Community Planning Aberdeen

ANNUAL OUTCOME IMPROVEMENT REPORT 2016/17

By Councillor Jenny Laing and Chief Superintendent Campbell Thomson

It feels as if it was only a short time ago that we came together with colleagues across the Community Planning Partnership at the Sir Duncan Rice Library, Aberdeen University, to consider the issues highlighted within the Aberdeen City Strategic Assessment and discuss what we could hope to do to address these issues together. That was March 2016 and five months later the Partnership agreed a Local Outcome Improvement Plan (LOIP) 2016-26. The LOIP sets out a clear vision for the City of Aberdeen and a ten year plan for how Community Planning Aberdeen will help realise this vision by working together and with communities to improve outcomes.

It has now been almost 16 months since the plan was first published and during this time there has been a power of work to progress many of the change activities we detailed within the LOIP. This report is structured around the themes and priorities within the LOIP and provides information about the areas where we have made key changes over the last year to help us achieve our improvement aims. Importantly, it includes the data which tells us whether our changes are resulting in improvement of outcomes.

Our data shows some indication of an improving economic situation. There has been an increase in hotel and city centre premise occupancy rates. There has also been an increase in the number of new jobs being created from inward investment projects and business gateway growth companies being accepted into Scottish Enterprise's Growth pipeline. We expect to see further improvement in our economic data in the months to come as a result of our efforts to rejuvenate the City Centre, the major infrastructure developments taking place, the refurbishment of Aberdeen Art Gallery and the New Aberdeen Exhibition and Conference Centre. However, it remains a challenging time with the decline of oil and gas and we need to do more to support local business growth. We are testing some ideas to support business start-ups in our communities but more needs to be done with communities to build their skills and confidence. Affordable housing is an important measure of an inclusive economy and we are on track to build in excess of 600 houses by the end of the financial year, and again the year after as a result of a new housing development and funding opportunities.

Supporting families to give children the very best start in life is one of our key priorities. The provision of high quality, affordable early learning and childcare places to meet the city's demand is a critical driver for the Partnership in achieving this. Efforts are being made to expand provision through initiatives such as the Me2 Service, which provides free early learning and child care for 2 year olds of families on welfare benefits. We have also been working with communities to gather their ideas for how early learning and childcare services can be delivered in future in Aberdeen. To meet the demand of any expansion to these

services we know that we need more people skilled to do this work. That is why over the last year we have been working in Partnership to progress the establishment of the Early Learning and Childcare Academy. Giving a child the best start in life sets them up well to achieve positive outcomes throughout the rest of their life. Our data shows that the attainment gap between the highest and lowest achieving 20% is narrowing and more children in Aberdeen are entering positive destinations upon leaving school, including those from deprived areas. But we need to do more to help our looked after children. This involves ensuring that staff have the right information to provide immediate and bespoke support for individual looked after children. We are currently testing a technological solution to help make this happen.

We know that to achieve real and lasting change in our society, we need to empower communities to help themselves and community empowerment is a central theme which runs throughout our LOIP and this report. This means supporting people and communities to be more resilient. But there are members of society who are vulnerable and at times need more support to keep safe from harm. Over the last year we have taken steps to protect a wide range of vulnerable people. For example, we launched the Choose Life app which reached 22,000 users between March 2016 to August 2017. During this time Grampian has seen a 28% decrease in suicide during 2016 compared to an 8% increase nationally.

Some of our best examples of partnership working can be seen in our work to improve community safety outcomes. We've seen an 8% increase in the percentage of people who reported that they feel safe in the City since last year and a reduction in crime overall. New schemes such as AMPED, which aims to divert young people from antisocial behaviour; and the alcohol misuse referral scheme, which signposts people with alcohol issues to support and recovery services, aim to tackle some of our most persistent community safety issues at their root cause. We also started our Priority Families Service in January 2017, which offers intensive help through Partnership working to families affected by anti-social behaviour, offending and wellbeing issues. Already we are seeing evidence that families involved are experiencing improved outcomes. We hope to see the positive impact of these initiatives show clearly in next year's data, if not before.   Early detection and intervention of people at risk of harm continues to be of upmost importance for the Partnership and our improvement efforts continue to focus on how we can improve the sharing of data between our organisations to support this to happen.

Our ambition to be a people friendly city goes beyond making sure people are safe. We are building a city where all people have access to resources to be happy and healthy. We are one of the first Scottish Cities to be accepted onto UNICEF's Child Friendly Partners Programme as a result of our Children and Young People's Rights and Participation Strategy. We are also taking steps to become Dementia Friendly, with initiatives such as Boogie at the Bar – Scotland's first dementia friendly disco which won best Community Support Initiative at Scotland's Dementia Awards. Becoming digitally friendly is also essential for improving daily life for the significant majority of people and businesses in Aberdeen and the roll out of public access Wi-Fi across the City has been an important development this year. There are other areas however where we are not yet seeing the benefits of our work. Helping people affected by household food insecurity is a focus for the Partnership. We hope to be

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able to see a future improvement in the data as a result of initiatives being put in place now; such as free school meals during holidays in our priority localities and supporting communities to grow their own food.

The successes we highlight in this report have not been achieved by partner organisations alone. More and more we are reaching out to our people and communities for their help to improve outcomes. Participatory budgeting is an approach we are using to give people a direct say in how and where public funds can be used to address local needs. This year we allocated £384,500 to participatory budgeting to fund a range of community projects across Aberdeen, including in our priority localities. We have also been involving communities in our improvement projects which are testing new ways of working using existing resources. The dog fouling project in Torry is a fantastic example of how we are working with local people to tackle an age old problem for so many communities in Aberdeen. The project involved working with local school children to change behaviours and is now being led by the Torry Community Group. We will use the learning from this project, and others, to test for success in other areas of Aberdeen. Working in this way, directly engaging, participating with and empowering communities, is how we will continue going forward; capitalising on the ambition and insights of our communities to make things better.

This report is a celebration of what has been achieved so far, but there is still so much to be done. It provides an opportunity to pause, review, reflect and re-focus as a Partnership. Our thanks go to all staff across our partner organisations and to communities for their hard work. We are excited to see what more can be achieved in the year ahead.

Councillor Jenny Laing, Chair of Community Planning Aberdeen, Co-Leader of Aberdeen City Council

Chief Superintendent Campbell Thomson, Police Scotland, Vice Chair of Community Planning Aberdeen

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INTRODUCTION

The Aberdeen City Local Outcome Improvement Plan (LOIP) 2016-26 sets out the Community Planning Partnership's commitment to improve outcomes over the next ten years. Fundamental to the success of the plan is the understanding that we need to make change happen. Unfortunately, not all changes result in improvement.

As public services we can get caught up in fixing problems: supporting people who are out of work, treating people who are ill, responding to emergency situations, fighting fires... there are many more examples. These are changes, but they are not the type of changes that lead to improvement beyond what we have seen before. Like changing a blown light bulb or a flat tyre, these type of changes only reset things back to where they were.

Community Planning Aberdeen is committed to making real change that can break the cycle of dependency on public services and helps people to help themselves. This involves working in a new way and trying things we have never done before. Thinking about new ideas is often easy; making a change that actually results in improvement usually is not. To help us, the Partnership has adopted the Model for Improvement, an improvement methodology which provides a framework for testing new ideas and using data to understand if they work. The methodology helps guard against jumping straight from an idea directly to implementation without any evidence of whether it really works; this is a waste of public money and can make things worse.

The methodology challenges us to always be clear about what we are aiming to achieve and to make an honest assessment of whether we are getting there. You will see evidence of this discipline being applied throughout this Annual Outcome Improvement Report as we reflect on the changes we have made over the past year and examine the data to understand whether our changes are resulting in improvement. Case studies provide more detailed information on some of the improvement projects we have initiated so far using the methodology.

There are many examples of where we can see the positive impact of our improvement work, providing us with evidence that we should continue what we are doing. But the data also shows where we are not yet improving. The results we achieve are not always going to be what we expected or wanted – that is the reality. Of course in some areas it will take longer to see improved outcomes. But we need to have a learning mind-set and use data to understand the likely impact of what we are doing now. This is how we will decide what works and what doesn't, what we need to invest in, what we need to adapt, and what we need to stop doing altogether.

Improvement is not a mechanical process, people are involved and we are learning how to improve together. It is easy to hear the language of improvement, but this is a new way of working for the Partnership and we need to ensure everyone understands what role they play and how they can make a real difference to the services that we offer to our customers and communities. Our Innovate and Improve Programme is a collaboration between colleagues with improvement methodology expertise across Community Planning Aberdeen, including the Council, NHS Grampian, Scottish Government and third sector. The programme offers

staff a range of opportunities to learn how to use improvement methodology to help build the Partnership's capacity to improve.   The programme has also included sessions for Board members and elected members to build their confidence and understanding of their role in leading improvement.

This first report against the LOIP shows we have made a strong start in our improvement journey and are creating the conditions now for change across all our public service organisations. But we are ambitious to achieve so much more and cannot get trapped into making changes just because they are common or have been done before. If we want to develop fundamental changes that go beyond the current performance of our Partnership, we need to do things differently. Over the next year we will continue developing, embedding and sustaining the leadership behaviours that promote a culture of genuine openness and learning that benefits both communities and staff. Our challenge is to be completely open and receptive to fresh thinking from wherever it comes. This means working more closely with our customers, communities and frontline staff to identify new, creative ideas and involving them in our improvement work.

Chief Executive Angela Scott, Aberdeen City Council, Chair of Community Planning Aberdeen Management Group

Superintendent Kate Stephen, Police Scotland, Vice Chair of Community Planning Aberdeen Management Group

How to make sense of the data in this report

Under each priority within this report there is a section called 'Are our changes resulting in improvement?' These sections include run charts which have been prepared using the data available for the improvement measures within the Local Outcome Improvement Plan 2016-26. The purpose of the run charts is to display data over time and help us assess visually whether the changes we are making are resulting in improvement.

⎯⎯⎯ The black line shows CPA performance since the LOIP was published in 2016. This includes data for the financial year 2017/18 to date where available, to give an indication of how performance is looking for next year.

⎯⎯⎯ The blue line shows the improvement aim set within the LOIP for 2017/18 so we can assess if we are on track to achieve our improvement aims set for next year.

We have also used a traffic light system to help you see at a glance, where we think we are in terms of improvement. The significance of the variation in data over time will depend on the improvement measure **and** population size it relates to. For example, for some improvement measures a 0.5% increase may be very significant, whilst for others it may need to be a 5% increase to be considered significant.

In applying the RAG (Red, Amber, Green) we have taken a rounded view of performance, taking into account subject matter expertise, local context and consideration of progress towards our improvewment aims to answer the question:

Are our changes resulting in improvement?

● Yes (Data shows improving trend and / or achievement of 2017/18 aim)

● Getting there (Data shows improving trend and / or on track to achieve 2017/18 aim)

● Not yet (Data shows static or declining trend and not on track to achieve 2017/18 aim)
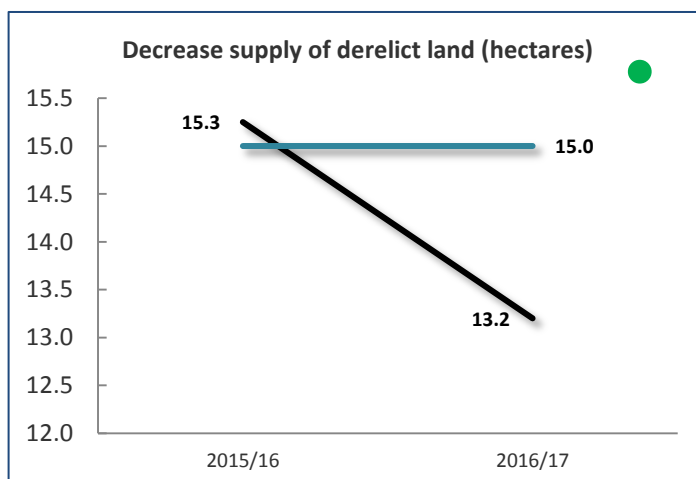
Appendix 1 to this report provides a narrative on each improvement measure provided by the data owners.

Priority: Aberdeen Prospers

Areas where we have made changes during 2016/17

Primary Drivers

Priority Aim

Aberdeen Prospers

Investment in Infrastructure
- City Centre Rejuvenation
- Developments in Infrastructure
- Modern Utilities

Innovation
- Business Gateway Start-ups
- Innovation Hubs

Inclusive Economic Growth
- Regional Skills Strategy
- Fair Start

International-isation
- Aberdeen Art Gallery Refurbishment
- New AECC Development

What key changes have we made?

City Centre Rejuvenation

As part of the City Centre Masterplan Operation Union Street Rejuvenation was launched in partnership with Aberdeen Inspired and local businesses. Phase 1 of the operation has included the upgrading of street furniture and the creation of a dedicated team for targeted cleaning and repairs.

The mile-long street is currently undergoing the second phase of the project launched last September where a second specialist deep clean is under way to rejuvenate the street. The next phase will include repairing and preserving key buildings on Union Street as part of a Conservation Area Regeneration Scheme, for which Aberdeen City Council has secured and matched an award of £1.2m from Historic Environment Scotland.

91% Occupancy of premises in the city centre in 2016/17

Developments in Infrastructure

Aberdeen Harbour Extension

The £350million expansion of Aberdeen Harbour has now commenced and will support a key driver to improve the city's attractiveness for international trade and investment as well as increasing the number of vessels arriving at the harbour. The project aims to create significant opportunities for the city as well as the wider economy, from up-scaled decommissioning activity and being able to accommodate larger commercial vessels, to accommodate an increased share of the available cruise vessel fleet. The development is scheduled to be completed by 2020. Scottish Enterprise estimates that the development will generate an additional £1 billion per annum to the economy by 2035, and will create an additional 7,000 jobs. There were 6,438 vessel arrivals in the 2016-17 financial year, setting the baseline for the Local Outcome Improvement Plan.

Aberdeen International Airport

The 3 year transformation of Aberdeen International Airport has continued during 2017, with several key projects being completed. These have included the new international and domestic arrivals facilities and the new 'Northern Lights' business lounge. New routes have also been announced taking the total to 55 and this includes those served by the newly independent Loganair. Passenger numbers using the airport were 3.1% higher in September 2017 than in the same period in 2016.

Aberdeen Western Peripheral Route

The construction of the Aberdeen Western Peripheral Route (AWPR) is nearing its conclusion. Sections of the route are now operational, including those around the airport and between Foveran and Bridgend to the north of the city. The entire route is on track to be completed and opened in early 2018. The City Council and NESTRANS have undertaken a

study to capture how people and traffic moves around the city before the AWPR is open and will repeat the exercise post-opening to assess the impact.

Modern Utilities

Energy from Waste Facility

The Energy from Waste (EFW) facility in East Tullos was approved by Aberdeen City Council in October 2016. The aim of the project is to reduce the reliance on landfill in north-east Scotland in line with Scottish Government regulations that come into force in January 2021. The EFW plant is being built in partnership with Aberdeenshire and Moray councils. Another aim for the facility is to provide heat and electricity in a low-cost district heating scheme for local residents of Torry.

Hydrogen Buses

One of the most innovative projects that is running in Aberdeen is the award winning Hydrogen Bus Project. It has the largest fleet of hydrogen fuel cell buses in Europe, with 10 buses and further plans to expand it to 20. Alongside this there are two hydrogen refuelling stations, one of which is available for public use. This is the first infrastructure of its kind in the UK. Using hydrogen to power a variety of the city vehicles, including Council owned vehicles, is enhancing Aberdeen's reputation for energy and innovation. The first H2 Transport Summit was held at the Aberdeen Exhibition and Conference Centre in March 2017 to promote the benefits of using hydrogen.

Business Gateway Start-Ups

A key priority for Community Planning Aberdeen is to improve business creation, sustainability and growth rates in all of our communities, particularly in those areas which perform less well than average. A strong private business sector is essential for economic growth and wealth creation, and small businesses create vital jobs and are often the lifeblood of local communities. New businesses being established by local people can have a significant impact in terms of the wider perceptions and aspirations of a community. A series of Business Gateway events were held in September 2017 in Aberdeen's three priority localities where business advisors were on hand to guide people through the opportunities available, teach new skills, help them meet new people and plan their journey to success. ***See case study on page 14 for more information.***

Innovation Hubs

The Aberdeen City Region Deal has a focus on driving innovation across the priority sectors in the local economy. To support this, significant investments in oil and gas innovation have been made through the Oil and Gas Technology Centre, where the Innovation Hub was opened in October 2017. To date, innovation projects with a total value of £12 million have been approved by the Oil and Gas Technology Centre, focussing on areas such as small pool developments and integrating renewable energy sources into oil and gas activities. Innovation Hubs for the Life Sciences and Food and Drink sectors are also in the development stages and will be part-funded through the City Region Deal. A business case for the Bio-Therapeutic Innovation Hub (to be based at Foresterhill) is currently being assessed by the UK and Scottish Governments.

Regional Skills Strategy

Skills Development Scotland has finalised the Regional Skills Strategy for the North East, which sets out priorities for investment and activity in the region. This is supported by activities such as the Transition Programme (supporting people who are leaving the oil and gas sector to retrain); the Partnership Action for Continuing Employment (PACE) scheme, which responds to redundancies; and a new programme of enhanced skills support which reflects the unique economic circumstances of the North East of Scotland. In addition, the Chief Executive of NESCOL is seeking to establish a Regional Learning and Skills Partnership which will oversee investment and activity across skills and employment services

Fair Start North East

The Fair Start contract for the North East of Scotland has been awarded and will start to deliver employability services to the most disadvantaged groups in April 2018. The service will deliver high quality employment support to targeted customers' who want and need help to enter and remain in work. It will provide customers with pre-employment support for a period of up to 12 months, and In-Work support for a period of up to 12 months. It will support customers who face a range of barriers to employment: from those who may require skills, health or literacy and numeracy support, to those for whom complex barriers and/or disabilities require more specialised support to help them find and sustain employment. Community Planning Aberdeen will be a key partnership to support the delivery of this important contract.

Aberdeen Art Gallery Refurbishment

Our aim is to attract the best possible range of incoming exhibitions and events and showcase the city's internationally recognised arts and culture offering. Initial work on the £30 million Art Gallery Refurbishment began in July 2015 and is due to be completed early 2018. The extensive refurbishment and development will involve the construction of new educational facilities, the upgrade of performance and reflection spaces and the creation of 21 new galleries from previously unused space. The redevelopment project will enhance the visitor experience creating new opportunities for people to participate.
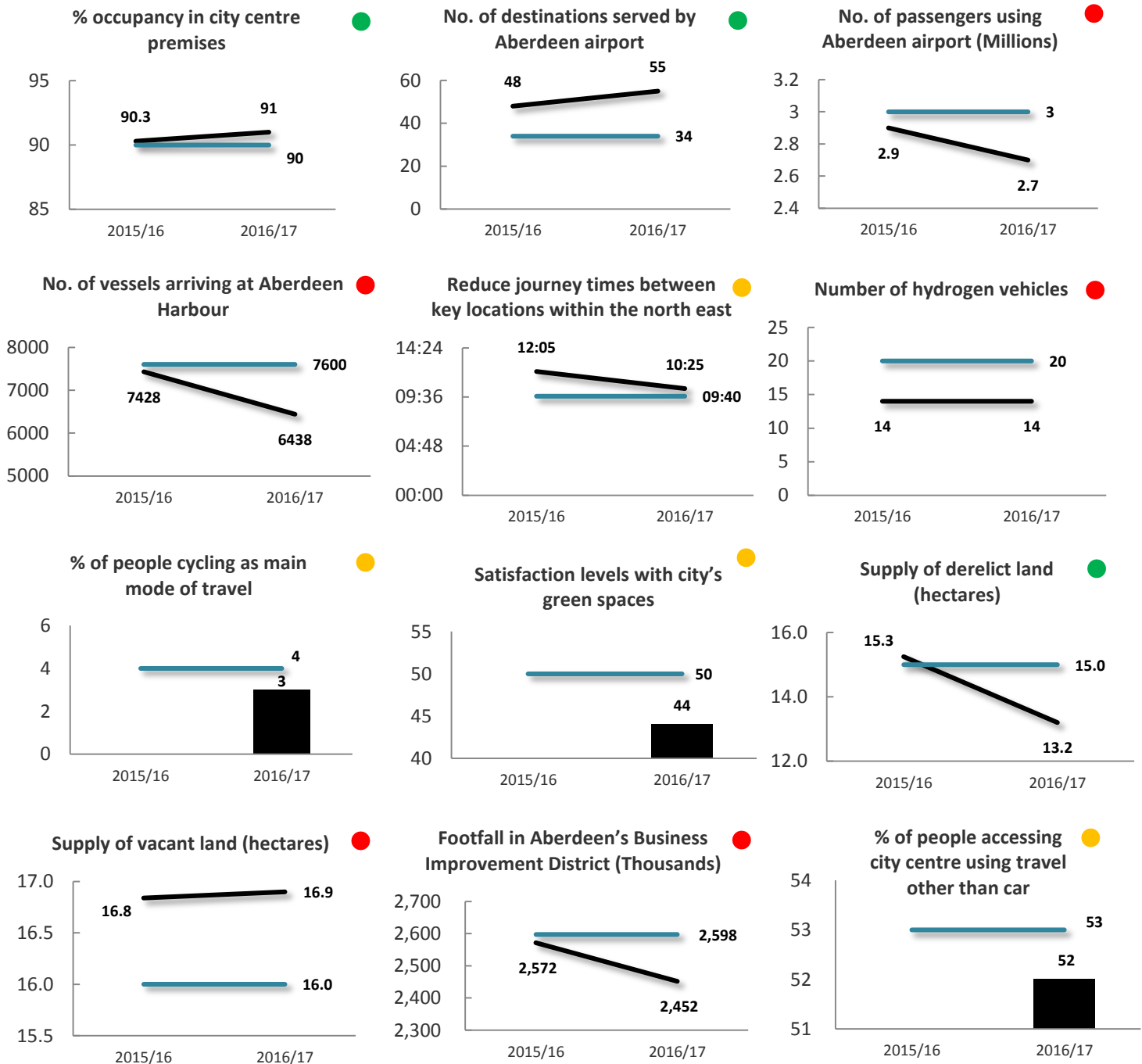
New Aberdeen Exhibition and Conference Centre

Work to create a world class new exhibition and conference centre for Aberdeen and the North East began in July 2016. This supports our aim to improve the attractiveness for international trade and investment and will aim to bring an extra 31,000 business tourists to Scotland. The project will create 600 new jobs during the construction period and 352 full-time-equivalent permanent positions by year 10 of operations. It will anchor existing international events and ensure Aberdeen is competing nationally and internationally for new events, as well as by broadening the appeal of the North East to a global audience. Over the next ten years, it is expected to attract major artists and events to the city, and contribute an additional 4.5 million visitors, £113 million of visitor spend and £63m net GVA to the Scottish economy. It will provide four times the exhibition space available at the current AECC, and increase the maximum capacity to 12,500 in the arena.

Are our changes resulting in improvement?

