following the confirmation that both Councils can begin discussions with the UK and Scottish Government on the development of a City Region Deal, we have been contributing to the internal discussions on the next steps for both Councils, the wider public and private sector partners and the UK and Scottish governments. As a funding partner, we are contributing to a review of ACSEF and its core activity alongside Aberdeenshire Council and Scottish Enterprise.

Scottish Cities Alliance

As part of our leadership and delivery role of the Scottish Cities Alliance, we attended the annual MIPIM (Marché International des Professionnels Immobilier) conference in Cannes between the 9th and 13th of March. Attending as part of a wider collaboration allowed the Council to attend the international property conference and discuss immediate and specific opportunities with investors, fund managers and developers.

Aberdeen Hydrogen Bus Project

The official opening of the UK's first fully integrated hydrogen production and bus refuelling station happened on the 11th March in Aberdeen. The opening of the station was a major milestone in the bus project as it marks the beginning of the operational phase.

The launch attracted attention from UK wide media, resulting in media coverage in local & national newspapers, radio stations, trade press and TV as well as coverage from the market-leading coach and bus industry weekly magazine – Route One.

The event was well attended by the project partners and funders, with representatives from industry, other local authorities, academic representatives, potential hydrogen users including the NHS and local supply chain organisations.

The hydrogen buses are now in the teething phase, both First and Stagecoach have begun putting the buses into service on the X17 route and the X40 route. As this is a demonstration project a few issues are expected, however generally the buses have been performing well. After a few months of testing the buses, they will go into full service and run as part of the everyday fleet.

City Centre Master plan

The third public consultation for the city centre master plan took place in March and April 2015. Comments from the people of Aberdeen have already shaped the evolving Masterplan to improve the heart of the Granite City. Key themes for the development of the city centre's long-term future have emerged following consultation with the people who live and work in the city, as well as a range of business and community stakeholders. The transformation of our city centre will breathe new life into Aberdeen, which remains one of the UK's key business and cultural destinations.

The proposals which could help deliver an additional 11,000 jobs and add £290 million to the city's gross annual income include:

- Queens Square: The transformation of the Queen Street area into a new mixed-use urban quarter.
- Castlegate/ Castlehill: A vibrant public square to reinvigorate Castlegate/Castlehill;
- Denburn Valley: The reawakening of the Denburn Valley as the setting for a new generation of city living.
- Heart of the City: Union Street gets the space it deserves through being the pedestrianisation of as part of Aberdeen's historic main street.
- Union Street West: A contemporary business/retail/ leisure feel to the west end of Union Street and the renovation of Golden Square and Bon Accord Square as accessible green spaces.
- Station Gateway: A much enhanced gateway and better pedestrian routes to and from the railway station to radically improve first impressions of Aberdeen.
- South Dee: A new pedestrian bridge across the Dee to link to a new residential community at South Dee and enhanced riverside promenade.
- North Dee: A significant new office and business quarter at North Dee.

Aberdeen Exhibition and Conference Centre

The final public consultation for the proposed new AECC took place on Friday 27 March at Aberdeen's Bon Accord Centre.

Henry Boot Developments – Aberdeen City Council's development partner for the project – launched the third round of public consultation events on plans for a new exhibition centre at Bucksburn and the redevelopment of the current AECC site at Bridge of Don, in advance of planning applications being submitted in early summer.

The events ran from 10am-6pm on 27 & 28 March at the Upper Mall of the Bon Accord Centre, Aberdeen. From Monday 30 March – Friday 10 April, the exhibition was on display in Marischal College, where comments could be submitted to the developer. Plans for the new £333m Aberdeen Exhibition and Conference Centre were approved by the full council in March. The plan includes two hotels, with the current site being developed for housing. The hotels, plus a business park and green energy plant, are aimed at offsetting the costs.

Renewables

On the 23rd & 24th March AREG successfully exhibited and presented at the Scottish Renewables annual conference in Edinburgh. This event attracted over 800 of the key people in the Scottish and UK renewable industries and is a major event in the renewables calendar. Delegates included policy makers, regulators, agencies, developers and utilities providing an excellent opportunity to promote the capabilities of the City and its supply chain in renewable energy and provide a profile for AREG members that should lead to new business opportunities for them.

Also in March, AREG held a membership showcase event to promote the capabilities of AREG members with a view to assisting them establish new relationships and win business. The topics reflected the broad range of

capabilities in the local industry and AREG members and included quality management, arbitration, access systems, marine services and engineering and renewable heat.

On May 6th and 7th AREG also exhibited at the All-Energy exhibition in Glasgow. Whilst All-Energy is no longer based in Aberdeen, the City, AREG and the local supply chain needed to maintain their profile and position at the event to underpin future economic benefit and employment potential to be gained through winning new business in the renewable energy industries.

Connection Voucher Scheme (CVS)

There have been 257 enquiries received to date, they 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 in order to assist the enquirer and help them move onto the next stage of the process and submit an application.

From the 257enquiries, 59 have progressed to applications for funding from the CVS scheme with 42 approved for a voucher.

The pre-registered packages total is now 48 approved applications.

The CVS page on the Aberdeen Invest Live Visit website, www.aberdeeninvestlivevisit.co.uk, has had 4,884 visits overall.

Innovation Framework

ENET have changed their name and are now trading under the title Elevator. RGU and University of Aberdeen centres have had their equipment installed and refurbishments completed. Official launch events will take place in April. ACC and the 3 hub sites also aim to instigate and deliver a program of enterprise education for individuals leaving the energy industry.

Pete Leonard
Director