―― Performance ―― 17/18 improvement aim
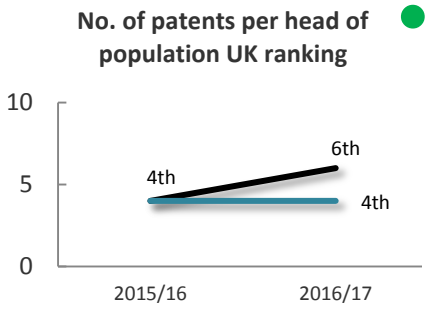
● Yes
● Getting there
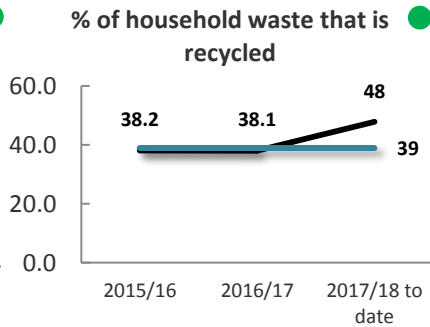● Not yet

Investment in infrastructure

% occupancy in city centre premises ●
- 90.3
- 91
- 90

No. of destinations served by Aberdeen airport ●
- 48
- 55
- 34

No. of passengers using Aberdeen airport (Millions) ●
- 2.9
- 3
- 2.7

No. of vessels arriving at Aberdeen Harbour ●
- 7428
- 7600
- 6438

Reduce journey times between key locations within the north east ●
- 12:05
- 10:25
- 09:40

Number of hydrogen vehicles ●
- 14
- 20
- 14

% of people cycling as main mode of travel ●
- 4
- 3

Satisfaction levels with city's green spaces ●
- 50
- 44

Supply of derelict land (hectares) ●
- 15.3
- 15.0
- 13.2

Supply of vacant land (hectares) ●
- 16.8
- 16.9
- 16.0

Footfall in Aberdeen's Business Improvement District (Thousands) ●
- 2,572
- 2,598
- 2,452

% of people accessing city centre using travel other than car ●
- 53
- 52

See Appendix 1 for chart narrative

Innovation

No. of patents per head of population UK ranking 🟢
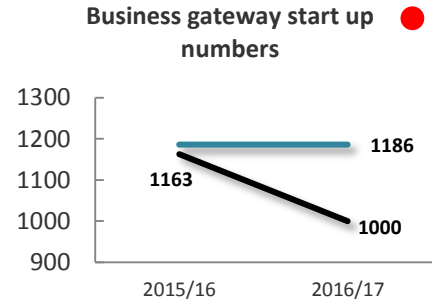
4th → 6th
4th → 4th

2015/16 — 2016/17

% of household waste that is recycled 🟢

38.2 · 38.1 · 48
39

2015/16 — 2016/17 — 2017/18 to date

Business gateway start up numbers 🔴

1163 · 1186
1000

2015/16 — 2016/17

Business gateway "Growth companies" accepted into Scottish Enterprise's Growth Pipeline 🟢
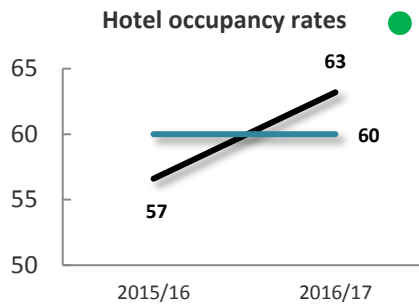
41 → 59
43

2015/16 — 2016/17
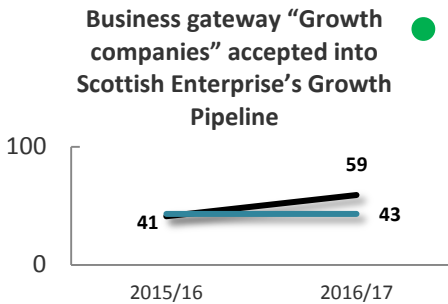
Inclusive economic growth

No. of FDI projects as measured by Ernst and Young 🟢

9 → 18
10

2015/16 — 2016/17

Hotel occupancy rates 🟢

57 → 63
60

2015/16 — 2016/17
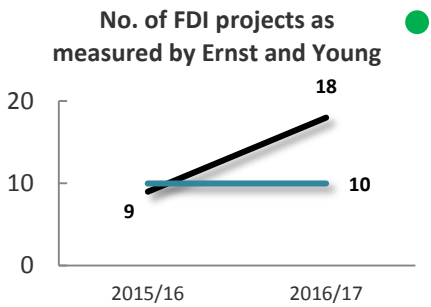
Educational attainment at NVQ4 and above of population 🟢

47 → 53
50

2015/16 — 2016/17

Build at least 415 affordable houses a year 🔴

415
214 · 117 · 218

2015/16 — 2016/17 — 2017/18 to date
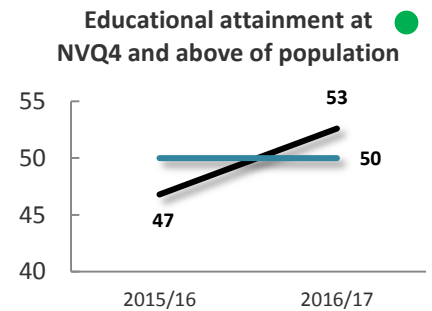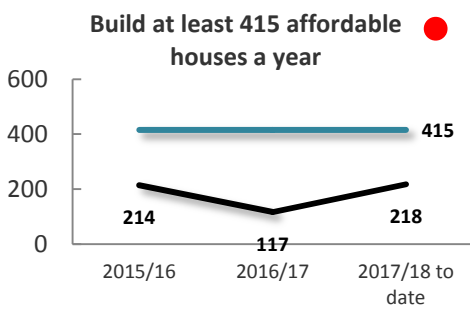
Build at least 1094 houses a year 🔴

1094
788 · 518

2015/16 — 2016/17
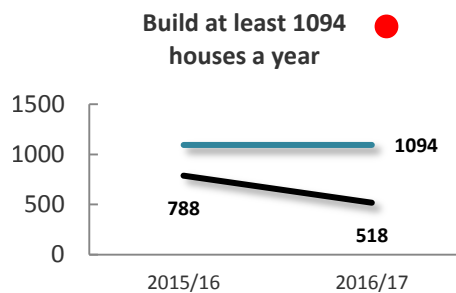
See Appendix 1 for chart narrative

Internationalisation

No. of new jobs created from completed inward investment projects 🟢
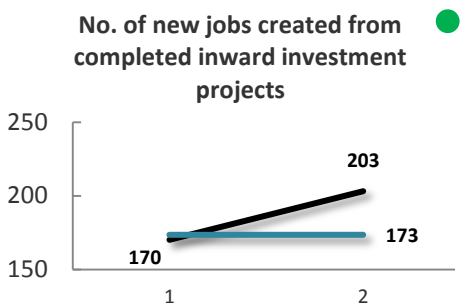
170 → 203
173

1 — 2

Amount of freight arriving at Aberdeen Harbour (Tonnes) 🔴

4.4 → 4.5
3.8

2015/16 — 2016/17

No. of inward trade delegations supported by ACC 🔴

30 · 32
22 · 21

2015/16 — 2016/17 — 2017/18 to date
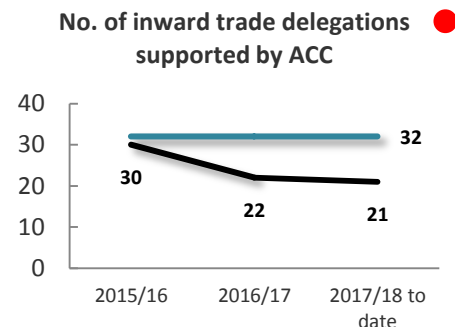
Improvement Project Case Study

Business gateway start-ups in localities
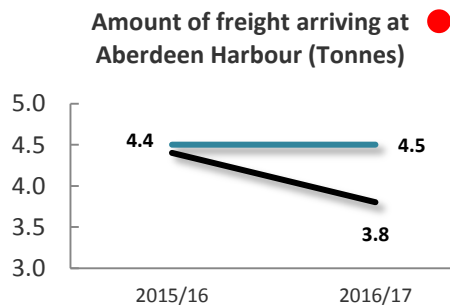
What is the Aim?

To increase business gateway start up numbers across Aberdeen by 2% by April 2018 by focusing on localities.

Business Gateway is a publicly funded service contributing to the economic wellbeing of Scotland by providing access to free business support services.

How does this support prevention and early intervention?

- A strong private sector is essential for economic growth and wealth creation, and small businesses create vital jobs and are often the lifeblood of local communities
- New businesses being established by local people can have a significant impact in terms of the wider perceptions and aspirations of a community
- That is why we have a particular focus on our priority localities which perform less well than the city-wide average

What changes are we currently testing?

- Business gateway community events in locality areas: short start up awareness seminars for attendees; consultations with business gateway advisers; advice on New Enterprise Allowance Scheme
- Events marketing through online and physical distribution of posters

Improvement data

Footfall at community events
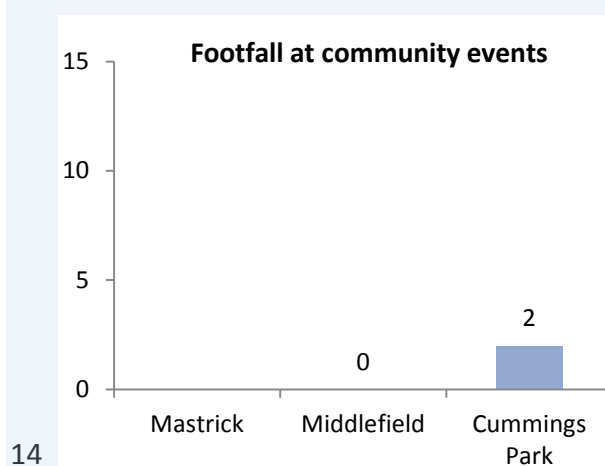
The key change tested for this project so far has been to hold community events in Mastrick, Cummings Park and Middlefield. Unfortunately the first tests were unsuccessful with the events attracting only 2 people. Whilst disappointing, this has provided important learning for further testing. The improvement team will review how the format and promotion of these events can be improved to attract more people in future. The team will also need to consider what different change ideas could be tested to achieve the overall improvement aim.

Lead Outcome Improvement Group

Aberdeen Prospers Group

Richard Sweetnam, Head of Economic Development,
Chair of Aberdeen Prospers
The Aberdeen Prospers group is a partnership group working within the CPA structure. The Group is responsible for ensuring progress against the primary and secondary drivers and improvement aims set for the Prosperous Economy section.

Lead partners involved

- Aberdeen City Council
- North East Scotland College
- North East Scotland Regional Transport Partnership (Nestrans)
- Robert Gordon University
- Scottish Enterprise
- Skills Development Scotland
- University of Aberdeen

Improvement Projects underway using the Model for Improvement

2 improvement projects underway

No. of improvement projects underway
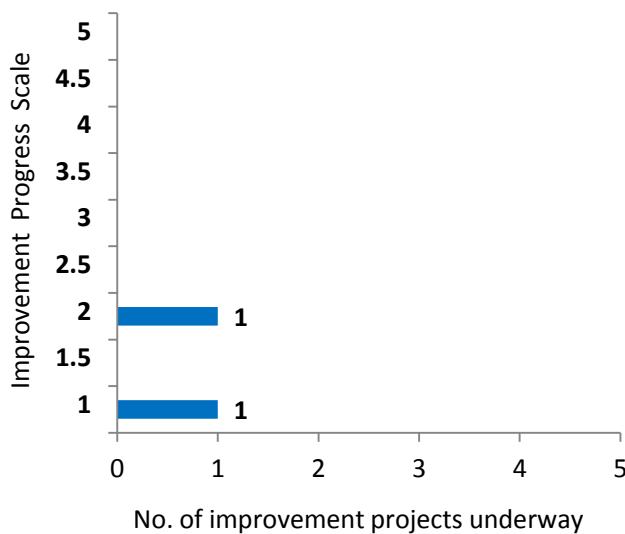
Improvement progress scale

1.0	Forming as an improvement team
1.5	Planning for improvement has begun
2.0	Activity, but no changes
2.5	Changes tested, but no improvement
3.0	Modest improvement
3.5	Improvement
4.0	Significant improvement
4.5	Sustainable improvement
5.0	Outstanding sustainable improvement

Priority next steps
- Improved Economic footprint
- Gap reduction Employment, Education and Health outcomes in priority localities
- Reduced skills shortages
- Increased Investor readiness
- Improve Transport access to Aberdeen Airport and new AECC Arena
- One Stop Employability Shop
- Community Benefits Opportunities

Priority: Children are our future

Areas where we have made changes during 2016/17

Primary Drivers

Priority Aim

Children are our future

Children have the best start in life

- Affordable Early Learning and child care provision
- Additional Support Needs Advisory Project

Children are safe and responsible

- Information Sharing
- GIRFEC Multi-agency Training

Children are respected, included and achieving

- UNICEF Child Friendly Partners Programme
- Youth Democracy
- Partnership Forums
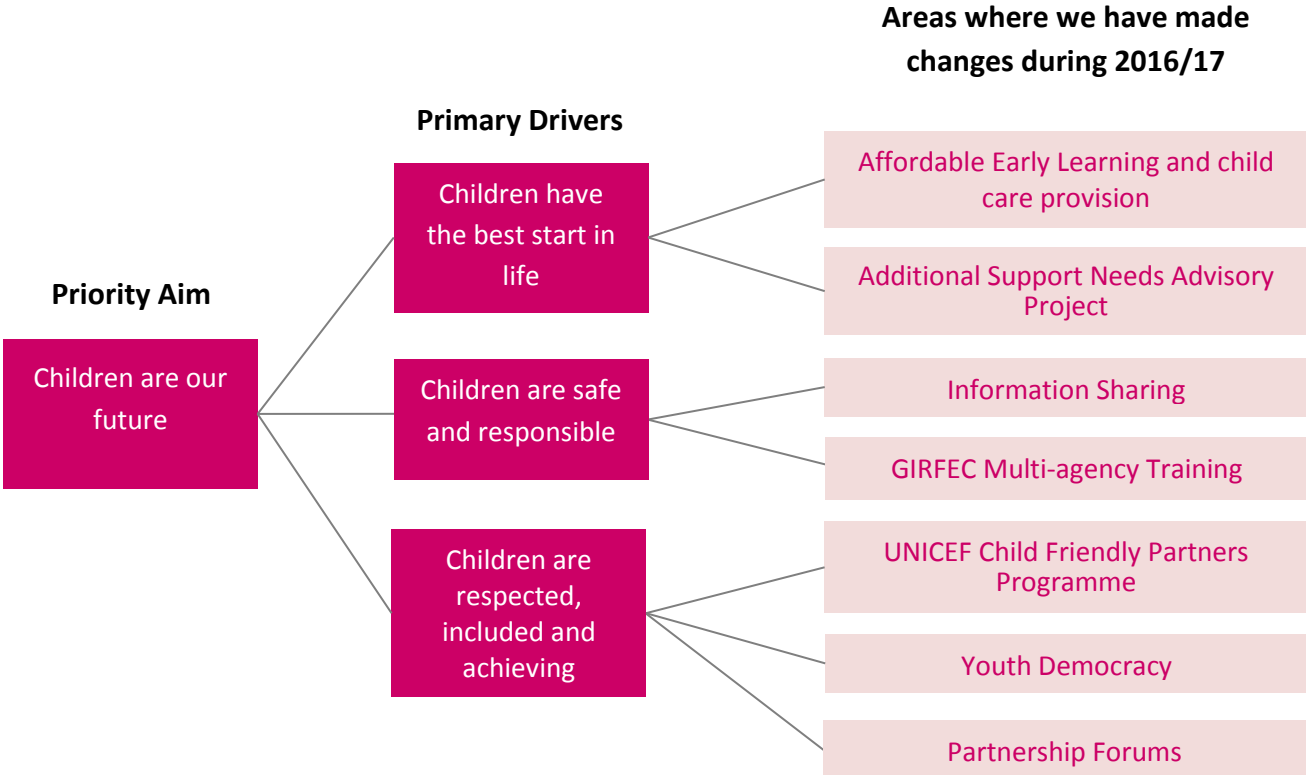
Affordable Early Learning and Childcare

Free Early Learning and Childcare

Our Me 2 Service provides up to 600 hours a year of free Early Learning and Childcare for 2 year olds from families on welfare benefits.   Over the last year we have been promoting uptake of the free provision through a range of providers in our three priority localities. At the moment uptake of the service in Aberdeen is 167 (7%) of eligible 2 year olds and their families, which is slightly lower than the national uptake of 9%. We will continue to promote this service to ensure more eligible families across Aberdeen can access free high quality, holistic early learning and childcare services.

Working with communities on the future of Early Learning and Childcare
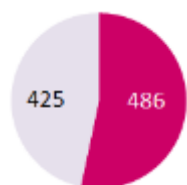
Our aim is to expand and improve access to affordable childcare across the city. This year we carried out a comprehensive consultation and engagement programme to gather information from parents, carers and potential future parents on how services can best be provided and delivered in Aberdeen. Through a combination of consultation events and questionnaires, a total of 911 responses were received from people across the city (486 responses) and in priority locality areas (425 responses). On the basis of these consultations, we are developing detailed proposals on how early learning and childcare can be expanded and delivered in our priority localities in the first instance. Engagement on these proposals will follow with communities in these localities and our workforce.

In order to expand provision quality of childcare in keeping with our improvement aims, we estimate that we will require an additional 300 Practitioners in Aberdeen. Over the last year we have been working with the Scottish Government, Aberdeenshire Council, Aberdeen University and NESCOL to develop pathways for young people to become ELC professionals through the establishment of an Early Learning and Childcare Academy. The Academy will allow us to promote early learning and childcare as a positive career choice and offer more flexible routes into the profession.

Stay, Play and Learn Service

As part of our wider offer of services to families with eligible 2 year olds, we have been piloting a new Stay, Play and Learn Service in Aberdeen. This innovative type of nursery provision encourages parents to stay and take part in activities such as crafting, role play, construction and story time alongside their children, as a way of supporting their learning and development. Currently running at Kirkhill Primary School in Kincorth and it is soon to be offered at Manor Park Learning Centre, the trial forms part of the Community Planning Aberdeen's drive to meet 100% of demand for early learning and childcare places by 100% by 2020/21.

17

Out of school care policy

Our updated Out of School Care Policy has been highlighted as an example of good practice nationally by the Scottish Out of School Care Network. The policy was highlighted for the value we place on out of school care in the city and its role in improving outcomes for children and families; for the information and support we offer to out of school care providers; and for producing good practice guidelines to support providers deliver high quality and consistent services across the city.

Looked after Children Project

The LAC project aims to work on a 1-2-1 basis with children to focus on their issues and areas of concern. The initiative started in November 2016 and developed from effective targeted work through the active schools team. The initiative will help children stay in school, grow in confidence and develop a positive outlook. The aim is to reduce the number of children being sent out of the area, keep continuity of positive adult role models in the child's life and build resilience within the child and their community. Key partners are working together closely to ensure the project follows a person-centred approach.

Activities such as horse riding, boxing, learning to swim, skateboarding have showed positive changes in confidence, self-esteem and resilience through experiencing success in the activities as well as building consistent relationships with positive adults. Children and young can then transfer these changes and successes back into school and learning environment promoting achievement and success in school and supporting progress to positive destinations beyond school.

Additional Support Needs Advisory Project

The Additional Support Needs Advisory Project (ASNAP) aims to support local service providers to facilitate the integration of children with additional support needs in nurseries, crèches, playgroups and After School Clubs throughout Aberdeen. The ASNAP project, delivered by VSA - the social care charity for Aberdeen has been nominated for a Scottish Government and Healthcare Improvement Scotland Quality Improvement award. The project aims to support need in nurseries, crèches, playgroups and After School Clubs throughout Aberdeen.

Information sharing

Work has been undertaken to accelerate improvement in information sharing across Grampian's Community Planning Partnerships following publication of the Children and Young People (Information Sharing) (Scotland) Bill in June. Partnership Advice Notes have been agreed and shared in order to build confidence in our safeguarding arrangements. In addition, Practitioners Guidance on Information Sharing produced by Aberdeen City Council, Aberdeenshire Council, Moray Council, Police Scotland and NHS Grampian has been revised to support the sharing of information which will promote, support or safeguard the wellbeing of a child or young person. Legal Services across all Partner agencies are currently reviewing the revised guidance to ensure that it complies with anticipated European legislation.

GIRFEC Multi-agency Training

Our multi-agency training has been accessed on 403 occasions. The training helps to support staff throughout the partnership to embed the Getting It Right For Every Child approach in their work. 58% of participants are from the public sector (around 1/3 from the NHS and 2/3 from ACC) 14% are partner providers and 44% represent the voluntary sector. Evaluations evidence a positive impact on practice. We continue to progress on our roll out of training and are currently working to recruit additional capacity to provide more access.

Child Friendly City

The successful delivery of the actions detailed within the Children and Young People's Rights and Participation Strategy has provided an important foundation which contributed to our successful application to become part of UNICEF's Child Friendly Partners Programme. This has established us as the first Scottish Local Authority to be accepted onto it. The Children's Rights and Participation Strategy will now be superseded by the actions determined through our work within this UNICEF programme and will reflect local strengths and areas for improvement.

Secured a bid to gain the UNICEF Accreditation for Child Friendly City

Youth Democracy

We actively promoted the Electoral Commissions 'Ready to Vote' campaign which was designed to increase young voter registration. Working closely with the Electoral Commission, city secondary schools, the library service, local children's homes, community Youth Workers and local Elections Officers, successful 'Ready to Vote' events took place in each of our 12 secondary schools. As a result we were able to share information and provide registration opportunities for eligible young people who may not have received it through schools Resources provided by the Electoral Commission were further developed and have been reciprocally shared for inclusion in future national resources.

Partnership Forums

We have established locality based partnership forums across our Associated School Groups (ASGs) (the secondary school catchment and their feeder Primaries) to support multi-agency delivery of the National Improvement Framework. These forums will help develop our GIRFEC practices by promoting primary prevention and early intervention at a local operational level to:

- Improve attainment, particularly in literacy and numeracy
- Closing the attainment gap between the most and least disadvantaged children
- Improve children and young people's health and wellbeing
- Improve employability skills and sustained, positive school leaver destinations for all young people

Each partnership forum will consider how these areas can be addressed through direct intervention with families and members of the local community and report on progress through the ICS Partnership.

19

Are our changes resulting in improvement?

Performance — 17/18 improvement aim

● Yes
● Getting there
● Not yet

Children have the best start in life

No. of available early learning and childcare places

- LA Setting: 3,566
- Other Setting: 6,738

(y-axis: -, 5,000, 10,000)
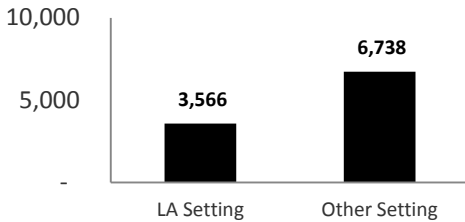
% of positive early learning and childcare inspection outcomes ●

- 2015/16: 96
- 2016/17: 95.5
- improvement aim: 95

(y-axis: 94, 95, 96, 97)
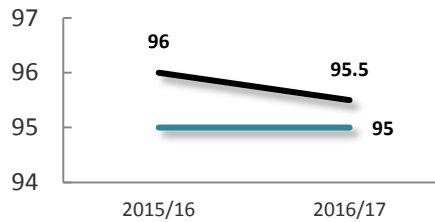
% Parents happy with with early learning and childcare services ●
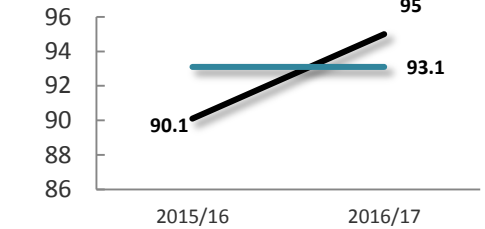
- 2015/16: 90.1
- 2016/17: 95
- improvement aim: 93.1

(y-axis: 86, 88, 90, 92, 94, 96)

No. of staff entering early learning and childcare sector ●

- 2015/16: 1208
- 2016/17: 1115

(y-axis: 1050, 1100, 1150, 1200, 1250)

No. of staff undertaking qualifications to improve quality ●

Role	2016/17	2015/16
Managers	59	19
Lead practitioners	80	25
Practitioners	89	86
Support workers	50	50

(x-axis: 0, 50, 100)
■ 2016/17 ■ 2015/16
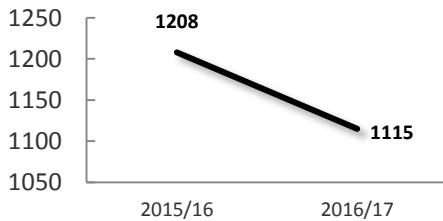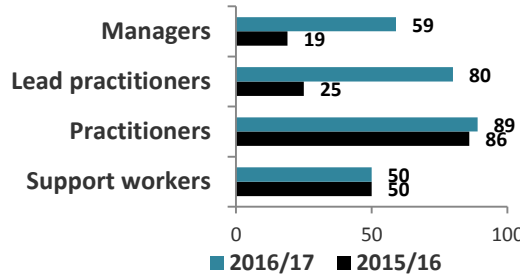
No. of Me2 places available with a view to meeting 100% demand ●

- 2015/16: 110
- 2016/17: 167
- aim: 220

(y-axis: 0, 100, 200, 300)

% of babies exclusively breastfed at 6-8 week review ●

- 2015/16: 36.1
- 2016/17: 36.4

(y-axis: 35.8, 36.0, 36.2, 36.4, 36.6)
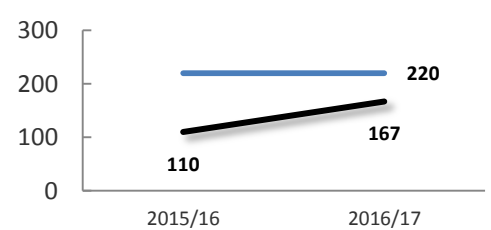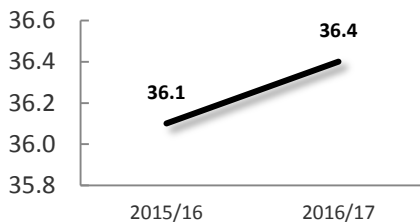
% of mothers smoking during pregnancy ●

- 2015/16: 14.1
- 2016/17: 13.9

(y-axis: 13.8, 14.0, 14.2)
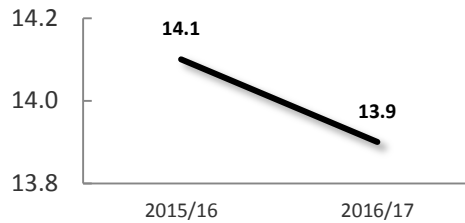
Children are safe and responsible

No. of young people in out of Authority Places ●

- 2015/16: 42
- 2016/17: 33
- 2017/18 to date: 35
- 38

(y-axis: 0, 20, 40, 60)
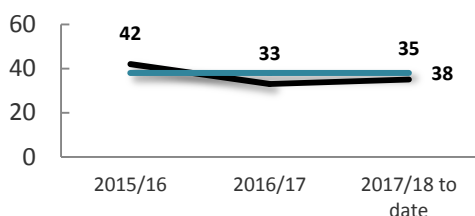
Reduce % of Child Protection Register re-registrations ●
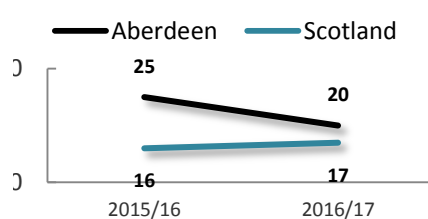
Aberdeen — Scotland

- Aberdeen 2015/16: 25, 2016/17: 20
- Scotland 2015/16: 16, 2016/17: 17

No. of young people who were accused in relation to multiple CrimeFiles ●

- 2015/16: 262
- 2016/17: 198
- aim: 170

(y-axis: 0, 200, 400)
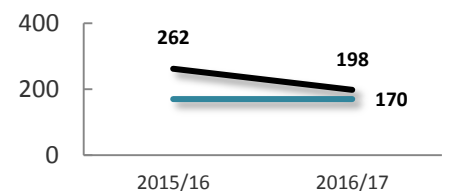
No. of young people who were accused in relation to single CrimeFiles ●

- 2015/16: 602
- 2016/17: 559
- aim: 587

(y-axis: 500, 550, 600, 650)
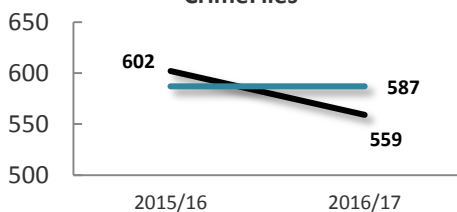
See Appendix 1 for chart narrative

Children are respected, included and achieving

% of pupils identified as having an ASN educated in their local community 🟢
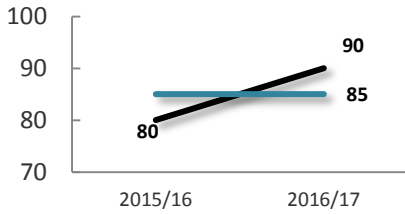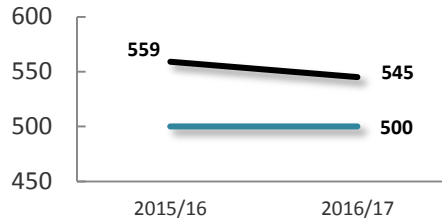
100
90
80
70

80
90
85

2015/16   2016/17

No. of young People with ASN being transported 🟡

600
550
500
450

559
545
500

2015/16   2016/17

No. of LAC educated out with the local authority 🔴

300
200
100
0

232
241
200

2015/16   2016/17

Attainment Gap between highest and lowest achieving 20% (Tariff Scores) 🟢

1,800
1,700
1,600

1,752
1,700
1,678

2015/16   2016/17

% of LAC achieving Literacy and Numbers at SQF Level 4 or above 🔴

35
30
25

33
28   28

2015/16   2016/17

% of young people entering positive destinations upon leaving school 🟡

94.0
92.0
90.0
88.0

93.1
90.1   90.3

2015/16   2016/17

% of young people from deprived areas entering positive destinations upon leaving school 🟢

85
80

82.6
83.9
83.6

2015/16   2016/17

% of young people progressing into a positive destination on completion of an Activity Agreement 🟢

80
75

77
79
78.4

2015/16   2016/17

% of 16-19 year olds recorded as participating in education employment or training 🔴

95
90
85

91
92
89.4

2015/16   2016/17
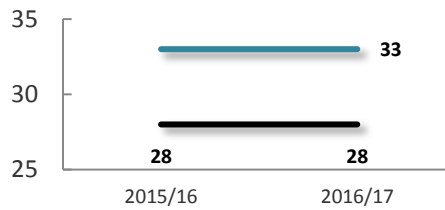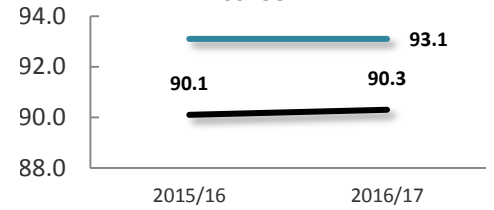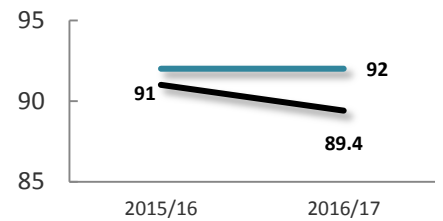
No. of young people completing formal Achievement Awards: 🟢

60
40
20
0

37
52
47

2015/16   2016/17
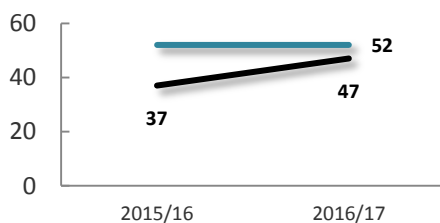
No. of young people completing informal Achievement Awards: 🟢

3000
2000
1000
0

1600
2000
1783

2015/16   2016/17

See Appendix 1 for chart narrative

Improvement Project Case Study
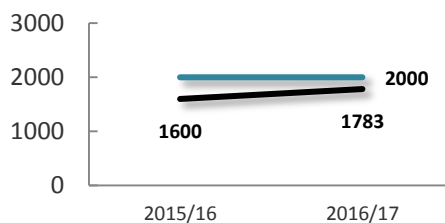
We are testing an app for vulnerable children

What is the Aim?

To improve the quality of children's plans by improving measures of health and wellbeing for vulnerable children and young people through our APPA (Adaptive Processing Personality Assessment) app.

The Child's Plan is part of the GIRFEC approach to promote, support and safeguard the wellbeing of children and young people.

How does this support prevention and early intervention?

The app is being used to assess the resilience of young people and identify children who may be at risk and help identify the factors contributing to their risk - allowing for more appropriate and targeted interventions.

Research carried out by the Hope University Liverpool showed that surveys carried out with adolescents digitally yielded more consistent and honest results than paper based surveys.

What changes are we currently testing?

- Digital rather than paper based wellbeing assessment using a kindle app
- Educational Psychologists are currently testing the App in Aberdeen Grammar, Northfield and St Machar School
- Use across a range of Social Work Units through Clinical Practitioners
- Trial of online generated reports

Improvement data

Educational psychologists testing app in 3 secondary schools

15 Tablet devices made available for trials
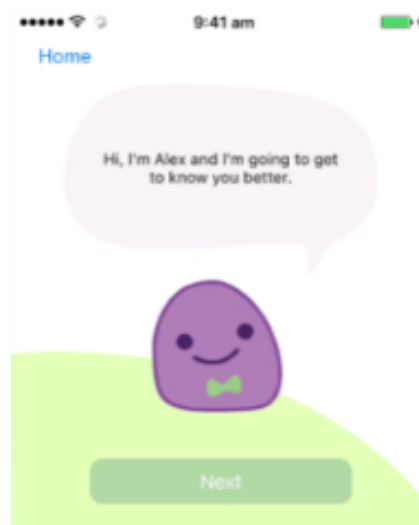
The APPA App is a ground breaking tool which aims to improve the quality of children's plans. We are testing the app in schools and social work units to learn how we could use this approach in a range of settings. Feedback from staff and pupils will further influence the development and design of the app.

Lead Outcome Improvement Group

Integrated Children's Services Board

Gayle Gorman, Director of Education and Children's Services
Chair of ICS Board
Integrated Children's Services is a well-established partnership group within the CPA structure. We work to ensure that each key area of children and young people's wellbeing is addressed through a multi-agency approach and aim to ensure that they and their families are provided with a comprehensive and coordinated suite of services around their core wellbeing needs. We are supported by numerous local and national organisations that work with us through our multi-agency working groups. Integrated Children's Services is leading in the regional development of a Quality Improvement Leader training programme based on the Model for Improvement as well as growing in house capacity through continuing to up skill project leads across the CPP.

If you want to find out more about our work you can find Our Integrated Children's Services Plan 2017-2020 and other resources on our GIRFEC Website: www.aberdeengettingitright.org.uk

Lead partners involved

- Aberdeen City Council
- ACVO
- Children's Hearings Scotland
- NHS Grampian
- Police Scotland
- SCRA
- Scottish Fire and Rescue
- AHSCP

Improvement Projects underway using the Model for Improvement

21 improvement projects underway
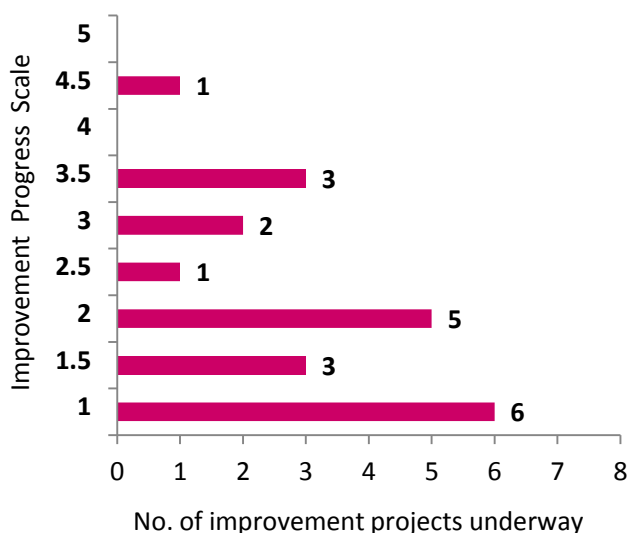
No. of improvement projects underway

Improvement progress scale

1.0	Forming as an improvement team
1.5	Planning for improvement has begun
2.0	Activity, but no changes
2.5	Changes tested, but no improvement
3.0	Modest improvement
3.5	Improvement
4.0	Significant improvement
4.5	Sustainable improvement
5.0	Outstanding sustainable improvement

Priority next steps
- Improved intervention and support around mental health
- Creating a child friendly city
- Developing the youth justice strategy
- Improved reporting and risk identification to better align with new inspection criteria
- Helping more children achieve a positive destination

PROSPEROUS PEOPLE

Priority: People are resilient, included and supported when in need

Areas where we have made changes during 2016/17

Making Every Opportunity Count

Alcohol Brief Interventions (ABI)

Choose Life App

Priority Families Service

Supporting people leaving prison

Syrian Resettlement Programme

Distress Brief Interventions

Problem Solving Court

Primary Drivers

People and communities are protected from harm

People are supported to live as independently as possible

Priority Aim

People are resilient, included and supported when in need
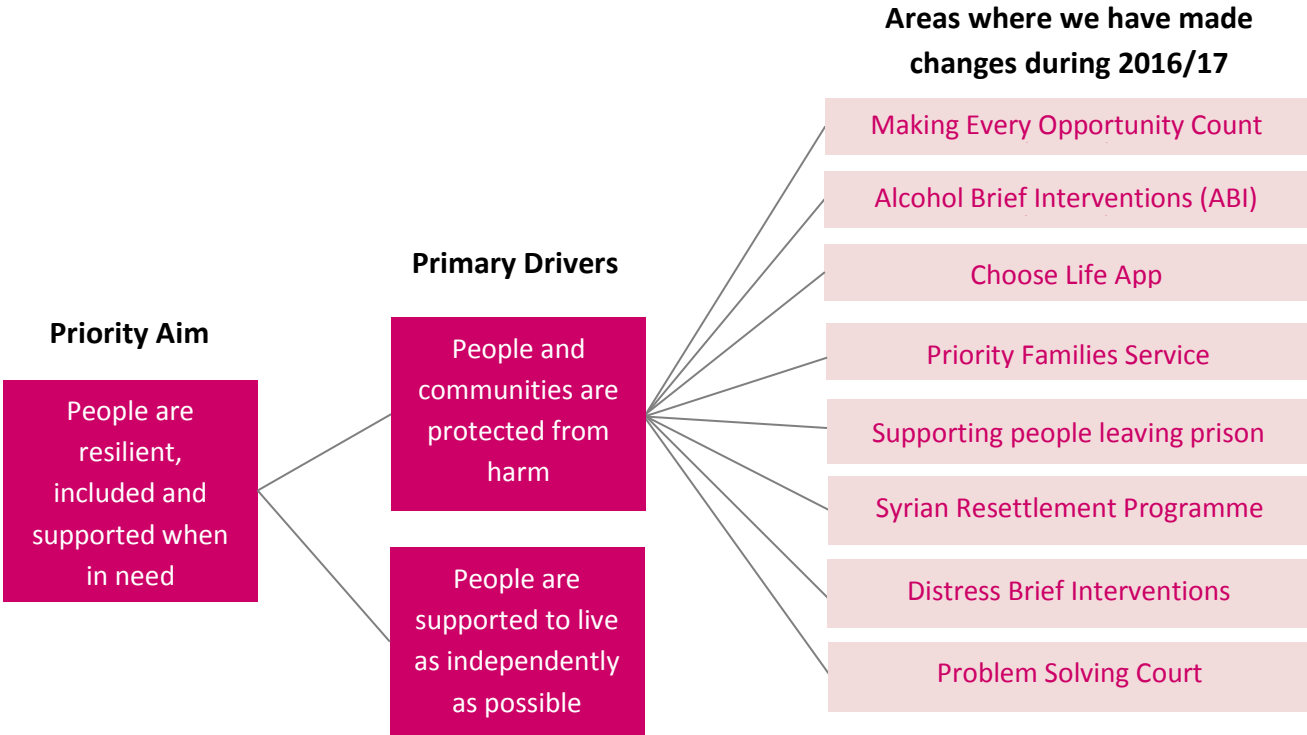
Making Every Opportunity Count (MEOC)

We have been testing proven methodologies that support the early identification of health risks and harms to individuals within a range of appropriate settings. MeOC is a simple intervention, a light touch health conversation, being rolled out in Grampian to enable service users to live as well as they can. It encourages staff to engage in conversations on lifestyle and life circumstances with people at risk. This could include, for example, smoking, healthy eating, healthy weight, being physically active and alcohol intake, money and housing issues. Taking 30 seconds to 3 minutes, the brief conversation makes maximum use of our resources and our positive influence for health, providing information and being able to signpost people to relevant services for further advice or support where appropriate.

Alcohol Brief Interventions (ABI)

An Alcohol Brief Intervention (ABI) is a structured short conversation about alcohol consumption with an individual. The aim of the conversation is to motivate and support that individual to make positive choices and change their drinking behaviour. The conversation is appropriate for anyone who is experiencing negative consequences due to their own alcohol consumption. It is not aimed at people who are dependent on alcohol and require specialist help to recover. An ABI can be opportunistic or planned (e.g. as part of an assessment process) and is a non-specialist intervention part of Health Scotland's wider Health Behaviour Change (HBC) intervention programme. The programme has traditionally been delivered in primary care, accident and emergency and maternity services. Now, in settings across the statutory, voluntary and private sector, we are testing opportunities to further expand delivery and minimise or mitigate the negative impacts of alcohol consumption on people's lives.

See case study on page 31 for more information.

Choose Life App

Last year we worked in partnership with Aberdeenshire CPP to launch an app aimed at preventing suicides in the North-east. The app and its digital suicide prevention campaign was the winner in two categories at the Scottish Health Awards 2017 with the awards being in the categories of 'Innovation' and 'Care for Mental Health'. Vulnerable people can now download the app to access personalised plans for help, along with direct contacts to support groups, including The Samaritans and Breathing Space. It also has content to help those whose loved ones have been lost to suicide. Prevent Suicide features are specific to the North-east allowing people to find local services, and help users monitor their state of mind. Since the launch of the app and website, more than 22,000 users were reached in 17 months (Between March 2016 – August 2017). NHS Grampian saw the largest decrease in suicide in 2016 following release of national data on 3 August 2017 (The Aberdeen City reduction was 28%). The national suicide rate increased by 8% compared with 2015.

22,000
Users reached since the launch of the Choose Life app

Priority Families Service

Priority Families started in January 2017 and is a partnership service offering dedicated support to families who are disadvantaged and at risk of poor outcomes.   It is resourced by Aberdeen City Council, Police Scotland and Action for Children, working in Partnership with many other partner agencies to provide holistic services to families in need. Families affected by anti-social behaviour, offending and child/adult wellbeing issues that meet specific criteria are offered intensive help for up to 12 months. A Tracking System monitors a family's journey through the service measuring progress against agreed outcomes. The Service is still very new but emerging evidence suggests that the first cohort of families who have reached 6 months service are experiencing significantly more positive outcomes.

Support on leaving prison

This year we supported 173 individuals from Aberdeen to engage with Throughcare Support. The Service was introduced in 2015 to improve joint working between the Scottish Prison Service and a range of community planning partners to help short term prisoners (people on sentences of less than 4 years) and their families to prepare for the transition from custody back into the community. Examples include, working with health services to plan for prescriptions and GP registration; Criminal Justice Social Work, to ensure that regular support and supervision is in place, where appropriate; the local authority Housing Service in relation to housing issues/needs; JobCentre Plus in relation to relevant benefits; and third sector and community services and supports. The service aims to reduce the risk of a person reoffending and to support them to (re)integrate into communities on release.

We have been working in partnership with the Scottish Prison Service to assist offenders to sustain their tenancies and prevent their homelessness upon release. In line with the general homeless demographic, offenders are disproportionately likely to be single, male and affected by mental and physical health issues, including addictions. A Case Officer from Aberdeen City Council's Housing Access Service attends HMP Grampian weekly to provide housing options to offenders, assess their circumstances under homelessness legislation and where required, identify suitable temporary accommodation upon release.   A Housing Support Officer is also based at HMP Grampian to assess offenders' housing support needs and coordinate support so that this is available as soon as possible on release. This arrangement has now been in place for one year and we have seen almost a 50% decrease in homelessness presentations from offenders leaving prison (from a high of 137 in 2015/16 to just 71 in 2016/17). Year to date, there has only been 45 offenders presenting. This suggests that targeted support to sustain tenancies and more defined pathways, with support in place prior to release, are working well to achieve better outcomes for this vulnerable group.

Syrian Resettlement Programme

Over the last year our efforts to welcome 88 Syrian refugees in Aberdeen have continued. The Syrian resettlement programme is an alliance of compassion, professional expertise, practical cooperation and generosity by Community Planning Partners working with the community and voluntary sector. Together we have successfully coordinated a donations and volunteer strategy, setting up a joint donations account between Church of Scotland and NESCU so that funds could be raised and put towards resettlement efforts in the city. Two refugee festival events have been supported in the last two years as well as local ESOL

classes, peer education, and integration events and projects including a radio drama project with SHMU aimed at raising awareness about refugees. Working with the Syrian New Scots has enriched our communities and our partnership leaving its own legacy. The Syrian families have now started up their own community project, "As'salam" (or "Peace" in Arabic) and have been involved in the resettlement of the most recent families arriving. This is only possible because of the efforts of all partners to coordinate resources and volunteers to enable and empower the families.

Distress Brief Interventions

Aberdeen City is currently a pilot site for the Distress Brief Intervention scheme that is due to go live on a limited basis in November 2017. A Distress Brief Intervention is a time - limited and supportive problem solving contact with an individual in distress. It is a two-level approach. DBI level 1 is provided by front line staff and involves a compassionate response, signposting and offer of referral to a DBI level 2 service. DBI level 2 is provided by commissioned and trained third sector staff who would see the person within 24-hours of referral and provide compassionate community problem solving support, wellness and distress management planning, supported connections and signposting for a period of up to 14 days. The objective is to provide a more preventative, effective response to an individual in crisis with a view to ensure they develop effective coping mechanisms to allow them to lead positive lives. Through achieving this aim, demand will then be reduced across the referring agencies.

Problem-solving Court

Since November 2015, we have been piloting a Problem Solving Approach in Aberdeen to dealing with women who have offended and from August 2016 we have extended this pilot to men. The approach sees the Scottish Courts and Tribunals Service working closely with Aberdeen City Criminal Justice Social Work Service at Aberdeen Sheriffs Court to provide supervision, support and activities to the individuals. Problem-solving courts put Sheriffs at the centre of rehabilitation. Based in existing court buildings, problem-solving courts yoke together the authority of the court and the services necessary to reduce re-offending and address the issues which drive crime. The Problem Solving approach started in the US and has been used in Scotland for specific offences e.g. Drug Courts, Domestic Abuse Courts. The Aberdeen Problem Solving Court is the first such court in Scotland to address the complex needs of individuals rather than a specific offence. Once sentenced, the individual is subject to regular reviews in court in front of the same Sheriff. There is dialogue between Sheriff and client with an emphasis on the client to be held to account for both their offending and for the progress they are making. The client receives a high level of support to address their problems. In Aberdeen, those who appear in the Problem Solving Court are usually given a Structured Deferred Sentence of varying lengths. This is a "down tariffing" mechanism aimed at providing supervision

Are our changes resulting in improvement?

—— Performance —— 17/18 improvement aim   ● Yes
                                            ● Getting there
                                            ● Not yet

People are protected from harm

Increase usage of Choose Life prevent suicide app ●

- 18,738
- 6,000
- 6,600

20,000
10,000
-

2015/16   2016/17

No. of Drug related deaths ●

- 45
- 46
- 28

60
40
20
0

2015/16   2016/17

Average age gap from when someone starts drug use to when they seek help in years (Male) ●

- 8.7
- 8.8

8.9
8.8
8.7
8.6

2015/16   2016/17

Average age gap from when someone starts drug use to when they seek help in years (Female) ●

- 6.9
- 5.7

10.0
5.0
-

2015/16   2016/17

No. of people and families who may be at risk that are identified for support ●

- 521
- 350
- 83
- 83

600
400
200
0

2015/16   2016/17   2017/18 to date

No. of Police Scotland Hate Crime Reports ●

- 261
- 242
- 235
- 122

300
200
100
0

2015/16   2016/17   2017/18 to date

No. of people identified to undertake an Earlier Intervention programme for domestic abuse perpetrators

- 7

10
5
0

2017/18 to date

No. of alcohol brief interventions delivered in wider settings ●

- 1,406
- 1,400
- 1,330

1,450
1,400
1,350
1,300
1,250

2015/16   2016/17

No. of Making Every Opportunity Count conversations. ●

- 6,567
- 850

5,000
-

2015/16   2016/17

Repeat homelessness (within 12 months) ●

- 5.1
- 6.5
- 6.1
- 5.0

10.0
5.0
0.0

2015/16   2016/17   2017/18 to date

Households previously homeless that have sustained their tenancy for more than 1 year ●

- 92.7
- 91.87
- 90.4
- 94

100
90
80

2015/16   2016/17   2017/18 to date

See Appendix 1 for chart narrative

28

Community Justice

No. of people who were appropriately diverted from Court aged 18-25 🟢

14 → 20 (black)
14 → 14 (blue)

2015/16 — 2016/17

No. of people who were appropriately diverted from Court aged 26+ 🟡

33 → 33
33 → 32

2015/16 — 2016/17

% of individuals on a Community Payback Order Supervision Requirement indicating improved outcomes 🟢

53 → 74 (black)
53 → 54 (blue)

2015/16 — 2016/17

No. of people commencing/undertaking alternatives to remand 🟢

22 → 31 (black)
22 → 23 (blue)

2015/16 — 2016/17

% of non-statutory prisoners who received relevant voluntary support on release 🟡

65 → 70 (black)
75 → 75 (blue)

2015/16 — 2016/17

% of individuals admitted to HMP Grampian with alcohol and drugs misuse issues 🔴

100 → 100 (black)
99 → 99 (blue)

2015/16 — 2016/17

People are supported to live as independently as possible

Emergency admission rate for adults per 100,000 population 🟢

10,132 → 10,132 (blue)
10,132 → 9,620 (black)

2015/16 — 2016/17

Life Expectancy Localities 2016/17 (Male)

Tillydrone 75.8
Northfield 77.6
Torry 78.1

Life Expectancy Localities 2016/17 (Female)

Tillydrone 80.7
Northfield 80.8
Torry 81.5

No. of organisations in Aberdeen being supported to prepare a Healthy Working Lives Plan 2016/17

Small and Medium Enterprises Registered 39
Non Small and Medium Enterprises Registered 58

See Appendix 1 for chart narrative

Improvement Project Case Study

Support for families of people in the Justice System

What is the Aim?

To increase the number of family members of people in the Justice System in Aberdeen receiving support from Families Outside by 100% (from 16 in 2016/17 to 32 in 2017/18) by end March 2018.

Families Outside is the only national charity in Scotland that works solely to offer support and information to the families of people affected by imprisonment.

How does this support prevention and early intervention?

- Helps reduce the likelihood of people reoffending and improves outcomes for these individuals, families and communities
- Prisoners who are supported to maintain family ties are up to six times less likely to reoffend and cope better during imprisonment
- Helps prevent future generations from offending as children who have a relative in prison are more vulnerable to later involvement with the criminal justice system

What changes are we currently testing?

- Signposting families to support available through posters and business cards
- Raising awareness of professionals of issues for families and supports available through training and bulletin article
- New procedure to seek consent from individuals for sharing information with 'Families Outside' service to enable support to be offered

Families Outside is a national charity that provides support to families affected by imprisonment in Scotland.

Support and Information Helpline:
Freephone 0500 83 93 83

Email: support@familiesoutside.org.uk
Text: Famout followed by your message to 60777

Improvement data

No. New Cases Supported by Families Outside

Testing posters/cards begins
Starting Point
Testing CJ Bulletin begins
Testing staff training begins

7 · 7 · 9 · 12 · 12 · 12 · 13 · 15 · 17

11 Sep 17 · 18 Sep 17 · 25 Sep 17 · 2 Oct 17 · 9 Oct 17 · 16 Oct 17 · 23-Oct-17 · 30-Oct-17 · 06-Nov-17

30
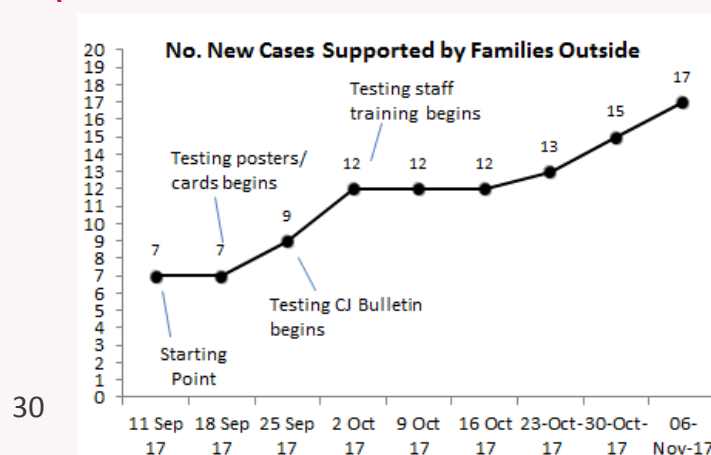
We are in the very early stages of this improvement project and have started testing our change ideas. We can see from the data that the changes we have tested have begun to have an impact, with an increase in 10 family members receiving support over a two month period against a baseline of 7 receiving support in a six month period. We will continue to monitor improvement data to assess the impact of the changes we are testing.

Improvement Project Case Study

Alcohol Brief Interventions

What is the Aim?

To increase the number of people at risk of falls, where alcohol may be a factor, identified for an alcohol brief intervention to 20 by Dec 2017.

An alcohol brief intervention (ABI) is a short conversation about alcohol consumption with a patient/service user that seeks to motivate and support the individual to think about and/or plan a change in their drinking behaviour.

How does this support prevention and early intervention?

- Helps prevent falls which are caused or exacerbated by alcohol
- Falls are a major threat to older people's quality of life, often causing a decline in self-care ability and participation in physical and social activities
- Falls can be devastating to the affected individual but are also expensive to manage
- Even modest social alcohol consumption by older people may compound or exacerbate other risk factors for falls

What changes are we currently testing?

- Training sessions for staff on the ABI conversation
- Method of screening service users to identify issues with alcohol
- Using evaluation to ensure quality of the ABI intervention
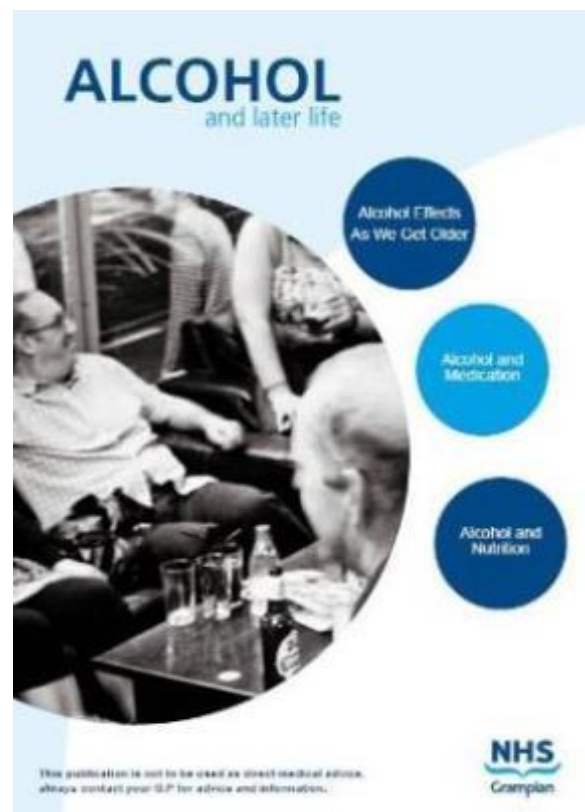
Improvement data
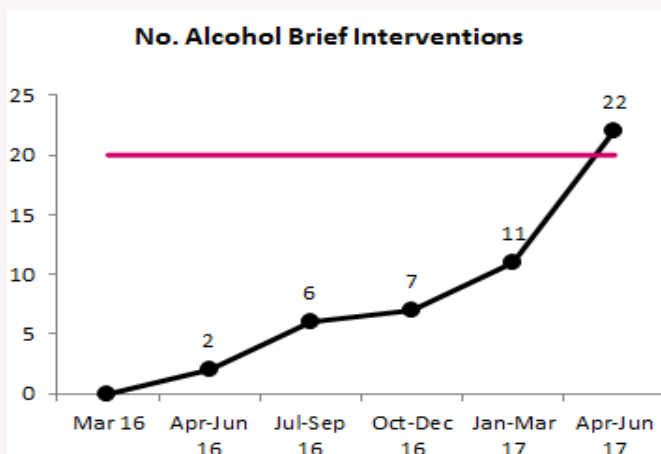
We have been testing this intervention for over a year and have seen a rise in the number of Alcohol Brief Interventions taking place in this wider setting. We hope to be able to use the learning from the approach, including screening tool and staff training to test the approach in wider settings. For example, maternity wards. We are currently doing an evaluation of the quality of the intervention to assess impact on longer term outcomes for people receiving the intervention.

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Lead Outcome Improvement Groups

Resilient, Included & Supported Group

Judith Proctor, Chief Officer – Health and Social Care Partnership, Chair of Resilient, Included & Supported Group
The Resilient, Included and Supported Group brings together key partners from across Community Planning Aberdeen to ensure that we are working in a joined up way to support people in Aberdeen to feel safe and protected from harm and to live as independently as possible. The Group is undertaking a wide range of activity to improve outcomes for people in this area and has begun using improvement methodology to test our more innovative ideas.

Lead partners involved

- Aberdeen City Health and Social Care Partnership
- Aberdeen City Council
- ACVO
- NHS Grampian
- Scottish Fire and Rescue Service
- Police Scotland
- Active Aberdeen Partnership

Community Justice Group

Angela Scott, Chief Executive – Aberdeen City Council, Interim Chair of Community Justice Group
The Community Justice Group brings together partners and stakeholders to drive forward the progression of priorities aimed at preventing offending and reoffending and improving outcomes for people involved in the Justice System, their families and communities.

Lead partners involved

- Aberdeen City Council
- Health and Social Care Partnership
- Crown Office & Procurator Fiscal Service
- NHS Grampian
- Police Scotland
- Scottish Courts and Tribunals Service
- Scottish Fire and Rescue
- Scottish Prison Service
- Skills Development Scotland
- ACVO

Alcohol and Drugs Partnership

Helen Shanks, Head of Inclusion - Education and Children's Services, Chair of Alcohol and Drugs Partnership
The Alcohol and Drugs Partnership brings together partners and stakeholders to provide strategic leadership in tackling issues arising from substance misuse across a broad spectrum of activity from prevention, early intervention, harm reduction through to specialist service provision and facilitating recovery.

Lead partners involved

- Aberdeen City Health and Social Care Partnership
- Aberdeen City Council
- NHS Grampian
- ACVO
- Police Scotland
- Scottish Fire and Rescue Service
- Scottish Prison Service
- Active Aberdeen Partnership
- Aberdeen in Recovery

Improvement Projects underway using the Model for Improvement

Resilient, Support and Included Group
1 improvement project underway
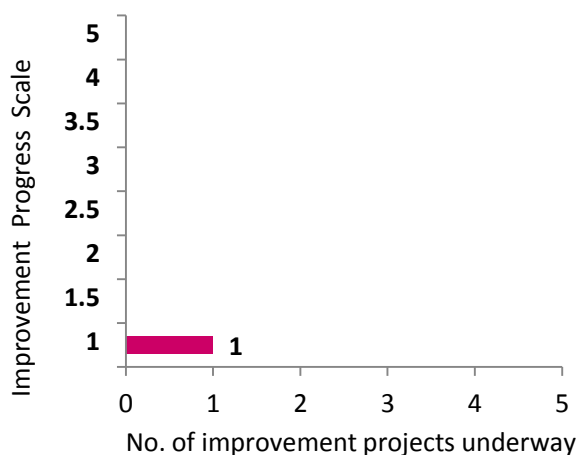
Improvement progress scale

1.0	Forming as an improvement team
1.5	Planning for improvement has begun
2.0	Activity, but no changes
2.5	Changes tested, but no improvement
3.0	Modest improvement
3.5	Improvement
4.0	Significant improvement
4.5	Sustainable improvement
5.0	Outstanding sustainable improvement

Community Justice Group
4 improvement projects underway
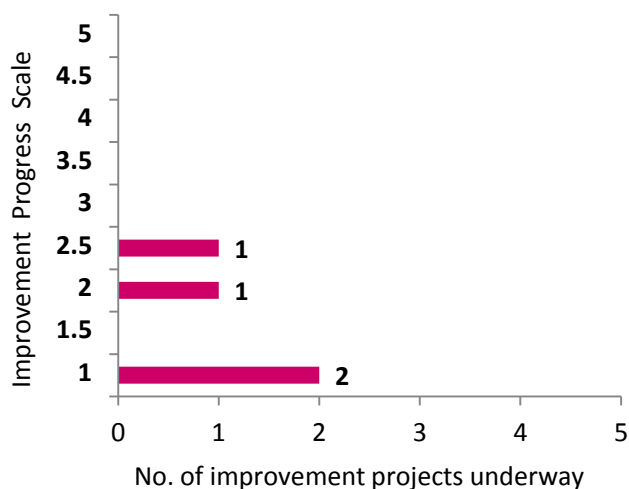
Alcohol and Drugs Partnership
1 improvement project underway
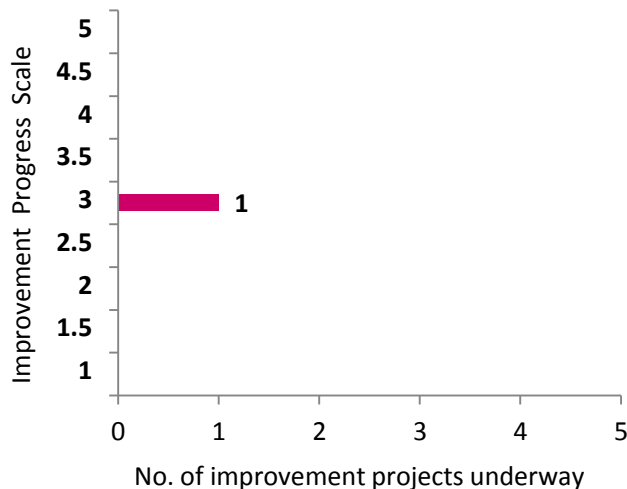
Priority next steps

- Seaton Recovery Project
- Harm Reduction and Early Intervention Project
- Early years and older people intergenerational test of change project
- Link App
- Referral service at point of arrest
- Diversion from Prosecution project
- Employability of ex-offenders

Priority: Empowered, resilient and sustainable communities

Areas where we have made changes during 2016/17

Priority Aim

Empowered, resilient and sustainable communities

Primary Drivers

Safe and resilient communities

- Community and Business Resilience Strategy
- Organisational Resilience Self-assessment
- Alcohol Referral Scheme
- AMPED
- Cruyff Court

People friendly city

- Food Provision
- Clean Up Aberdeen
- Aberdeen in Bloom
- Dementia Friendly City
- Child Friendly City

What key changes have we made?

Business and Community Resilience Strategy

We have worked with Grampian Local Resilience Partnership to produce a Business and Community Resilience Strategy for the City. Community Resilience has been described by Scottish Government as 'Communities and individuals harnessing resources and expertise to help themselves prepare for, respond to and recover from emergencies, in a way that complements the work of the emergency services'. The new strategy integrates national and local intentions and outcomes to provide a local framework within which members of Grampian Local Resilience Partnership (LRP) can identify, encourage and support individuals, businesses and communities who would benefit from developing arrangements to singly or collectively prepare for and respond to any emergency situation which affects them. The aim of Community Resilience activity is to reduce the impact of emergencies by ensuring that individuals, businesses, community groups and voluntary organisations are empowered to prepare, respond and recover from emergencies and disasters. Emergency responders understand, enable and where appropriate integrate the capabilities of individuals, businesses, community groups and voluntary organisations into emergency planning, response and recovery activity.

Organisational Resilience Self-Assessment Toolkit

Aberdeen City Council has developed a self-assessment process for organisational resilience which has been quality assured by Her Majesty's Inspectorate of Constabulary (HMICS). Outline assessment criteria and supporting guidance has been developed to aid the assessment process. The assessment process provides assurance that Aberdeen City Council is achieving a good level of capacity and capability in relation to emergency preparedness and response, and has a strong track record in doing so in live situations. Areas for development have been identified which, if taken forward will further bolster the organisation, providing confidence to staff and communities and assurance to senior management and elected members as to the levels of readiness to respond to events which are hoped never to take place. Partner organisations across Community Planning Aberdeen are invited to use the self-assessment process to achieve the same.

AMPED

We have been piloting Aberdeen Motorcycle Project for Educational Development, or AMPED, which aims to divert young people away from antisocial behaviour by providing them with another activity or interest. The trial scheme based near Hazlehead Park began in April 2017 for a six week period. The programme offers participants an opportunity to learn how to fix, maintain and ride motorcycles safely as well as education on the dangers of illegally driving motorcycles. Participants have also been taught about the effects antisocial behaviour can have on a community.

During 2016/17, one more person in every ten felt safe in Aberdeen

Alcohol Referral Scheme

As a result of redesigning processes for individuals found to be Drunk and Incapable (D&I), The Community Safety Partnership (CSP) ensured that those who have enduring issues with

alcohol misuse and who come to the attention of Police Scotland are effectively signposted into support and recovery services. As a result, in the last year 409 referrals were reviewed by Social Work Staff based within the Integrated Alcohol Service (IAS). Further work identified to be taken forward next year will involve testing a preventative and co-ordinated model of care and case management for individuals identified as having problems with alcohol'.

First Cruyff Court in Scotland

The first Cruyff Court in Scotland opened in Aberdeen in January 2017. We worked in partnership with The Denis Law Legacy Trust, the Johann Cruyff Foundation, the People's Postcode Lottery, Tiger Turf and Hunter Construction Ltd to bring the initiative to the Granite City. The previously run-down and under-used urban space at Catherine Street Court has now been transformed into a hi-tech, all-weather play and activity area for families in the surrounding community and wider Aberdeen area. Named 'Cruyff Court Denis Law'; in honour of Aberdeen's Ballon d'Or winner Denis Law and Dutch footballing legend Johan Cruyff, the new facility provides a modern safe play area that encourages young people to get outdoors and enjoy a variety of sports and other creative activities. Various activities are now being hosted by Denis Law's Streetsport initiative and the Cruyff Foundation including the 'Heroes of the Cruyff Courts' programme which encourages young people to organise events within their own communities. £250k was invested by funding partners to develop the new court.

Community Food Growing Programme

We have developed a Community Food Growing Programme which provides new community growing spaces both city wide and in priority localities of Aberdeen. Growing food locally has many health and environmental benefits and is a key driver in helping tackle food poverty and deliver sustainable food provision. The projects range from creating community space to grow fruit and vegetables, bringing allotments back into use and the creation of community gardens. All projects require significant partnership working and collaboration between public services and communities.   The programme is being funded by £145,000 of the Council's Non Housing Capital Programme.

Food and Fun

The Food and Fun project won a special success award at the Children and Young People's Services Awards in September 2017

Provision of free school meals provided during school holidays is a key improvement aim within the Local Outcome Improvement Plan for Aberdeen City. This year free school meals were provided to 3 primary schools across our locality areas during Easter and Summer holidays 2017. The initiative, funded by Aberdeen City Council, provided good food and enrichment opportunities to children outside the busy school calendar year. It aims to help alleviate hunger and support parents and those struggling with family food budgets in pressured holiday periods. This initiative helps prevent suffering from the effects of poverty and hunger which have a direct correlation to poor educational attainment.

Aberdeen in Bloom

Our In Bloom campaign has seen Aberdeen receive over 20 awards in 2016/17 for environmental services provided including being Awarded Gold medal in 2017/18 in the prestigious Champion of Champions 2017/18 Keep Scotland Beautiful Campaign. Seaton Park was crowned winner of the Parks and Green Spaces prize. The many awards and success of the service is due recognition for all the hard work of the many partners, community volunteers, schools and Environmental Services staff, who all contribute and work together, throughout the year. The awards have allowed Aberdeen to showcase to the whole of the UK what makes Aberdeen a wonderful place to live, work and visit. Our involvement with communities and partners has been recognised across the UK and Aberdeen is now seen as leading the field in this area.

Clean Up Aberdeen

Clean Up Aberdeen is Aberdeen's campaign to involve everyone living, working and visiting in action against litter and mess. Aberdeen City Council spends over £4 million on clearing litter from Aberdeen's streets and open spaces. Everyone must work together to end this. Our campaign in 2017 has seen a series of planned events led by inspired and passionate people from all backgrounds that want a beautiful and litter free Aberdeen. Clean Up Aberdeen involves communities across Aberdeen who work together with the council team to make a difference. There is a real determination to change attitudes and Clean Up Aberdeen. Everyone involved are true champions and leaders in Community Engagement. See Clean up Aberdeen on Facebook www.facebook.com/Clean-Up-Aberdeen. The number of litter picking clean ups has steadily grown over the years from 30 in 2009, to 62 in 2015. In 2016 there were 161 clean ups, involving 2466 volunteers who filled 2278 bags. A fantastic achievement by everyone involved. This success is a result of a combination of commitment and drive from leaders coupled with increased community engagement and business involvement. The campaign is real collaboration and partnership working in place.

Dementia Friendly City – Boogie at the bar

We introduced Boogie at the bar to Aberdeen, Scotland's first dementia-friendly disco. The monthly disco event, held at the Foundry pub in Holburn Street, is hosted by Sport Aberdeen as part of Active Aberdeen Partnership and is open to all. It provides a regular opportunity for people living with dementia to enjoy a relaxed boogie in a safe environment. The idea came from a member of the community who is living with Alzheimer's and is a brilliant example of working in partnership with communities to break down barriers and allow a wider range of people to enjoy social activities. Boogie at the Bar is supported by Marks & Spencer Bank, Aberdeen Football Club Community Trust and Alzheimer's Scotland alongside the Active Aberdeen Partnership. The initiative won best Community Support Initiative at Scotland's Dementia Awards in September 2017. *See case study on page 40 for more information.*

Child Friendly City

See page 19 of this report for more information.

Are our changes resulting in improvement?

—— Performance   —— 17/18 improvement aim

● Yes
● Getting there
● Not yet

Safe and resilient communities

No. community groups that include Community Resilience within their local plans ●

Values: 1 (2015/16), 1 (2016/17), 2 (2017/18 to date); aim 3
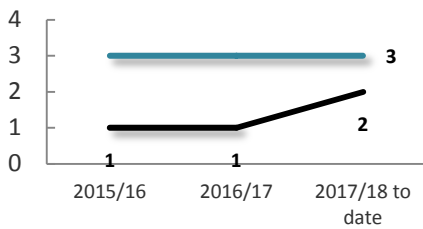
Maintain % of participation of all partners in Local Resilience Partnership groups and plans ●

Values: 100, aim 100

No. of Council antisocial behaviour incidents reported ●

3272 (2015/16), 3386 (2016/17), 1140 (2017/18 to date); aim 3305
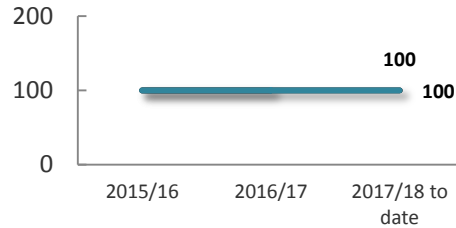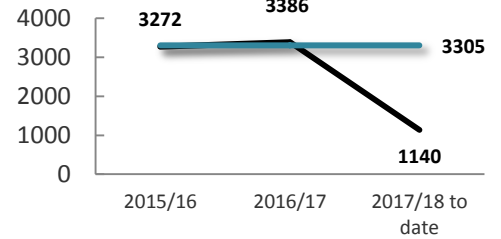
No. Police Scotland – Youth Annoyance incidents reported

2,213 (2015/16), 2,191 (2017/18 to date); aim 2,191
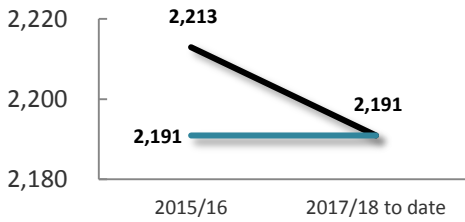
No. of persistent offenders involved in incidences of Anti social behaviour (Council) ●

74 (2015/16), 77 (2016/17), 16 (2017/18 to date); aim 73
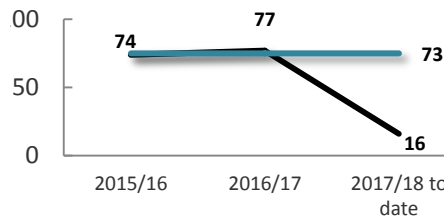
No. of persistent offenders involved in incidences of Youth Annoyance (Police Scotland) ●

60 (2015/16), 12 (2016/17), 2 (2017/18 to date); aim 59
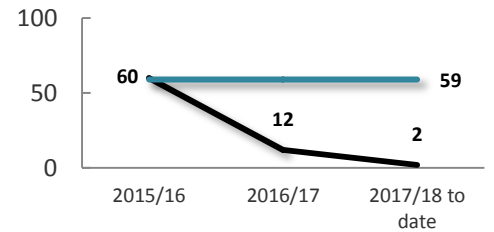
No. of young people in activity programmes who take on a coaching/volunteering role) ●
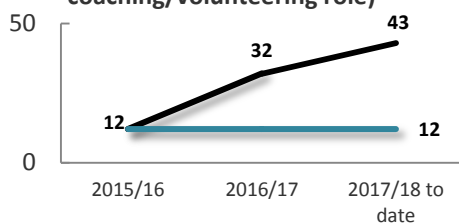
12 (2015/16), 32 (2016/17), 43 (2017/18 to date); aim 12

Partner referrals for home and fire safety visits around higher risk cases ●

529 (2015/16), 634 (2016/17), 174 (2017/18 to date); aim 524

Levels of home and fire safety education across primary schools ●

944 (2015/16), 1356 (2016/17); aim 953

Home fire safety visits including care and repair/home-check ●

2769 (2015/16), 1892 (2016/17), 564 (2017/18 to date); aim 2797
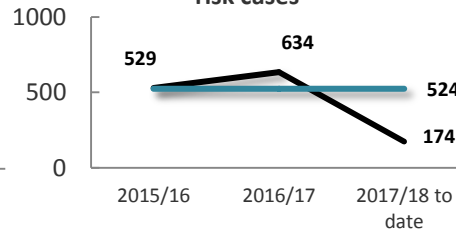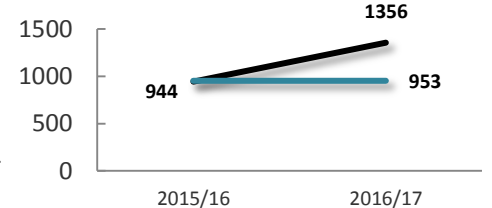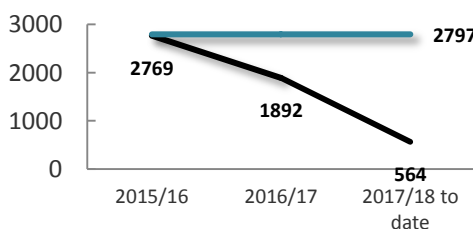
Work in partnership to reduce violent crimes ●
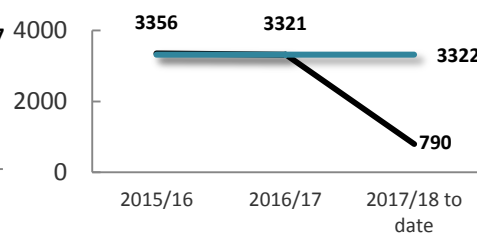
3356 (2015/16), 3321 (2016/17), 790 (2017/18 to date); aim 3322

No. of participants in Best Bar None ●

42 (2015/16), 43 (2016/17), 45 (2017/18 to date); aim 44

See Appendix 1 for chart narrative

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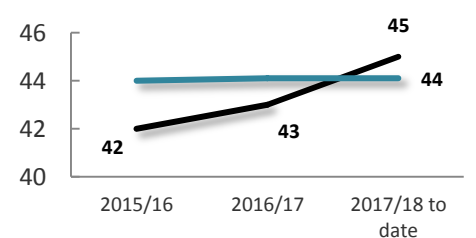
No. of participants in Unight 🟢
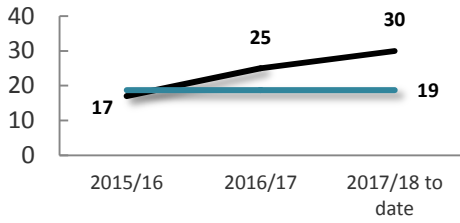
```
40
30                          30
25              25
20  17    ——————————    19
17
10
0
   2015/16   2016/17   2017/18 to
                         date
```

No. of domestic abuse incidents 🟢

```
3000  2535    2505
2000
1000                      1206
0
   2015/16   2016/17   2017/18 to
                         date
```

Work in partnership to reduce all crime across Aberdeen City 🟢

```
30000  25822   24321
                         25564
20000
10000                    5908
0
   2015/16   2016/17   2017/18 to
                         date
```
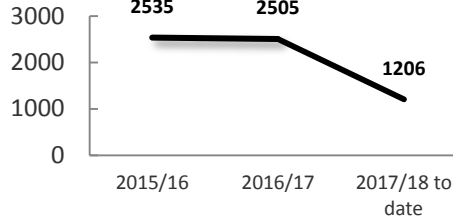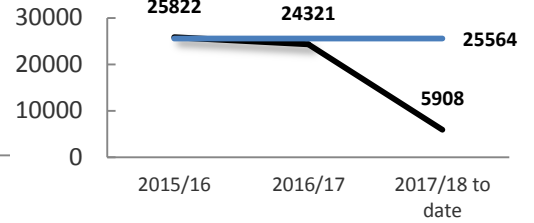
People friendly city

% of people who feel safe in Aberdeen City (City Voice respondents) 🟢
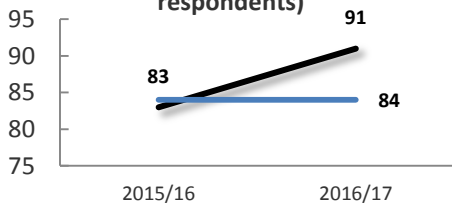
```
95
                         91
90
85    83   ——————————  84
80
75
   2015/16         2016/17
```

% of Schools actively engaged with the Unicef Rights Respecting Schools Award 🟢

```
100
                        66
50   52
-
   2016/17      2017/18 to date
```

% public leisure centres are accessible for people with a disability 🔴

```
80
                        70
70  ——————————
60                      60
50
   2015/16         2016/17
```
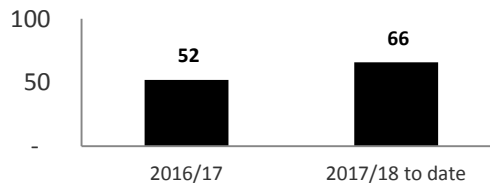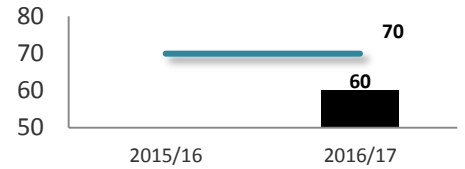
Increase provision of meals provided during school holidays to children

```
2000
        1734
1000
0
        2016/17
```
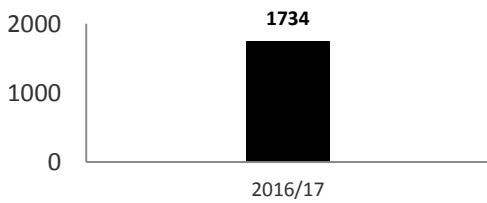
No. of people affected by Household Food Insecurity (3 year ACC Tenant Survey Respondents) 🔴
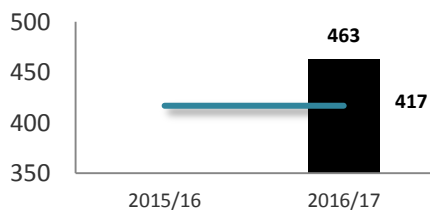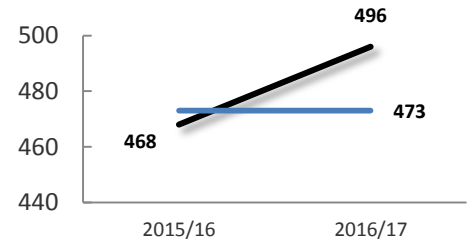
```
500
                 463
450
400  ——————————  417
350
   2015/16      2016/17
```

Provision of allotments and community food growing spaces 🟢

```
500
                        496
480  ——————————  473
468
460
440
   2015/16         2016/17
```

No. of people involved in friends of parks groups 🟡

```
130
120  ——————————  120
110
100             100
90
   2015/16      2016/17
```

No. of people involved in environmental walkabouts 🟢

```
6.5
6  ——————————  6
5.5
5           5
4.5
   2015/16   2016/17   2017/18 to
                         date
```

Increase number of It's your neighbourhood' awards achieved' 🟢

```
40
                         30
30          24  ——————  25
20
10
5
0
   2015/16   2016/17   2017/18 to
                         date
```

No. of asset transfer requests

```
1.5
1  ——————————  1
0.5
0
      2017/18 to date
```

See Appendix 1 for chart narrative

39
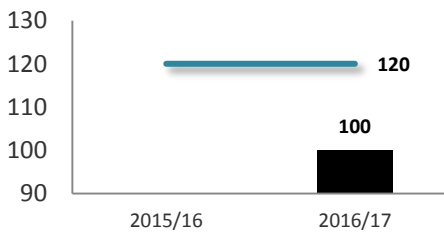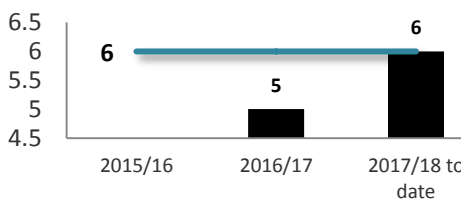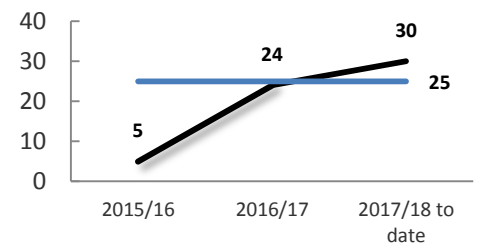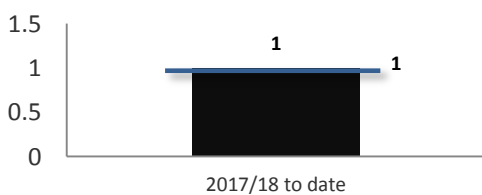
Boogie at the bar – Scotland's first Dementia friendly disco

What is the Aim?

To provide a regular opportunity for people living with dementia to enjoy a relaxed dementia friendly boogie.

The project brings people together young and old and those living with dementia, with the main aim to socialize and promote physical activity, fun and a bring return to normality for the participants.

How does this support prevention and early intervention?

- Dementia affects around 90,000 people across Scotland and by 2020 it is estimated that there will be over 1 million people living with the illness in the UK
- As dementia becomes increasingly prevalent in ageing populations, scientists are increasingly looking at preventing and treating the condition without drugs
- Research shows that dancing dramatically reduces the occurrence of dementia and Alzheimer's disease
- In one study, freestyle dancing was shown to reduce the risk of dementia by 76% - twice as much as reading

What changes are we currently testing?

- Tested monthly dances/boogies
- Dances out with a typical care setting.
- Tested Inter-generational dances where the young and old populations are brought together
- Foundry Bar, Holburn Street, Aberdeen tested as a venue with more to be added soon

Improvement data

Winner
Best community Support
Initative at Scotland's
Dementia Awards in 2017

Up to 100 participants at
each event

The key change tested for this project so far has been to test monthly dances out-with a typical care setting and testing inter-generational dances. The popularity of events has been very high and the Partnership project was awarded Best Community Support Initiative at Scotland's Dementia Awards in 2017/18.

Lead Outcome Improvement Groups

Sustainable City Group

Derek McGowan, Head of Communities and Housing, Chair of Sustainable City Group
The Sustainable City Group has representatives from partner organisations across the city. It is responsible for ensuring drivers and outcomes are delivered in the Prosperous Place section in the LOIP which range from tackling food poverty in the city to reducing carbon emissions.

Lead partners involved

- Aberdeen City Council
- Active Aberdeen Partnership
- ACVO
- Civic Forum
- NHS Grampian
- Police Scotland
- Scottish Fire and Rescue Service
- Sport Aberdeen
- Nestrans

Resilient, Included & Supported Group

Judith Proctor, Chief Officer – Health and Social Care Partnership, Chair of Resilient, Included & Supported Group
The Resilient, Included and Supported Group brings together key partners from across Community Planning Aberdeen to ensure that we are working in a joined up way to support people in Aberdeen to feel safe and protected from harm and to live as independently as possible. The Group is undertaking a wide range of activity to improve outcomes for people in this area and has begun using improvement methodology to test our more innovative ideas.

Lead partners involved

- Aberdeen City Health and Social Care Partnership
- Aberdeen City Council
- ACVO
- NHS Grampian
- Scottish Fire and Rescue Service
- Police Scotland

Improvement Projects underway using the Model for Improvement

Sustainable City Group
1 improvement project underway
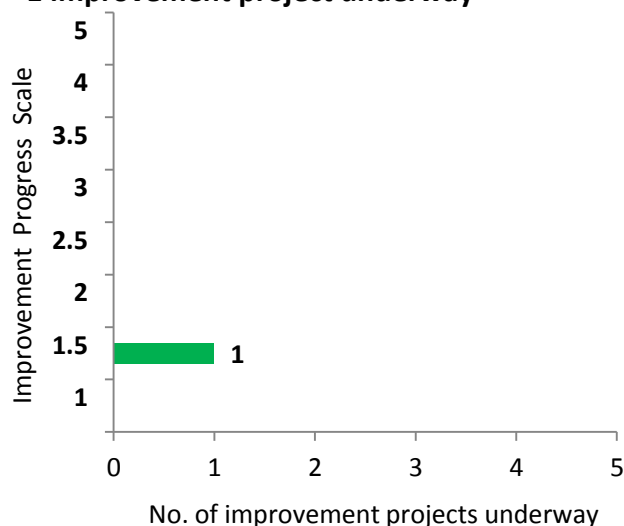
Improvement progress scale

1.0	Forming as an improvement team
1.5	Planning for improvement has begun
2.0	Activity, but no changes
2.5	Changes tested, but no improvement
3.0	Modest improvement
3.5	Improvement
4.0	Significant improvement
4.5	Sustainable improvement
5.0	Outstanding sustainable improvement

Resilient, Included & Supported Group
1 improvement project underway
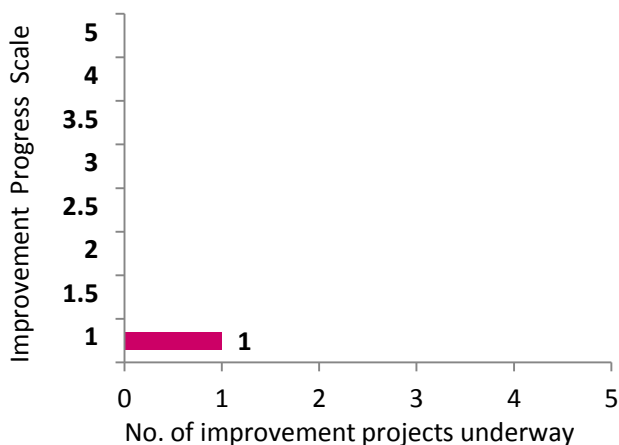
Priority next steps

- Improve resilience within our priority localities by working with communities to develop resilience within their local plans
- Maintain participation of all partners in Local Resilience Partnership groups and plans and promote self-assessment of resilience plans
- Work towards achieving UNICEF Child Friendly City accreditation

Priority: Creating a digital place

Areas where we have made changes during 2016/17

Primary Drivers

Priority Aim

Creating a digital place	Digital connectivity	Free Public Access Wi-Fi
		Small Cell Mobile Network Delivery
		Tillydrone Smart District Project
		Full Fibre Network Pilot Area
	Data	Smart City Standards
	Digital innovation	City Internet of Things Network
	Digital skills and education	Aberdeen Digital Ambassador's Network
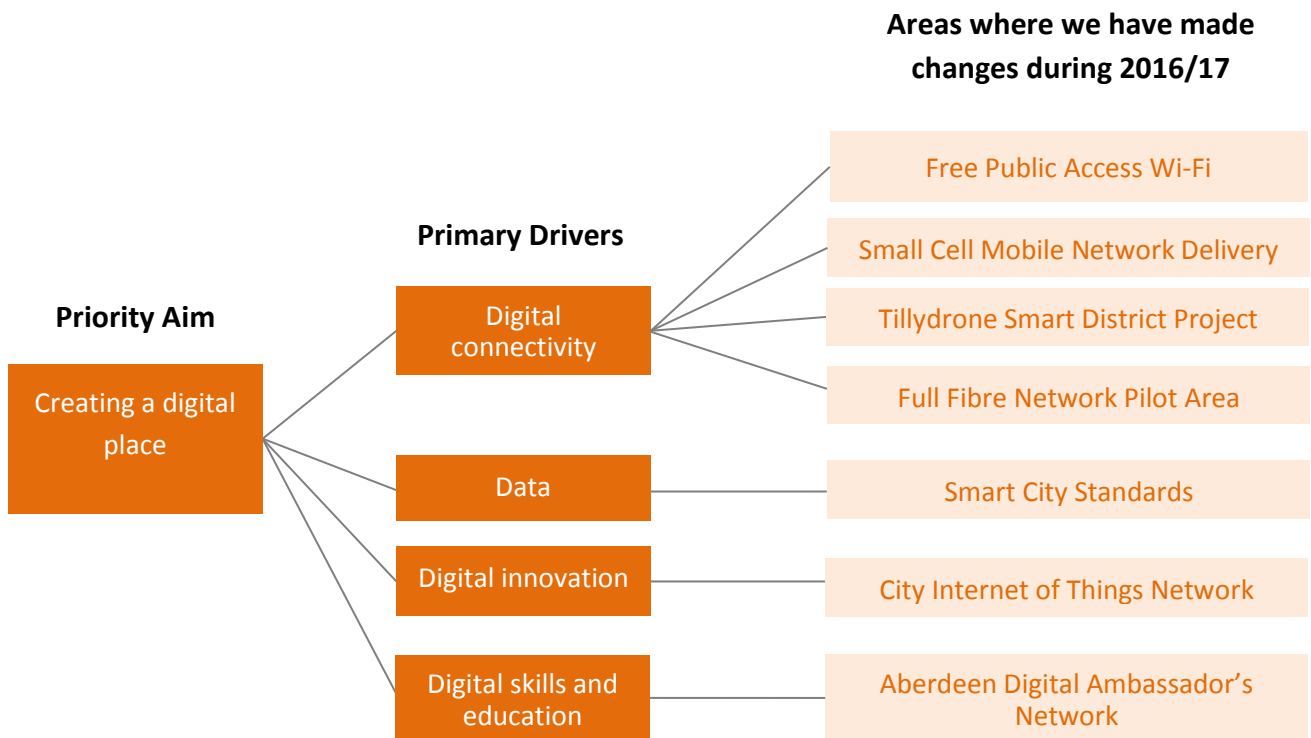
Free Public Access Wi-Fi

We have extended the roll out of public access Wi-Fi across the city as part of our Digital Place Programme. It is now available across 30 public council buildings, large parts of the city centre (including Union Street) and other locations around the city. We have also been targeting our priority localities to help people benefit from free Wi-Fi spots. The programme has been rolled out initially in the areas of Northfield, Cummings Park, Woodside and Tillydrone. The two-year project has been designed to give regeneration areas in Aberdeen access to information and help to encourage education, training and skills development.

An aligned programme has seen sheltered and care housing in the south of the city provided with free public Wi-Fi to address social isolation, health and care challenges for residents. Residents and their guests are now able to access the internet at high speed and consultations and meetings are taking place over a video conferencing solution. In the south we are investigating the use of the network to enhance and add services for residents. This includes the development of video based, shared fitness classes across centres. The public Wi-Fi programme continues to develop with deployment targeted for the remainder of the city centre (including Broad Street redevelopment) and the beach front.

Commission of City IoT network

Internet of Things (IoT) networks use sensors, lights, and meters connected to data networks to collect and analyse information about the environment and performance of operational assets. This data can be used to improve and plan infrastructure, public utilities, services and more. A low power (LoRa WAN) Internet of Things network covering 50% of populated area of Aberdeen is under deployment which will allow for pilot and test studies at scale.

Aberdeen is working on projects alone and also partnering with other European Cities in areas such as intelligent traffic, flood monitoring and management and bin collection supported by sensor devices to enhance the quality of life in the city and improve resilience. Our street lighting service is working in collaboration with other Scottish Cities through the SCA to define and develop networking capabilities, lighting management and other smart uses for Council owned lighting columns.
Mobile and fixed networks will also play a role in providing the coverage and connectivity to support a smarter more responsive city. Aberdeen is a leading city in the development of this underlying core connectivity as referenced elsewhere in this review.

Tillyzone Smart District Pilot

In Tillydrone, one of our priority localities, we are working with the Future Cities Catapult, citizens and other local interests to define levels of community engagement and ownership of digital infrastructure and services, building on the provision of the community Wi-Fi. This report will be published before the end of 2017. In addition the University of Aberdeen is working in the Tillydrone area to stimulate interest and understanding around the Internet of Things, as a pre-cursor to identifying community priorities for such solutions. This work consists of a public access Wi-Fi roll out coupled with a range of community engagement activities to introduce citizens to the IoT concept. These include community ownership of a number of smart citizen boards, and school pupil sessions using Electro Dough.

Small Cell Mobile Network Delivery

We have been collaborating with the Wireless Infrastructure Group and Telefonica (O2) to construct phase one of Aberdeen's multi operator small cell wireless scheme. It is the first fibre-connected, multiple operator capable, small cell network in the UK, and is attached to public infrastructure such as lamp-posts and traffic lights to deliver faster and higher capacity mobile services.   The technology was turned on in September 2017, at key locations within the city, such as the rail station, Pittodrie Stadium and the University of Aberdeen. This is part of a £10 million plan to expand the network across the city over the next few years as part of the plans for the city to be a leader in digital technology and to unlock future investments for Aberdeen.   The development will provide a platform to test and assess future mobile and wireless technologies rapidly and cost effectively in the city. This in turn can drive research and development in support of existing and new commercial products and sectors as well as enhancing the efficiency and effectiveness of public services.

Full Fibre Network Pilot Area

The Aberdeen City Region Deal area has been selected by the UK department for Culture, Media and Sport (DCMS) as one of six pilot areas in the UK to participate in a voucher scheme supporting the deployment of fibre to the premises solutions for businesses. The scheme, which will begin in late 2017, will see support for the capital costs of provision of gigabit capable connections and will be available for both individual businesses and collective groups. An aligned trial for residential provision is being carried out elsewhere in the country and might be extended if it proves viable and successful.

Smart City Standards

It has been shown that cities which adopt a Smart City approach make public services more effective and efficient.   Aberdeen leads Scottish Cities Alliance research on the benefits of adoption/accreditation to Smart City standards. ACC are also developing opportunities in the "Smart City" space to support local business to identify and exploit opportunities. This research work is due to report in November 2017. Aberdeen is further exploring solutions in smart transport data, car sharing, open data, fuel poverty and healthy living, smart lighting and more.

Launch of Aberdeen Digital Ambassador's network

We established the Aberdeen Digital Ambassador's (ADA) network which aims to support people in Aberdeen to be digitally connected by bringing them online and providing them with digital skills training in their communities. The Digital Ambassador's network will provide ad hoc and arranged access to voluntary skills support across Aberdeen. We are looking to grow the number of ambassador's and coaches. The network includes support for individuals and small to medium sized enterprises. Talks are underway to decide and plan the best way to make this happen. A mobile phone app is under development which will allow digital ambassadors to connect with each other and build effective knowledge networks in support of their client base. The app will allow providers to put details of their digital provision in an easily accessible format. It will be for anyone interested in improving their digital skills.

A start has been made on producing free deliverable sessions on Cyber Safety. This is in the form of a PowerPoint presentation – which has full details so that groups/organisations/ partners and communities can self deliver this to relevant audiences. The style is in the form of open source – therefore the expectation is that no monetary profit is made from delivering the sessions, that groups take ownership of when, where and how often they wish to use them, and if there are any improvements then a copy is sent back to the digital place team. This style has been adopted to encourage sustainability and responsibility in the area of raising skills and awareness.

Are our changes resulting in improvement?

— Performance   — 17/18 improvement aim

- Yes
- Getting there
- Not yet

Digital Connectivity

% of households that are in properties passed by superfast broadband provision 🟢

- 83 (2015/16)
- 98 / 95 (2017/18 to date)

% Businesses have access to ultrafast broadband 🔴

- 20 (2015/16)
- 0.12 (2017/18 to date)

Average download speeds (M/Bts) 🟡

- 19.5 / 25 (2015/16)
- 20.4 (2016/17)

Attract public and private sector investment in digital infrastructure (£ Millions) 🟢

- 10 / 10 (2017/18 to date)

% of free Wifi across the city 🟢

- 20 / 20 (2016/17)

% coverage of boosted 4G coverage and 5G capability across the city 🟢

- 33 (2015/16)
- 90 / 60 (2017/18 to date)

% of city with sensor network to capture data 🟢

- 20 (2015/16)
- 20 (2017/18 to date)

Digital Innovation

Number of living labs across the city 🟡

- 1 (2015/16)
- 3 / 2 (2017/18 to date)

% citizens receiving telecare in the home 🟡

- 5 (2015/16)
- 10 / 6 (2017/18 to date)

See Appendix 1 for chart narrative

Project K

What is the Aim?

To increase young peoples (14-18 year olds) access to and skills with digital technologies by the end of September 2017.

Project K is a problem solving competition designed to get young people thinking about problems that exist within their communities that could be tackled through creating an app. The project is currently underway in six schools across the city and 40 pupils and staff are involved.

How does this ensure prevention and early intervention?

- Employment and education attainment is increased through learning a new skill
- Engagement in and with the local community through problem solving issues and prevents negative outcomes for areas
- Digital literacy is improved

What changes are we currently testing?

- Facilitating workshops to encourage learning about technologies
- Work experience opportunities within Aberdeen City Council's ICT department
- Prize of a 3D printer
- Development and application of apps

Improvement data

50 Pupils taken part

6 Schools participated

20 Workshops have taken place

We are in the first stage of this project, with the second part beginning in November 2017. In phase two, we will begin to develop the young people's apps. So far, we have been reaching a wide range of pupils across Aberdeen's schools, and encouraging them with team work and problem solving.

Digital City Group

Simon Haston, Head of IT and Transformation, Chair of Digital City Group
The Digital City Group brings together key partners from across the city to ensure that we are working collaboratively to deliver innovative ways to utilise digital technologies to transform how we deliver public services, engage communities in different ways and provide more opportunities for businesses.

Lead partners involved

- Aberdeen City Council
- Aberdeen City Health and Social Care Partnership
- Police Scotland
- NHS Grampian
- Scottish Fire and Rescue Service
- ACVO
- Civic Forum
- NESTRANS
- University of Aberdeen

Improvement Projects underway using the Model for Improvement

1 improvement project underway
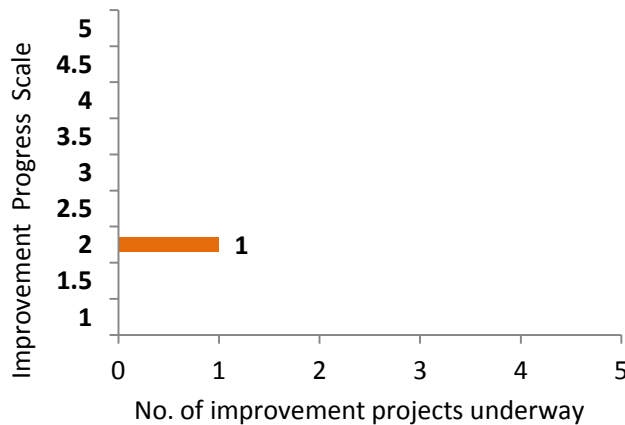
Improvement progress scale

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Priority next steps

- Continued roll out of Free Public Access Wi-Fi with targeted roll out through the Digital Place Programme
- Further implementation of Small Cell Mobile Network Delivery
- Research and development of Smart City Standards

Engagement, Participation and Empowerment

Areas where we have made changes during 2016/17

Primary Drivers

Priority Aim

All communities have an opportunity to get involved and participate	Engagement	Engagement, Participation and Empowerment Strategy & Toolkit
		Locality Planning
	Participation	Participation Requests and Asset Transfers
		Participatory Budgeting
	Empowerment	Community Learning and Development Plan
		Place Standard
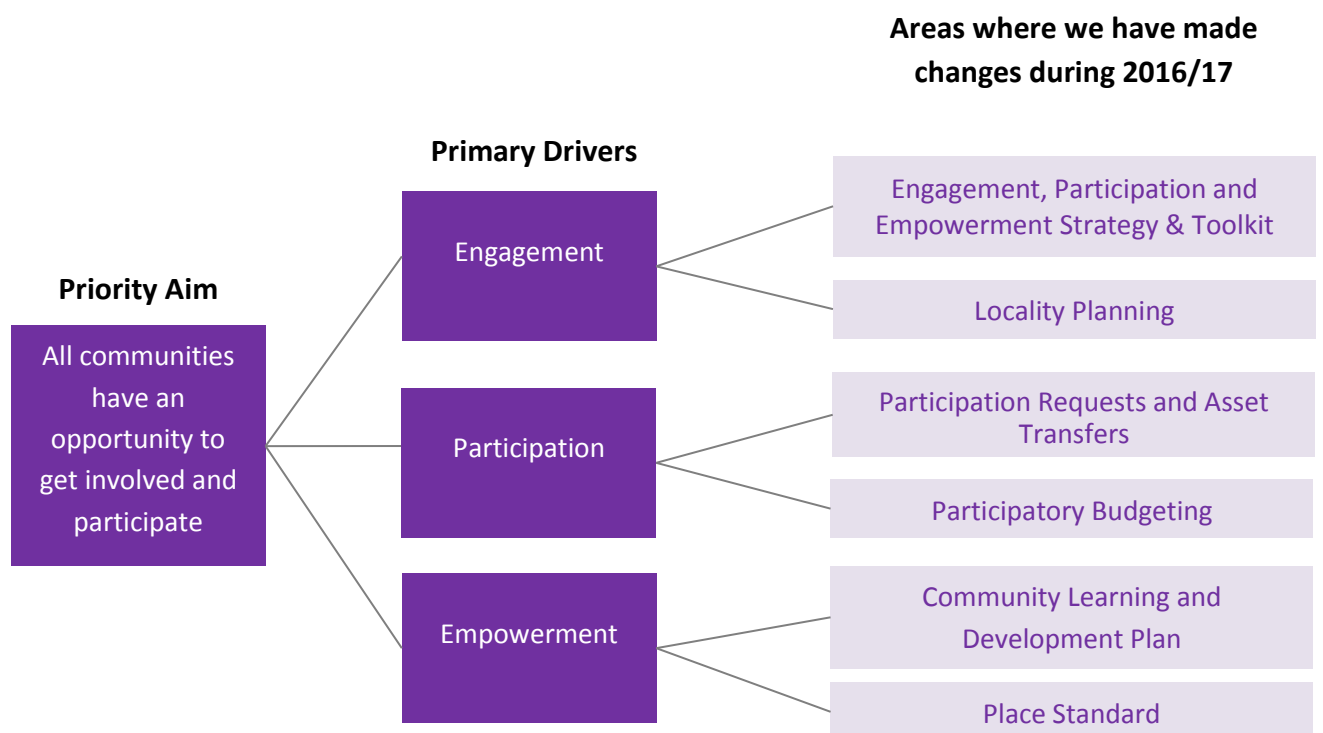
What key changes have we made?

Engagement, Participation and Empowerment Strategy

Our Engagement, Participation and Empowerment Strategy was published in December 2016 with the aim that service users and communities are proactively and routinely involved in any developments that affect them. We are currently in the process of developing a Toolkit which will sit alongside the strategy to include guidance on a variety of methods, skills and techniques useful in working with communities.

Participation Requests and Asset Transfer Requests

As part of our Engagement, Participation and Empowerment Strategy we are promoting the opportunity for communities to make a participation request or asset transfer request to Community Planning Aberdeen partner agencies. Participation requests provide communities the opportunity to get involved in public service outcome improvement processes. The Asset Transfer Requests process creates a right for community bodies to request to buy, lease, manage or occupy any land or building owned or leased by a public service authority.

So far Aberdeen City Council has had one asset transfer request from the Fittie Development Trust to take ownership of the former Gospel Hall in Footdee. The request to convert the hall into a community centre was approved in June 2017 and plans are in place to open the centre in summer 2018. This will provide a permanent physical location for the community to have community and learning events and will encourage residents in other activities.

Aberdeen City Council has also had one informal expression of interest for a participation request. We are working with the community group to take this forward. As a Community Planning Partnership we are committed to working with communities in a way which does not require the formal process of participation requests and asset transfer requests, however we will continue to promote opportunities for communities to do so.

Locality Planning

In February and March this year, Community Planning Aberdeen approved three draft Locality Plans covering the period of 2017 – 2027 for the areas below.

Torry

Middlefield, Mastrick, Cummings Park, Northfield and Heathryfold

Seaton, Woodside and Tillydrone

The locality plans have been developed as living documents, and are being developed in consultation with those communities living in the localities. Easy read versions of the Locality Plans for communities are currently in development and will be completed by December 2017.

Locality Partnerships have been established with the aim of at least 50% of members to be from the neighbourhoods themselves. These Boards will oversee the continued

development and delivery of these plans. *See page 58 for more information on the Locality Partnerships*.

We worked with Scottish Community Development Centre to engage residents and community groups in Torry with the locality planning process. This involved creating an accessible job description and engagement plan for recruiting community representatives on the Locality Partnership Board to encourage applications, and holding a stakeholder event. We have also agreed further work with SCDC with a specific piece of work in the Woodside, Seaton and Tillydrone locality and action learning sets across all three localities.

Participatory Budgeting

Three Participatory Budgeting events called "U Decide" took place between October 2016 and March 2017 with the aim of driving up and re-engaging community participation in Locality Planning as well as identifying community based solutions to the priorities identified within each of the Locality Plans. The events took place in the three regeneration areas, with local steering groups set up for each locality.

Residents of the Localities voted on local projects that they wished to be funded; £250k was allocated through the process with funding provided by Community Planning Aberdeen, the Council and the Scottish Government. There were 156 bids from local groups, individuals and organisations and 3694 residents voted across the Localities, which is an average of 8% of the population of the Localities. There were 40 successful bids, with grants ranging from £600 to £15,000. *See case study on page 54 for more information.*

Community, Learning and Development

We have revised our Community Learning and Development (CLD) Plan for 2018-2021. The Plan aims to improve the life chances for people of all ages, through learning, personal development and active citizenship. It is mainly focused on communities with significant levels of multiple deprivation and communities of interest. Key priorities across all are closing the attainment gap and improving health and well-being.

45
Young people awarded a Wider Achievement Award

Achievements this year have included the creation of 12 new Partnership Forums across the city, which include representation from the third sector and communities. This ensures that the community voice helps shape the delivery of the CLD plan. Working with young people in schools has also been a key area of delivery, with 8 young people achieving Dynamic Youth Awards, 27 young people received bronze and 10 achieved silver Youth Achievement Awards.

Volunteering in Aberdeen is at high levels with a large increase over 2017. 70,500 people are volunteering formally though an organisation or group. This places the city 13% above the national average for volunteering levels. The economic value to the local economy is estimated at £108.5 million and young people in the city have been awarded over 990 Saltire Awards Certificates.

Fairer Aberdeen

The Fairer Aberdeen Fund is allocated by Aberdeen City Council and is aimed at tackling poverty and deprivation within the city, supporting partners to work together to achieve outcomes and to help more resident's access and sustain employment opportunities. The funding supports initiatives and services for the most disadvantaged communities in the city. In March 2017, £1,459,000 was allocated to 44 projects across the city supporting work in regeneration areas and vulnerable groups and individuals.

Over the past 6 months over 19,700 people were involved in, or benefited from funded initiatives. These included money advice provision, affordable loads, food parcels, employment initiatives, with 173 people moving into work, plus a variety of adult learning and activities for communities.

The Fairer Aberdeen Fund also uses Participatory Budgeting with £25,000 allocated from the Fund, the Scottish Government and and AHSCP. An event was held in Froghall, Powis and Sunnybank in October 2016, with 12 projects securing funding.

Place Standard Project

We are rolling out the use of Place Standard across the city as a methodology for identifying the views and opinions of communities. This will help us identify opportunities to maximise the potential of the physical and social environment to support health, wellbeing and a high quality of life. The analysis of the results of this tool will: encourage participatory approaches across communities, public, private and third sectors; identify opportunities for reducing health inequalities; and populate metrics within the LOIP to indicate whether our partnership improvement activities are supporting the delivery of key drivers within the LOIP. Aims are to inform planning and understanding better how resilient our communities are, reduce the amount of different and overlapping consultations across the city, reduce resource demands and consultation fatigue and to maximise collective resource by aligning people who are working with communities/ individuals to carry out focus groups to elicit qualitative data.

Are our changes resulting in improvement?

Partnership Membership Northfield ●

- Community reps 67%
- Other 33%

Partnership Membership Torry ●

- Community reps 62%
- Other 38%
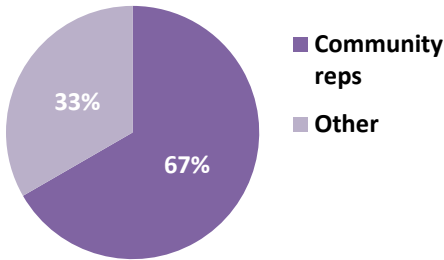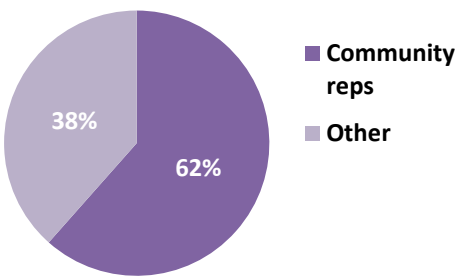
Partnership Membership Tillydrone ●

- Community reps 60%
- Other 40%
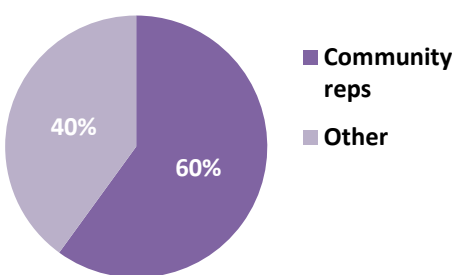
Participatory Budget 2016/17 Breakdown

Total 2016/17 Allocated	£384,500
Tillydrone	£82,500
Torry	£82,500
Northfield	£82,500
Linksfield Housing	£100,000
Fairer Aberdeen Fund	£25,000
Healthy Minds	£12,000

(£0 — £200,000 — £400,000 — £600,000)
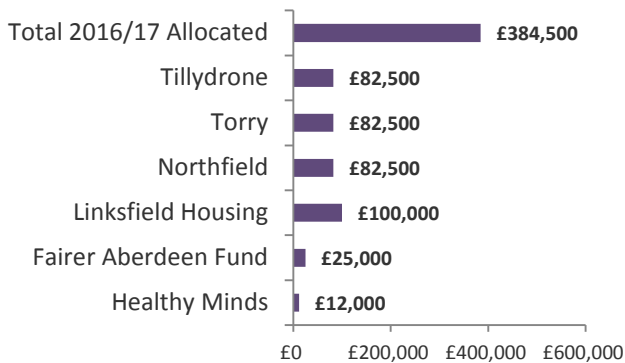
Funding allocated to Participatory Budgeting

- 2015/16: £100,000
- 2016/17: £384,500

(£0, £200,000, £400,000, £600,000)
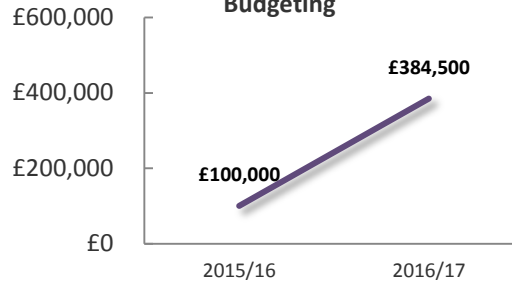
No. of people voting in Participatory Budgeting Events

- 2015/16 Votes: 4000
- 2016/17 Votes: 3879

(3800, 3850, 3900, 3950, 4000, 4050)
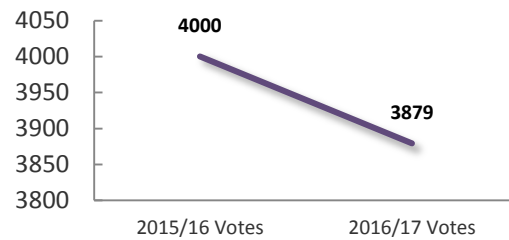
% of Population Volunteering ●

- Scottish average: 27%
- Aberdeen average: 36%

(0%, 10%, 20%, 30%, 40%)

No. of asset transfer requests ●

- 2017/18 to date: 1 (aim 1)

(0, 0.5, 1, 1.5)

No. of particpation requests

- 2017/18 to date: 0

(0, 0.5, 1)

Act | Plan
Study | Do
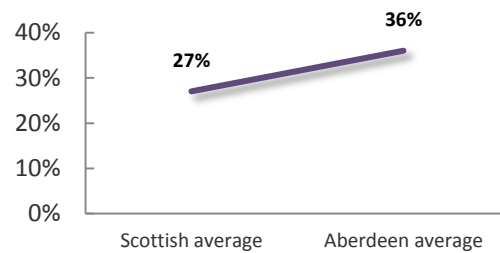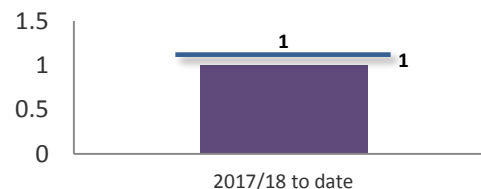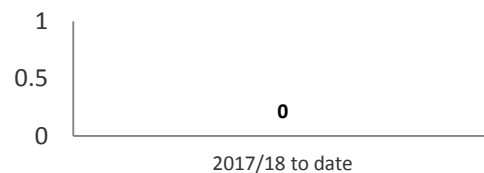
Participatory Budgeting

What is the Aim?

To increase the number of residents across localities voting in participatory budgeting opportunities.

Participatory Budgeting is a way of engaging communities in how public money is used in their neighbourhoods, enabling them to identify their priorities for their area.

How does this support community empowerment?

PB has been identified worldwide as an effective tool to engage and involve communities in participating in their neighbourhoods. It funds projects that have been identified by communities that would improve their areas. For instance, some of the successful projects funded through PB in Aberdeen so far have included improving the local playground, free fitness sessions for residents, education sessions for local children and many other projects designed to improve outcomes for local residents.

What changes are we currently testing?

- U Decide brand to engage communities in participatory budgeting process
- Launch events to raise awareness of PB opportunities
- Roadshows to share information about projects in the area
- Community voting online using U Decide website
- Results presentations to publicise outcome of community vote

Councillor Laing, presenting cheque from Fairer Aberdeen Fund to community group October 2016.

Improvement data

U DECIDE

93% voters in the localities felt more empowered to make changes in their community

3873 residents across the city voted in PB events in 2016/17

40 successful bids from community projects in the localities

£384,500 spent on funding all the successful projects across the city

The events during 2016/17 involved thousands of residents across the city, some of whom who would not usually participate in such events. Residents felt empowered to vote for the projects that would directly affect the outcomes in their communities. The projects that were funded are wide reaching and involve community members making improvements and influencing policy and service delivery in their areas. The events also provided an important opportunity form communities to connect.

Improvement Project Case Study

Dog Fouling in Torry

What is the Aim?

To reduce dog fouling in Torry on Girdleness Road and Rockall Road by 50% by 31st August 2017.

Dog fouling is a recurrent problem in the area and was the most commented issue identified on a recent Street Audit Report conducted in Torry by Living Streets Scotland.

How does this support community empowerment?

- Shows our commitment to improve Torry and support the community to find solutions to a recurrent problem
- Torry residents will have more pride and ownership of their area as it will become a cleaner more attractive space for the community
- Helps prevent dog fouling in the future by giving the community collective responsibility over keeping the area clean

What changes are we currently testing?

- Workshops with local school children to educate them on dog fouling
- Making dispensers with local school children to contain dog mess bags to be erected on Girdleness and Rockall Roads
- Creating awareness raising posters about the issue with school children and distributing them around community centres in the area

Improvement data

Dog Fouling Run Chart
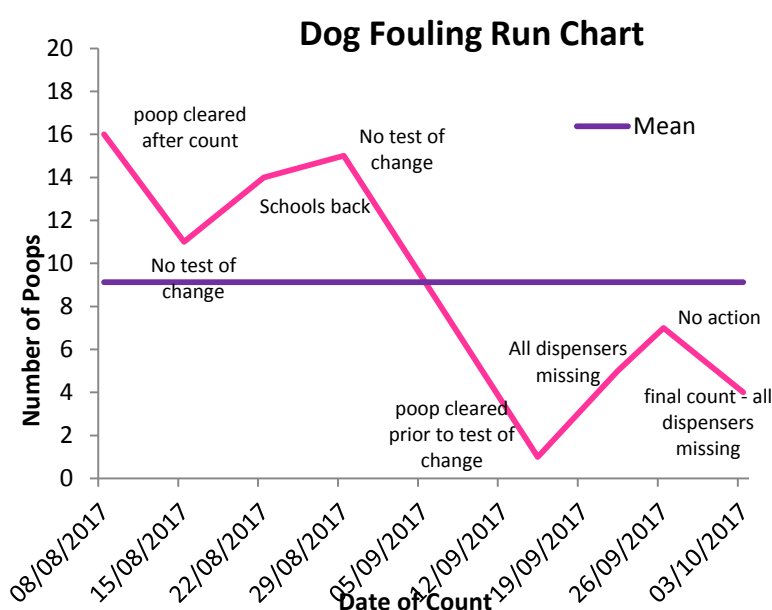
We achieved a reduction of almost 63% of piles, which is a positive, notable decrease over the time we have been running this improvement project. Unfortunately, as the dispensers were removed twice during this test of change, we are unable to know if the success of the project could have been more successful if that had not occurred. However, the results are still positive and have led to the Torry Community Group developing the project in a wider area within the community and we are moving to test the idea in other localities.

55

Lead Outcome Improvement Group

Community Engagement Group

Chris Littlejohn, Deputy Director - Public Health, Chair of Community Engagement Group
The Community Engagement Group (CEG) was created in 2017 to bring together stakeholders from across the Community Planning Partnership who are involved with community engagement. The CEG provides an important link between the strategic perspective of the CPA Board and the priorities and perspectives of communities across Aberdeen. Its role is to oversee the implementation of the Engagement, Participation and Empowerment Strategy.

Lead partners involved

- Aberdeen City Council
- Police Scotland
- NHS Grampian
- ACVO
- Active Aberdeen Partnership
- Civic Forum
- Health and Social Care Integration Joint Board
- Scottish Fire and Rescue Service
- Community Council Forum
- Locality Partnerships

Improvement Projects underway using the Model for Improvement

2 improvement projects underway
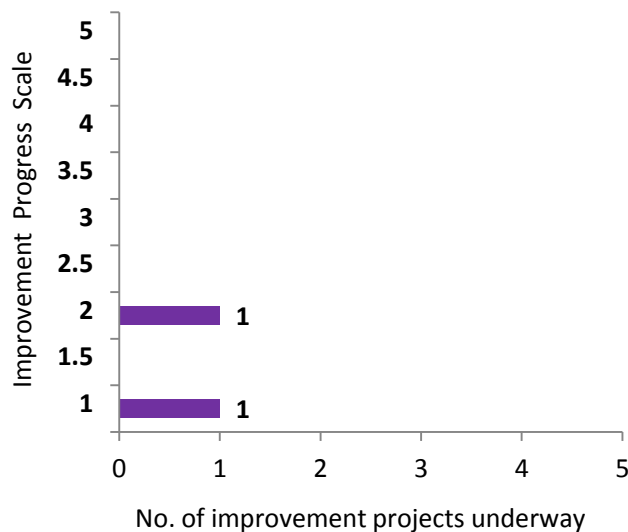
Improvement progress scale

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4.5	Sustainable improvement
5.0	Outstanding sustainable improvement

Lead Community Group

Civic Forum

The Civic Forum is a key Community Planning Partner in Aberdeen and is invited to have representation at all levels of the Partnership to ensure that the views, priorities and issues of communities from throughout the City are taken forward to shape strategies, services, and policies. The Civic Forum is open to all community groups across Aberdeen. It draws together the views of representatives from participating Community Councils and communities of interest. The Civic Forum helps the Community Planning Partnership make better decisions which most benefit the city's communities.

Aberdeen Civic Forum aims:

- To enable and support communities in Aberdeen to participate in the Community Planning Partnership and to bring the voice and views of all communities to every possible level of decision making
- To bring communities together to promote discussion and dialogue on issues of shared interest and to present these views to the Community Planning Partnership and other organisations and bodies as identified
- To help build links and encourage further cooperation between communities and to ensure that there is more support in place for communities to pursue and make progress on their priorities
- To uphold equality of opportunity principles by ensuring no one is treated less favourably and to promote good relations for all

Civic Forum Representation on Community Planning Aberdeen Groups:

Community Planning Board: Jonathan Smith	Community Planning Management Group: Lavina Massie	Community Engagement Group: Jonathan Smith	Fairer Aberdeen: Jonathan Smith, Arthur Forbes	Sustainable City Group: Arthur Forbes
Aberdeen Prospers: Jonathan Smith, Lavina Massie	City Centre Masterplan Reference Group: Arthur Forbes, Lavina Massie	Resilient, Included and Supported: Norma Grant	Community Justice: Faith-Jason Robertson-Foy, David Henderson	Alcohol and Drugs Partnership: Aileen Davidson

Locality Partnerships

Torry Locality Partnership

Colin Wright, Locality Manager
The Torry Locality Partnership has been recently established. The successful delivery of the Locality Plan for Torry will require a number of partners and the community to work together to develop actions against priorities. Strong leadership is essential for its success and the Locality Partnership has been established to manage and oversee the plan.

Membership

- 1 Aberdeen City Council Representative
- 4 Community Representatives
- 1 Police Scotland Representative
- 1 Big Noise Representative
- 1 AHSCP Representative
- 1 ACVO / Third Sector Representative
- 1 Active Aberdeen Partnership Representative
- 1 Local Head Teacher
- 4 Local Councillors

Cummings Park, Heathryfold, Northfield, Mastrick and Middlefield

Kay Diack, Locality Manager
Northfield Total Place Locality Partnership Board is a well-established and well supported partnership group within the CPA structure. We work together to achieve improvements for the Locality around the themes of people, place, technology and economy and also to ensure it is a place where all people can prosper.

Membership

- 4 Community Representatives
- 1 Community Council Representative
- 1 Community Project Representative
- 1 Community Centre Representative
- 1 Aberdeen City Council
- 1 AHSCP Representative
- 2 Police Scotland Representatives
- 1 ACVO / Third Sector Representative
- 2 School Captains
- 1 Deputy Head Teacher
- 2 Elected Members

Woodside, Tillydrone and Seaton

Paul Tytler, Locality Manager
The Locality Partnership is working to develop leadership on locality planning activity to achieve improved short, medium and long term outcomes for the locality. Through the ongoing development of the Locality Plan, an ambitious vision has been set reflecting the aspirations of the local community. Working in partnership is essential for these aspirations to be delivered.

Membership

- 4 Community Representatives
- 6 Elected members
- 1 Social Enterprise rep (Station House Media Unit (SHMU))
- 1 Community Organisation Representative
- 1 Youth Council Representative
- 1 Aberdeen City Council Representative
- ACVO
- 1 NHS Representative
- 1 Police Scotland Representative
- 1 Local Head Teacher

The Locality Plans were published in April 2017. The first Full Annual Reports against these plans will be produced by each Locality Partnership for 2017/18 and published in August 2018.

Improvement Projects underway using the Model for Improvement

Torry Partnership
2 improvement projects underway
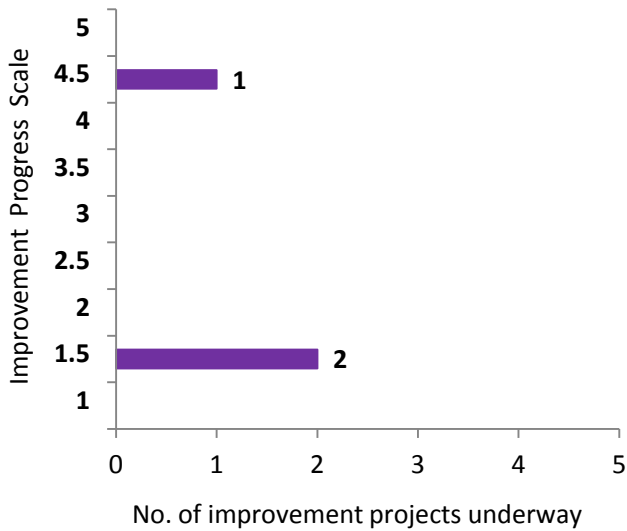
Improvement Progress Scale (y-axis)

No. of improvement projects underway (x-axis)

- 4.5 → 1
- 1.5 → 2

Improvement progress scale

1.0	Forming as an improvement team
1.5	Planning for improvement has begun
2.0	Activity, but no changes
2.5	Changes tested, but no improvement
3.0	Modest improvement
3.5	Improvement
4.0	Significant improvement
4.5	Sustainable improvement
5.0	Outstanding sustainable improvement

Woodside, Tillydrone and Seaton
1 improvement project underway

Improvement Progress Scale (y-axis)

No. of improvement projects underway (x-axis)

- 1.5 → 1
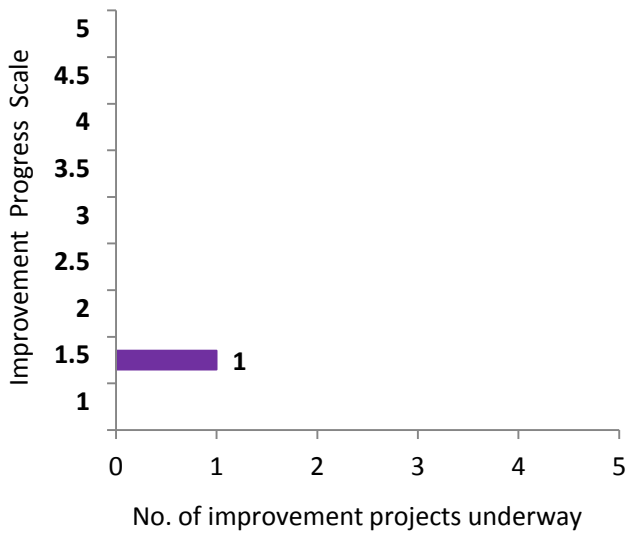
Cummings Park, Heathryfold, Northfield, Mastrick and Middlefield Partnership
2 improvement projects underway

Improvement Progress Scale (y-axis)

No. of improvement projects underway (x-axis)

- 4.5 → 1
- 1.5 → 1
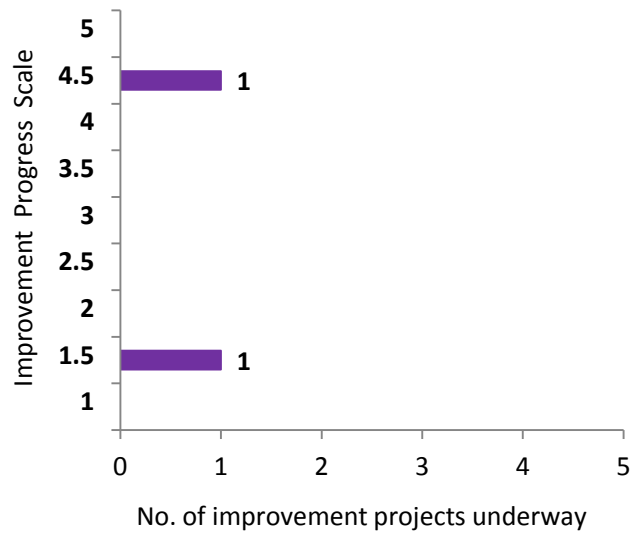
Improvement Project Case Study

Building staff capacity to use improvement methodology

What is the Aim?

50% of Partnership staff accessing training and support who state that they feel more confident in using the Model for Improvement by January 2018.

How does this support staff to deliver improvement?

The Model for Improvement is a methodology for testing and implementing changes that lead to improvement. It has been widely used in the NHS and by the Scottish Government. It has been adopted by Community Planning Aberdeen to support delivery of the improvement aims within the Local Outcome Improvement Plan and Locality Plans.

What changes are we currently testing?

- Innovate and improve programme: classroom based and online training for staff
- ACVO coaching programme
- Online improvement resources
- Quarterly improvement tracking reports
- Standardised improvement documentation
- Leadership for improvement sessions
- CPA Improvement Faculty established to oversee improvement project

% of staff attending training with more confidence to apply model for improvement

89% — May 17, 90% — Aug 17, 100% — Sep 17, 100% — Oct 17

No. of improvement projects in progress

Innovate and Improve Programme begins

12 — Mar-17, 17 — Jul-17, 31 — Aug 17, 35 — Sep 17, 39 — Oct 17

No. partnership staff who have attended innovate and improve event

Starting Point — Mar-17, 31 — May 17, 80 — Aug 17, 112 — Sep 17, 120 — Oct 17

Improvement data

We are testing a variety of approaches to build staff capacity to use improvement methodology to achieve the improvement aims within our LOIP and Locality Plans. Our data shows that an increasing number of staff are accessing training through our Innovate and Improve Programme and that this is having a positive impact on staff confidence to carry out improvement projects. Our focus going forward is to increase the number of Partnership staff accessing these opportunities.

Key Contacts

For all enquiries in relation to this report, or about Community Planning Aberdeen, please contact the Community Planning Team in the first instance by emailing **communityplanning@aberdeen.gov.uk**.

Community Planning Team

Community Planning Manager	Community Planning Development Officer	Performance and Improvement Officer
Michelle Cochlan	Elsie Manners	Guy Bergman

Outcome Improvement Group Lead Contacts

Aberdeen Prospers Group	Integrated Children's Services Group	Resilient, Included, Supported Group	Digital City Group	Sustainable City Group
Matt Lockley	James Simpson	Gail Woodcock	Gordon Wright	Kelly Wiltshire

Community Justice Group	Alcohol and Drugs Partnership	Community Engagement Group
Val Vertigans	Fraser Hoggan	Elsie Manners

Locality Managers

Torry	Tillydrone, Seaton, Woodside	Northfield, Mastrick, Middlefield Heathryfold, Cummings Park
Colin Wright	Paul Tytler	Kay Diack

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PROSPEROUS ECONOMY: Aberdeen Prospers

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? • Yes • Getting there • Not yet	
Investment in infrastructure					
Increase % occupancy in city centre premises	90.3%	91%	90%[1]	🟢	The occupancy rate has remained relatively stable between the October 2016 baseline and July 2017.
Increase number of destinations served by Aberdeen airport	48	55	52[2]	🟢	The indicator now includes all scheduled and holiday charter destinations served.
Increase number of passengers using Aberdeen airport	2.9m	2.7m	3.0m	🔴	The indicator now includes passengers from all scheduled and holiday charter destinations served.
Number of vessels arriving at Aberdeen harbour	7,428	6,438	7,600	🔴	The number of vessels arriving has decreased and this is likely linked to the economic downturn in the oil and gas economy.
Reduce journey times between key locations within the north east (Total Journey time across 12 journeys)[3]	12 hrs 05 mins (April 2012)	10hrs 25 mins (March 2017	09hrs 40 mins (-20% 2020/21 aim)	🟡	Journey times have reduced by 14% since 2012 with this measure being on track to achieve a 20% reduction by 2020/21.
Reduce per capita local carbon emissions[4]	5.8 tonnes	TBC	5.5	TBC	2016/17 data is not yet currently available.
Number of hydrogen vehicles[5]	14	14	20	🔴	We anticipate a rise due to a successful government bid which will see the introduction of 10 Toyota Mirais into the NHS, Sepa and co-wheels car club fleets.
Increase the % of people cycling as main mode of travel	-	3%	4%[6]	🟡	The data source is City Voice - this question was included from 2016/17.
Increase in satisfaction levels with city's green spaces	-	44%	50%	🟡	The data source is City Voice - this question was included from 2016/17.
Take up of commercial office space (square feet)[7]	0.4m	TBC	0.5m	TBC	2016/17 data is not yet currently available.
Decrease in supply of derelict land (hectares)	15.25h	13.2h	15h[8]	🟢	The supply of derelict land is falling.
Decrease in supply of vacant land (hectares)	16.84h	16.9h	16h[9]	🔴	The supply of vacant land has increase slightly.
Footfall in Aberdeen's Business Improvement District	2,571,706	2,451,595	2,597,720 (+1%)	🔴	Footfall has fallen slightly. This is likely related to the downturn in the oil and gas sector spreading through the retail sector of the economy.
Increase % of people accessing city centre using travel other than car	-	52%	53%	🟡	The data source is City Voice - this question was included from 2016/17.

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Innovation					
Maintain Aberdeen's high position in number of patents per head of population	Top 4 in UK	Placed 6th in the UK.	Top 4	●	Aberdeen is still a highly ranked city for patents but has fallen slightly to 6th position.
Improve employment in growth sectors of life sciences	900	TBC	900	TBC	2016/17 data is not yet currently available.
Improve employment in growth sectors of food, drink and agriculture in City and Region	15,600	TBC	17,000	TBC	2016/17 data is not yet currently available.
% of household waste that is recycled	38.2%	38.1% (47.8% – 17/18 to date)	39%	●	Altens East Materials Reprocessing Facility and New Waste Depot Opened in 2017/18. There is a significant recycling increase from last year. Our figures compares well with Glasgow who recycle 25.9%, Dundee who recycle 33.3% and Edinburgh who recycle 42.3%.
% of partnership fleet low carbon vehicles.	TBC	TBC	(+1%)	TBC	2016/17 Partnership fleet data is not yet currently available. The number of low carbon vehicles registered in the city rose by 49% from 153 vehicles in 15/16 to 227 in 16/17. This could be due to greater awareness and availability of electric vehicles and charging infrastructure.
Increase energy production from other renewable technologies	-	-	+1%	TBC	Currently under development. Metric and data still to be confirmed.
Increase business gateway start up numbers (City and Shire)	1,163	1,000	1,186 (+2%)	●	Numbers of business gateway start-ups fell slightly in 2016/17. There were fewer financial resources allocated to business gateway start-ups in 2016/17.
Business gateway "Growth companies" accepted into Scottish Enterprise's Growth Pipeline	41%	59%	43%	●	A greater % of companies have been accepted on to the growth pipeline in 16/17.
Number of FDI projects as measured by Ernst and Young	9	18	10	●	Foreign Direct Investment projects in Aberdeen have increased in line with the increase in FDI projects across Scotland. Scotland is an attractive venue for FDI in the UK.
Inclusive economic growth					
% of Economic Footprint recommendations implemented		TBC	30%	TBC	We will update this indicator in due course as recommendations are implemented. Current Actions are: All public sector partners to complete footprint proforma (March 2018). Action plan to be agreed and implemented, with clear focus on Improvement objectives (June 2018). Baseline evidence agreed (June 2018). Annual review of progress (June 2019).
Improve hotel occupancy rates	56.6%	63.2%	60%	●	Hotel occupancy rates fell from 2015 but have since stabilised in the last year. This has coincided with the downturn in the oil and gas sector. Room rates have fallen more than occupancy rates as hotels have increasingly targeted the tourism sector.

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Increase tourists to Aberdeen	806,000	TBC	+5%	TBC	The statistics are sourced from the Great Britain Tourism Survey (GBTS) and International Passenger Survey (IPS). 2016/17 data is not yet currently available.
Increase GVA of tourism sector in Aberdeen[1011]	400m	TBC	+5%	TBC	The source of this is the Scottish Government Growth Sector data. Data is not yet currently available.
Increase the % of those achieving a modern apprenticeship of all those leaving an MA	75% (City and Shire)	TBC	76%[12]	TBC	This is Regional Skills Assessment data. 2016/17 data is not yet currently available but will be available for the 2017/18 annual Report.
Increase educational attainment at NVQ4 and above of resident population	47%	52.6%	50%	●	Educational performance is continuing to increase at the NVQ4 level.
Increase proportion of young people achieving successful destinations post-school	94% (City and Shire)	TBC	+1%	TBC	This is Regional Skills Assessment data and only 2014/15 data is available.
Reduce proportion of (employers) reporting skills gaps[13]	14% (City and Shire)	TBC	10%	TBC	This is Regional Skills Assessment data and the 2015 data has now become available. 2016/17 data is not yet available.
Increase proportion of businesses that report investing in on-the-job training, technical or job-specific training	-	-	+2%	TBC	Currently under development. Metric and data still to be confirmed.
Monitor success of ESF Employability Pipeline to increase economic activity	TBC	TBC	TBC	TBC	Data is unavailable as yet. Indicators to be specified but will include numbers of qualifications and accreditations gained, work experience gained and numbers progressing to employment.
Build at least 415 affordable houses a year	214	117 (216 – 17/18 to date)	415	●	The 15/16 baseline figure was changed from the 415 which was the LHS target originally published in the LOIP. During 2016/17 the available funding and opportunities for development fell short of the aim of 415. However, 2017/18 has already seen 216 affordable completions with potential for a total of 600 during the year and the same again for 2018/19.
Build 1094 houses a year	788	518	1094	●	The 15/16 baseline figure was changed from the 1094 which was the Housing Needs Demand Assessment target originally published in the LOIP.
Internationalisation					
Increase number of new jobs created from completed inward investment projects	170	203	173 (+2%)	●	Scottish Development International have dealt with an increasing number of inward investment projects in 2016/17 with an associated increasing number of new jobs.
Work with Visit Aberdeenshire to develop metrics to monitor and improve promotion and marketing of Aberdeen	-	-	-	TBC	Visit Aberdeenshire are developing a tourism strategy which will include appropriate metrics the end of financial year 2017/18. We propose to select appropriate measures from these metrics to be measured from 2018/19.

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? •Yes •Getting there •Not yet	
Improve times to and from Aberdeen airport by: Road Rail Bus	-	-	-	TBC	Currently under development. Metric and data still to be confirmed.
Increase number of rail passengers arriving at Aberdeen station	3.46m	TBC	3.53m (+2%)	TBC	We have 2015/16 baseline data but 2016/17 data is not yet currently available.
Increase amount of freight arriving at Aberdeen harbour (Tonnes)	4.4m	3.8m	4.5m (+2%)[14]	●	Fall in freight arrival is at a UK level. In 2016 Total tonnage decreased by 3% to 484.0 million tonnes. Coal handled showed the biggest decline of any cargo category more than halving to 12.0 million tonnes. Liquid bulk goods which account for 40% of total tonnage decreased by 2%. Crude oil handled has halved since 2000 to 87.1 million.
Increase number of inward trade delegations supported by ACC	30	22 (21 – 17/18 to date)	32	●	The number of inward delegations fluctuates between years as inward delegations do not visit every year therefore this is a cyclical trend.
Improve attitudes of businesses from Aberdeen, and of those wishing to do business here, on readiness to do business in Aberdeen	-	-	+2%	TBC	Currently under development. Metric and data still to be confirmed.
Increase footfall at Aberdeen tourist attractions	TBC	TBC	+2%	TBC	We will purchase this data in future years to report on this indicator.
Improve number of national and international events at AECC by 10%	TBC	TBC	+2%	TBC	The number of events fell between 2015/16 and 2016/17. This partly a reflection of economic conditions and also that a new operator has been appointed. We expect this to increase in the future when we move to a new AECC.

PROSPEROUS PEOPLE – Children are our Future

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? •Yes •Getting there •Not yet	
Children have the best start in life					
Increase number of available early learning and childcare places: Places in local authority setting Other setting	-	3,566 6,738	TBC	TBC	The Nurtured Outcome Group is leading on partnership developments on the expansion of early learning and childcare. More places are becoming available and the group continue to support the ELCC expansion. The method of collection for this improvement measure has changed making the original baseline of 4402 incomparable.

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
% of positive evaluations of Quality Reference Indicators from Education Scotland and Care Inspectorate inspection reports of local authority and partner provider, primary and secondary schools and Early Learning Centres per financial year[15]	96%	95.5%	95%	🟡	Please note this measure / baseline has been amended to align with Education Scotland and Care Inspectorate national data reporting templates. There were a reduced number of inspections carried out in 2016/17 but the percentage of establishments achieving satisfactory or above ratings for each core Quality Reference Indicator (equating to a positive evaluation) increased.
Increased satisfaction of parents with ELCC services(proportion of parents surveyed indicating that they are 'happy' with the service)	90.1%	95.0%	93.1%	🟢	This outcome is derived from a limited number of evaluations in 2016/17 which is anticipated to rise in 2017/18 with the embedding of a new inspection regime.
Improve Recruitment [Increase in number of staff entering early learning and childcare sector] Data based on a Training Needs analysis	1,208	1,115	-	🔴	A Skills for Work scheme is running at St. Machar Academy. 9 of the 10 young people are; going on to study early learning and childcare at college; applied for primary teaching and 4 have secured employment through a Modern Apprenticeship. The baseline was updated from the original 1200 reported in 2015/16. The 2020/21 aim is that there is an increase to 2400 staff entering the early learning and childcare sector.
Increase in number of staff undertaking qualifications to improve quality and meet SSSC requirements: Support workers Practitioners Lead practitioners Managers	50% 86% 25% 19%	50% 89.4% 79.5% 59.2%	70% 90% 50% 50%	🟢	The Workforce Development and Expansion Funding have been targeted towards staff that need a qualification to meet SSSC registration requirements. This has seen an increase in the number of Lead Practitioners and Managers undertaking qualifications.
Increase the no. of Me2 places available with a view to meeting 100% of demand	110	167 (7%)	220	🟡	Currently we provides holistic Early Learning and Childcare Services to 167 (7%) of eligible 2 year olds and their families through a range of providers. This is lower than the national uptake of 9%.
Increase in % of babies exclusively breastfed at 6-8 week review	36.1%	36.4%	-	🟡	Breast feeding rates across the city have seen a slight increase. This has been supported by breast feeding initiatives in target areas of regeneration. These areas have subsequently seen a significantly increase in breastfeeding rates from 27% to 32%. The 2020/21 aim is that 46% of babies are exclusively breastfed at the 6-8 week review. The Breastfeeding Welcome initiative has been identified as an area of best practice.
Decrease in smoking during pregnancy (3 year rolling average)	14.1%	13.9%	-	🟢	The 2020/21 aim is that there is a 7% reduction in smoking during pregnancy.
Improvement in child dental health [% of P1 children receiving a 'low risk' letter from basic inspection]	67.2%	-	69.5% (Current Scottish rate)	TBC	The Childsmile Oral Health Programme running in nurseries, primary schools and dental practices has seen significant improvements in oral health of children. However the national Dental Inspection programme shows that Aberdeen is below the target of 80.5% of children starting school with no dental disease. Education service is developing a strategy for oral health of children and young people as part of the NIF plan.

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Children are safe and responsible					
Reduce the number of young people in out of Authority Places	42	33 (35 – 17/18 to date	38 (-10%)	●	For 2016/17 the average number of looked after children who were looked after in a residential placement out with the City months was 33. This has met and improved on the 10% reduction target set in 2015/16.
Ensure CP re-registration rates will be in line with the national average	Ab: 25% Scot: 16%	Ab: 20% Scot: 17%	TBC	●	During 2016 /17 there were a total of 22 children that featured on the Aberdeen City's Child Protection Register who had a previous registration history within the preceding two years. This is a decrease of 8 on the previous year. The Scottish average for children with a previous history of registration is 17%. The level of reregistration for Aberdeen City is 20% which suggests that Aberdeen City is slightly above the national average however data this year is suggesting the gap is narrowing.
Increase in % of children's plans assessed as good (Currently in development)	-	TBC	TBC	TBC	These two metrics are currently in development with the previously mentioned APPA app being part of the process which will enable young people to become more involved in the development and review of their plans as well as yield important data on the wellbeing of young people on a Child's Plan.
Monthly Reviews of Children's Plans	-	TBC	TBC	TBC	
Reduce youth crime (No. of young people who were accused in relation to multiple CrimeFiles)[16]	262	198	170	●	The ICS Responsible Outcome Group's work to support the youth justice agenda has seen considerable effort allocated to the reduction in crime and offences committed by young people.
Reduce youth crime (No. of young people who were accused in relation to a single CrimeFile)[17]	602	559	587	●	
Reduce exclusion rates (per 1000 pupils)	40	TBC	35	TBC	This data is currently not publically available and is awaiting publication by the Scottish Government. Data is expected in November 2017.
Increase no. young people engaged in diversionary activity programmes	-	-	+2%	TBC	This measure will be reviewed in line with the review of the Youth Justice Strategy.
Children are respected, included and achieving					
Number of School S&Q, VSE HMIe reports identifying pupil participation as a key area of strength	TBC Dec 17	TBC Dec 17	+10%	TBC	School Quality Improvement Groups help to ensure that schools are embedding knowledge of the UNCRC and participation into their ethos and curriculum. This will be evidenced through school S&Q reports and notes from KIT visits for summer 2017. Data is not currently available.
Increase no. of established forums whereby young people can participate in youth democracy	TBC Dec 17	TBC Dec 17	+10%	TBC	No measure currently available, please refer to the 'Promote Youth Democracy and Political Literacy, in line with ICS Participation Strategy.
Percentage of pupils identified as having an additional support need educated in their local community	80%	90%	85%	●	These measures continue to improve with actions being taken in line with the recommendations of the Inclusion review.

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? • Yes • Getting there • Not yet	
Reduction in Number of young People with ASN being transported	559	545	500	🟡	
Decrease no. of LAC educated out with the local authority (snapshot June 16, subject to variances in total LAC population size	232	241	200	🔴	A number of factors influence in this measure. Although there is an aim to retain young people in their community, provision has to be made for the safety of the child or the specialist support they may require given their circumstances. Whilst in this situation services work with partners to ensure that those children and young people receive quality education relative to their needs which may mean a child being educated out with the Local Authority.
Improve Proportion of Positive School Inspection Outcomes (Quality Indicators/ Primary and Secondary School Combined)	90%	TBC	93%	TBC	There were no inspection evaluations of primary and secondary level education provision conducted by Education Scotland in the 2016-17 academic year. We are unable to provide details about upcoming inspections until they have been announced.
Reduce Attainment Gap between highest and lowest achieving 20% (Tariff Scores)	1,752	1,678	1,700	🟢	The variance between tariff scores between the highest and lowest attaining pupils can be attributed to a slight increase in the average tariff score of the lowest attaining 20% and a slight decrease in the highest attaining. The ACC NIF Action Plan and the wider ICS Plan, in terms of partnership support to schools are intended to provide locality based support to achieve further improvement in this area.
Increased LAC Attainment (% of LAC achieving Literacy and Numbers at SQF Level 4 or above	28%	28%	33%	🔴	The main focus in the work streams on this topic are directed at improving the administrative support to ensure that the appropriate professionals have the right info to provide immediate and bespoke support for individual LAC children. They are seeking a technological solution to this via SEEMiS and Care First (the school and social work databases)
% of teachers improving awareness of equality and diversity through CPD (Survey to be developed	TBC Dec 2017	TBC Dec 2017	+10%	TBC	In May 2016 Stonewall delivered train the trainer session to primary school staff in relation to equality and LGBT bullying in schools. A further train the trainer session for staff was held in May 2017 which included Secondary Teachers.
Increase in the proportion of young people entering positive destinations upon leaving school (Initial SLDR survey)	90.1%	90.3%	93.1%	🟡	The Achieving Outcome group will develop a tracking tool for young people who have received a Pupil Equity Fund, after they have moved to S4 or have left school the tracking tool will enable more accurate data gathering on the impact the equity fund has made to the young person.
Increase in the proportion of young people from deprived areas entering positive destinations upon leaving school (Initial SLDR survey)	82.6%	83.9%	83.6%	🟢	This measure has shown a slight increase in the proportion of young people from deprived areas entering positive destinations.
Increase in % of young people progressing into a positive destination on completion of an Activity Agreement	77%	78.4%	79%	🟢	The Activity Agreement team will develop an aftercare programme to ensure young people who have moved on from their activity agreement feel supported to the next step on the employability pipeline. The programme will last up to eight weeks and will include regular contact with the Activity Agreement worker.

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Increase in the proportion of 16-19 year olds recorded as participating in education employment or training	91.0%	89.4%	92.0%	●	Variance in the data for this measure can be attributed to a change in methodology. The previous data was based on a snapshot whilst the current figure is based on an average of participation across the year.
Increase in number of young people completing formal and informal Achievement Awards: Formal (SQA Accredited) Informal (Non -Accredited)	37 1,600	47 1,783	52 (10%)[18] 2,000 (10%)	●	Please note that the definition of 'Formal' and 'Informal' training have changed. Therefore a retrospective amendment has been made to the baseline figures in the LOIP Improvements in these areas can be linked to the increase in targeted resource and resource sharing among partners across ICS in order to increase delivery in key schools.

PROSPEROUS PEOPLE – People are Resilient, Included and Supported When In Need

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
People and communities are protected from harm					
Increase number of partnership referrals received from:[19] SFRS ACVO HSCP Active Aberdeen Police NHSG ACC THIRD INDEPENDENT	682 - - - - - -	TBC	682	TBC	
Increase number of usages of harm app	0	TBC	TBC	TBC	App is not yet live therefore no data is available.
Increase usage of Choose Life prevent suicide app.	6,000	18,738	6,600 (+10%)	●	The app and its digital suicide prevention campaign was the winner in two categories at the Scottish Health Awards 2017 with the awards being in 'Innovation' and 'Care for Mental Health'. More than 22,000 users were reached in 17 months since the launch of the app and supporting website (March 2016 – August 2017) NHS Grampian saw the largest decrease in suicide in 2016 following release of national data on 3 August 2017 (The Aberdeen City reduction was 28%). The national suicide rate increased by 8% compared with 2015.

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Decrease in numbers of Drug related deaths (5 year average)	45	46	28	●	There is an ageing group of older people with drug problems (OPDP) aged 35 years and over. A high proportion of this group have multiple underlying health conditions comparable to those 15 years older in the general population, many with chronic conditions often not identified or treated. There is a clear trend (also reflected nationally) of drug-related fatalities among OPDP. Mental health problems are also common and compounded by isolation and stigma hindering service access and community reintegration. The projection is for this group to grow before numbers stabilise and they become the mainstream client group for substance use services. Naloxone supply has increased from 544 in 15/16 to 695 in 16/17. Naloxone is the emergency life-saving antidote for overdoses caused by heroin and other opiates/opioids.
Reduce proportion of crime (2 + experiences) experienced by repeat victims	58%	TBC	TBC	TBC	Data is available on a biennial basis therefore annual reporting is not currently available.
Reduce proportion (or amount) of crime (5+ experiences) experienced by repeat victims (Source of data: Scottish Crime and Justice Survey – available biennially)	14%	TBC	TBC	TBC	
Reduce the average age gap from when someone starts drug use to when they seek help: Males (years) Females (years)[20]	8.74 yrs 6.94 yrs	8.84 yrs 5.69 yrs	TBC	● ●	This has been calculated by extracting data from SDMD database (SMR Initial Assessments). This included all clients including those who may present more than once within the relevant time period.
Reduce the average age that someone with an alcohol problem seeks help: Males (years) Females (years)	TBC	TBC	TBC		Currently under development. Metric and data still to be confirmed.
Increase the number of people and families who may be at risk that are identified for support	83	521 (350 – 17/18 to date)	83	●	These figures have been made up from the new Alcohol Referral Process that replaced Albyn Place, Operation Begonia referrals and Priority Family Referrals from 17/18.
Increase number of Police Scotland Hate Crime Reports[21]	261	242 (122 – 17/18 to date)	235 (-10%)	●	Tackling hate crime is a priority and an important element in the drive towards creating a society where people live together respecting one another regardless of differences. We recognise that hate crime is often under reported. We want this to change and are asking people to speak out to help us tackle hate crime.
Increase the number of people identified to undertake an Earlier Intervention programme for domestic abuse perpetrators	TBC	(7 – 2017/18 to date)	TBC	TBC	

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Increase the uptake of voluntary support for people including children harmed.	TBC	TBC	TBC	TBC	
Number of families assessed as having 3 or more improved outcomes 6 months following conclusion of support. (Priority Families)	0	0 (7 – 17/18 to date)	26	TBC	The service commenced in January 2017 with no measurable outcomes expected in 2016/17. Seven families have now received 6 full months of support and can evidence 3 or more improved outcomes as recorded on the PFS Tracking System. Early performance issues with the third sector partner led to delays in progress.
Increase number of alcohol brief interventions delivered in wider settings (i.e. those not currently delivered in primary, accident & emergency and maternity settings)	1,330	1,406	1,400	●	Now carried out in broader range of settings and delivered from: ADA (third sector) ARI (In Patient Wards), City Hospital (CAARS) and NHS Healthpoint.
Increase number of Making Every Opportunity Count conversations. (Include home and fire checks)	-	6,567	850	●	Community organisations (166) + hospitals (2780). Note General Medical Service's contract negotiations are affecting GP practice involvement.
No of clients supported by Community Links Workers to improve resilience, health and wellbeing (figures are cumulative)	-	TBC	40	TBC	Link Workers will be in place in 2018 where updated data will become available.
Reduce repeat homelessness (within 12 months)	67 (5.08%)	6.5% (6.1% – 17/18 to date)	64 (5%)	●	The temporary accommodation and homelessness strategy is currently under review and action plan around 'Housing First' is to be taken to committee in January. Housing First has gained international attention and acclaim as a model to support households with evidence that it works for some of the most complex and chaotic clients. We have experienced an increase in homelessness applications this year - 1031 homeless applications have been received a 28% increase upon the 806 received during the same period in 2016/17.
Increase % of households previously homeless that have sustained their tenancy for more than 1 year	92.7%	91.87% (90.4% – 17/18 to date)	94%	●	Increases in Abandonments, evictions and routine terminations have been recorded this year which contribute towards the decline towards achieving the tenancy sustainment target.
Increase in number of police direct measures (Recorded Police Warnings)	213	TBC	+10%	TBC	2016/17 data not available till February 2017/18.
Increase in individuals referred to relevant services at point of arrest	-	TBC	+10%	TBC	2016/17 data not available as the Project for Arrest Referral service is still in development.

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Increase in number of people who were appropriately diverted from Court aged: 16-17 18-25 26+	63 14 33	- 20 32	+1%	● ●	The move to central marking by the Procurator Fiscal in March 2015 saw an initial reduction in the number of diversions from court. Factors which may have impacted on the increase in number of 18-25 year olds include 1) Changes in Crown office and Procurator Fiscal Service policy to be more outcome focused 2) Improved relations and confidence between Crown Office staff (who decide what action to take in relation to cases) and Social Work colleagues. There were problems with 16/17 data recording for the 16-17 year olds age range data is not available.
Increase in % of individuals on a Community Payback Order Supervision Requirement indicating improved outcomes at the end of their Supervision: (Baseline Q2 2016) - Housing - Emp/Education/Training - Drugs - Alcohol - Personal Relationships - Self Esteem - Mental Health - Physical Health - Money Issues - Coping Skills	 50% 22% 57% 81% 58% 58% 60% 29% 50% 69%	 71% 60% 74% 78% 76% 70% 75% 75% 68% 88%	 +1% " " " " " " " " "	 ●	An improvement has been seen in the majority of the measures. Individuals who successfully complete their Community Payback Order Supervision are asked to provide this feedback via a questionnaire. (Some clients present with a range of difficulties and experiences of trauma). The service will continue to promote the use of questionnaires (not all clients agree to provide feedback in this way) and feedback will be provided to staff to raise further awareness.
Increase in the no. of people commencing/undertaking alternatives to remand[22]	22 individuals	31 (5 – 17/18 to date)	23 (+5%)	●	Criminal Justice Social Work have been promoting bail supervision and this is gradually increasing as a result. Solicitors are requesting this on a more regular basis.
Increase in the % of non-statutory prisoners (those serving sentences of less than 4 years) who received relevant voluntary support on release[23]	65%	70%	75%	●	All non-statutory prisoners leaving HMP & YOI Grampian are offered where practicable the offer of support on release from service providers. There is clear evidence to support the effectiveness of housing support provided by Aberdeen City in the Prison further reducing harm for those on release.
Increase in prisoners in HMP Grampian identified as having a mental illness that have a clearly defined multidisciplinary team care plan[24]	10%	TBC	15%	TBC	Project under development.
Reduction in % of individuals admitted to HMP Grampian with alcohol and drugs misuse issues (from initial prison screening)	100%	100% (100% – 17/18 to date)	-1%	●	Analysis of 2016/17 data shows that 100% of individuals have alcohol and drugs misuse issues and that approximately two thirds of prisoners from Aberdeen City are already engaged with alcohol and/or drug treatment services prior to admission. A third of those admitted are new to alcohol and/or treatment services.

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Increase in % of individuals accessing life skills/employability support and opportunities at different stages of the Criminal Justice System	-	TBC	TBC	TBC	No baseline or 16/17 data available yet as the project still under development.
People are supported to live as independently as possible					
Number of people directing their own care and support as % of completed single shared assessments confirming eligibility	6%	TBC	+4%	TBC	Part of HSCP Improvement Plan.
Establish the use of the Link App and measure increase in the utilisation of the app	-	0	TBC	TBC	Link App is not yet in place therefore no data is available.
Increase in % of individuals able to look after their health very well or quite well	96%	TBC	96%	TBC	This information is available biennially and will not be available until the end of 2017/18.
Mortality rate per 100,000 people aged under 75 years	464.4	TBC	464.4	TBC	This data is published annually by ISD as part of the integration indicators and 16/17 figures have not yet been published.
Emergency admission rate for adults per 100,000 population[25]	9,977	9,843	8,760	●	Emergency admission rates have been reducing modestly in the last 2 years. The aim is to get to 25th percentile in Scotland. The target figure is based on reducing from a monthly average rate of 784 per 100,000 to 730 per month.
% of people reporting that they have influence and a sense of control 'I feel able to participate in decision and help change things for the better' (Place Standard Tool)	-	TBC	TBC	TBC	Linked to implementation of Place Standard Tool – this has not yet been implemented.
Reduce the gap in life expectancy for men and women in defined communities Rate per 100,000 people aged under 75 – Tillydrone: Northfield: Torry:	-	Female 80.7 Male 75.8 Female 80.8 Male 77.6 Female 81.5 Male 78.1	TBC	TBC	
Increase number of organisations in Aberdeen being supported to detect health, safety and wellbeing issues to prepare a Healthy Working Lives action plan and associated policies	NA	39 SME's Registered 58 Non SME's Registered	TBC	TBC	Healthy Working Living Awards which are current and held by Small and Medium sized enterprises: 8 Bronze 6 Silver 10 Gold. Awards which are current and held by non -SME's: 15 Bronze 14 Silver 13 Gold.

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Reduce the number of inactive people in Aberdeen	-	TBC	TBC	TBC	During 2016/17 there were 1,790,751 participations in activities provided by Active Aberdeen Partnership Partners. This does not identify how many people are currently inactive in Aberdeen. Work will be carried out to define this improvement measure and identify a system for collating data.

PROSPEROUS PLACE – Empowered, Resilient and Sustainable Communities

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Safe and resilient communities					
Number of community groups that include Community Resilience within their local plans[26]	1	1 (2 – 2017/18 to date)	3	●	Initial focus is on flooding with the Flooding Team proactively working with community groups to help communities consider the risk to them and develop a resilience plan. The first community resilience plan was developed in Culter and now Cults has also developed a plan. A priority going forward is working with communities in our priority localities.
Assess effectiveness of community resilience arrangements through testing and exercising	1	1	3[27]	●	To date, the Culter Plan has been tested with the Emergency Planning Team. The new Cults Plan will also be tested and the Emergency Planning Team will provide support needed to ensure the plan is robust.
Development of resilience self-assessment toolkit	-	Completed	Feb 2017	●	The Self-Assessment Toolkit has been developed and formally adopted by the Council. CPA Partners are encouraged to adopt within their own organisations.
Self-assessment and identification of recommendations for improvement	-	Completed	Apr 2017	TBC	A self-assessment was carried out by Aberdeen City Council as part of the toolkit development process. Recommendations will be taken forward by the Council's Resilience Group once the Toolkit has been formally verified through the peer review process.
Maintain participation of all partners in Local Resilience Partnership groups and plans	100%	100%	100%	●	The Partnership continues to meet regularly. All agencies are represented appropriately to ensure a coordinated response to emergencies across Grampian.
No. of public sector organisations actively participating in Community Action Days	0	0	1	TBC	
Increase the no. of crises averted as a result of the visiting schedule picking up an immediate problem (no heating, electricity, water etc.)	-	-	+10%	TBC	

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Reduce the number youth annoyance and antisocial behaviour incidents reported to: Council – Anti-social behaviour Police Scotland – Youth Annoyance	3,372 2,213	3,386 (1,140 – 17/18 to date) - (2,191 – 17/18- to date)	3,338 (-1%) 2,191 (-1%)	●	ASB related calls to the council showed an almost negligible increase across the two fiscal years. The migration to a Freephone number has perhaps encouraged people to call as well as a growing awareness of the service itself. The way in which calls are recorded by Police Scotland has changed meaning calls relating to youths can no longer be verified.
Reduce number of persistent offenders involved in incidences of youth annoyance and anti-social behaviour: Council – Anti social behaviour Police Scotland – Youth Annoyance	74 60	77 (16 – 17/18 to date) 12** (2 – 17/18 to date)	73 (-1%) 59 (-1%)	● ●	Police Scotland figure relate to the Number of Under 18's with three or more criminal charges relating to ASB.
Increase the no. of young people engaged in diversionary activity programmes who take on a coaching or volunteering role within their communities	12	32 (43 – 17/18 to date)	12 (+2%	●	We work in partnership with the Dennis Law Legacy trust and Streetsport who actively engage with young people at risk of becoming involved in ASB. They offer young people a route into positive destinations and volunteering. Our Motorbike Project for Educational Development has also been launched which aims to provide early intervention and education to young people around the dangers of riding motorbikes encourages them to be more responsible.
Reduce incidences of wilful raising through fire safety themed education and awareness sessions being delivered to schools in localities where respective incidents show greater prevalence	290	TBC	-1%	TBC	Gramps Howes walks and talk's initiative delivered to 15 schools in localities where wilful fire raising incidents showed greater prevalence.
Increase partner referrals for home and fire safety visits around higher risk cases	529	634 (174 – 17/18 to date)	534 (+1%)	●	There has been an increase of 19.8% in fire safety visit referrals from 15/16 to 16/17.
Maintain / Increase levels of home and fire safety education across primary schools (Absafe)	944 pupils	1,356 pupils	953 (+1%)	●	
Maintain home fire safety visits including care and repair / home-check	2,769	1,892 (564 – 17/18 to date)	+1%	●	The Homecheck team continue to provide pre-emptive 'home safety visits' Should the client request a fire safety visit or concerns are identified by the Homecheck team, this information is fed to SFRS who will follow up with a comprehensive HFSV. Homecheck are working in partnership with SFRS and Care and Repair to increase the amount of home fire safety visits completed in 2017/18.

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Work in partnership to reduce the % of violent crimes* (Violent Crime* = All Assaults, Serious Assaults, Attempted Murder, Murder, Robbery and Assault with intent to rob. (Inc. Emergency Service / Police Assaults)	3,356	3,321 (790 – 17/18 to date)	3,322 (-1%)	●	Police Scotland has maintained their focus on preventing violent crime and bringing perpetrators to justice. Key partnerships such as the Weekend Partnership and Community Safety Partnership continue to look to exploit preventative opportunities.
Increase no. of participants in Best Bar None and Unight to promote responsible drinking: Best Bar None Unight	42 17	43 (45 – 17/18 to date) 25 (30 – 17/18 to date)	44 (+5%) 19 (+10%)	● ●	The 2017 Best Bar None scheme is now open citywide to establishments where previously there was a city centre boundary restriction. Historically Unight membership was restricted to 'late night opening' venues this is now open to public houses. Continued commitment to promote and market Unight to establishments and the licencing board.
Increase no. Awareness raising events tackling Domestic Abuse across Aberdeen City	6	TBC	12	TBC	2016/17 Data is not currently available.
Increase the number of referrals made through the Disclosure Scotland Domestic Abuse Scheme (DSDAS)	112	TBC	113 (+1%)	TBC	2016/17 Data is not currently available.
Monitor and reduce the number of domestic abuse incidents	2,535	2,505 (1,206 – 17/18 to date)	-	●	
Work in partnership to reduce all crime across Aberdeen City (Crime = All Group 1 (Violence), Group 2 (Sexual Offences), Group 3 (Crimes of Dishonesty), Group 5 (Other Crimes), Group 6 (Miscellaneous Crimes and Offences), Group 7 (Road Traffic Offences)	25,822[28]	24,321 (5,908 – 17/18 to date)	25,564 (-1%)	●	The Aberdeen City Local Police Plan that reaffirms Police Scotland's commitment to reducing crime, serving and protecting communities and working collaboratively with our partners.
Increase % of people who feel safe in Aberdeen City (City Voice respondents)	83%	91%	+1%	●	The increased proportion of people feeling safe within Aberdeen City equates to one more person in every ten feeling safe In Aberdeen city compared to the previous year. More effective allocation of resources along with diversionary projects has strengthened cohesion among communities.
People friendly city					
Achieve Older people friend status using the Design of Streets with Older People in Mind Toolkit	-	TBC	60%	TBC	

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? • Yes • Getting there • Not yet	
Achieve UNICEF Child Friendly City status (pilot project, criteria to be confirmed)	-	TBC	TBC	TBC	In 2016/17 a successful application to become part of UNICEF's Child Friendly Partners Programme resulted in Aberdeen City becoming the first Scottish Local Authority to be accepted onto the programme to work towards achieving UNICEF Child Friendly City status. Criteria and target measure to be confirmed.
Increase % of Schools actively engaged with the Unicef Rights Respecting Schools Award[29]	-	52% (66% - 17/18 to date)	+5%	TBC	As of summer 2016/17 52% of Primary, Secondary and Special schools were registered and/or progressing towards the award. YTD in 2017/18 this has increased to 66% of schools being registered.
Reduce the % of inactive: Adults Children	-	TBC	TBC	TBC	During 2016/17 there were 1,790,751 participations in activities provided by Active Aberdeen Partnership Partners. This does not identify how many people are currently inactive in Aberdeen. Work will be carried out to define this improvement measure and identify a system for collating data.
Increase % uptake of recreational walking	62%	TBC	64%	TBC	During 2016/17 there were 7,053 uptakes of organised walks with AAP partners. This does not identify how many people are currently walking for recreational purposes. Work will be carried out to define this improvement measure and identify a system for collating data.
Ensure all public leisure centres are accessible for people with a disability[30]	-	60%	70%	🔴	This figure is based on programming of facilities and looking at how we make participation more accessible. This links with both the Facilities strategy and the strategy for an Active Aberdeen
Increase provision of free meals provided during school holidays to children entitled to free school meals	-	1734	25%	TBC	ACC piloted for the first time in this financial year a "Food and Fun" programme targeted at 3 primary schools during Easter and Summer holidays. 1734 meals were delivered across the 3 schools. The project at Bramble Brae Primary School was delivered in partnership with AFCCT and won a special success Award at The Children and Young People's Services Award Ceremony on 27th September 2017.
Reduce no. of people affected by Household Food Insecurity Cummings Park Mastrick Middlefield Northfield Seaton Tillydrone Woodside Total:	-	 20 91 32 62 71 122 65 463	-10% 18 82 29 56 64 110 59 417	🔴	Note this data represents ACC tenants only and came from the 3 year Tenant Satisfaction Survey carried out in line with the Scottish Housing Regulator. The survey question asked was: During the last 12 months, was there a time, because of lack of money that you have had to skip a meal?

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Increase provision of allotments and community food growing spaces	468	(496 – 17/18 to date)	473 (+1%)	●	The 2017/18 target has been met with a 0.94% increase against the 2015/16 baseline. It should be noted that the Baseline only represents Council owned allotments. No other forms of growing space are included. The increase against the baseline is due to several larger allotment plots being split into smaller plots. Smaller plots are often desirable to allotment holders. While this does not represent an increase in the overall area of allotments provided, it does increase the number of allotments plots available to the citizens of Aberdeen, also reducing the Allotment Waiting List.
Countesswells Development – Creating a new place based community on a 300 unit housing development.	-	TBC	TBC	TBC	The development is now progressing towards completing 500 houses by 2019/20. It is anticipated that this is the trigger point by which the first education requirements in the community will be needed and therefore the first community learning hub requirements. Meetings are scheduled to discuss this further involving public sector partners to ensure that from the outset the learning hub concept will be delivered within the development programme.
Increase in no. of people involved in friends of parks groups	-	100+ groups	120 (+20%)	●	The number of groups and people involved continues to grow.
Increase in no. of people involved in environmental walkabouts	-	5 walkabouts (6 walkabouts – 17/18 to date)	6 walkabouts (+20%)	●	The staff resource available to lead on walkabouts has been reduced in 2017/18. A new way of leading walkabouts is currently being discussed within the service.
Increase in number of asset transfer requests	0	(1 – 17/18 to date)	1	●	The first Asset transfer request to the Fittie development trust was approved by council committee in June 2017.
Maintain level of Britain in Bloom or Beautiful Scotland awards achieved	Gold	Gold	Gold	●	Awarded Gold medal for Aberdeen in the prestigious Champion of Champions Keep Scotland Beautiful Campaign category and Seaton Park crowned winner of the Parks and Green Spaces prize. Best ever score achieved.
Increase number of 'It's your neighbourhood' awards achieved'	5	24 (30 – 17/18 to date)	25	●	Results confirmed in late October 2017. We estimate that Aberdeen has added to its awards from 2016/17.
Increase in volunteers involved in Britain in bloom and other environmental opportunities	0	TBC	+20%	TBC	Volunteer numbers continue to increase through formal Friends groups, community groups and public volunteers. Numbers will be established later in 2017.

DIGITAL CITY – Creating A Digital Place

Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Digital Connectivity					
% of households that are in properties passed by superfast broadband provision[31]	83%	(98% – 17/18 to date)	95%	●	98% of premises are now passed by superfast broadband services. 36% of total homes have taken services provided under the DSSB programme. Note premises passed does not equate to homes having taken FTTC (superfast) style product.
% Businesses have access to ultrafast broadband	0%	(0.12% – 17/18 to date)	20%	●	Aberdeen is a pilot city for DCMS Full Fibre voucher scheme launching later in 2017.
Increase in average download speeds (M/Bts)[32]	19.5	20.4* 31.2**	25	●	*This figure includes mobile phone speeds. **This figure is for FTTC average speeds.
Attract public and private sector investment in digital infrastructure	-	(10M – 17/18 to date)	£10m	●	The private sector has intimated investment in excess of £10M across DSSB and commercial deployment of fixed and wireless infrastructures. This is across FTTC, FTTP, Mobile and wireless networks.
% of free Wi-Fi across the city	0%	20% across high footfall public realm areas	20%	●	Free public Wi-Fi is now provided in 30 public buildings and across areas of the city centre (Union Street, Union Terrace).There is also deployment into the sheltered housing estate in the south of the city and across the northern regeneration areas. Proposals are developed to deliver further areas of the city centre and the beachfront. Due to the further provision of free private sector Wi-Fi it is not possible to provide accurate percentage coverage of the city geography.
% coverage of boosted 4G coverage and 5G capability across the city	33%	(90% Estimated – 17/18 to date	60%	●	All major routes and conurbations across Aberdeen are identified as having "strong" 4g coverage (Which) with a mean download speed of 26.6 Mb/s (Think Broadband). A small cell network has begun roll out through ACC wireless concession contract. A site at Union Square and a network along King Street incorporating provision at University of Aberdeen and Pittodrie. 5g commercial deployment is scheduled to begin in 2020. Partners in Aberdeen are working towards bids to establish testbed and trial opportunities for the city.
% of city with sensor network to capture data[33]	0%	(20% – Estimated 17/18 to date)	20%	●	A low power wan sensor network has been procured and is under delivery across a significant (>50%) population coverage of Aberdeen. CCTV and transport networks have been upgraded.
Data					
Secure internationally recognised standards accreditation	-	In progress	Dec 17	TBC	Aberdeen leads the Scottish cities alliance research on the benefits of adopting accreditation to smart city standards. This research is due to report in November 2017.
Deliver a regional data platform	-	In progress	Dec 17	TBC	Discussions are underway with academic and industry sectors in the city to build a robust and sustainable city data exchange platform.
Number of employees across the CPP with a high level of analytical skills	-	In progress	10	TBC	ACC Digital Skills Advisor establishing baseline figures and skills support programme. The City data programme will also seek to address and support skills development in data analytics.

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Improvement measures	2015/16 Baseline	2016/17 Data	2017/18 Aim	Are we improving? ● Yes ● Getting there ● Not yet	
Digital Innovation					
Number of digital start ups	42	TBC	50	TBC	
Number of living labs across the city	1	(2 – 17/18 to date)	3	●	"Living labs" are established in the North regeneration area (citizen 'ownership' model) and across adult care premises in the south of the city. A further Internet of things network covering 50% of populated area of Aberdeen is under deployment which will allow for pilot and test studies at scale.
% increase in citizens receiving care in the home	5%	(6% – 17/18 to date)	10%	●	Steady progress through AHSCP and service providers to improve service delivery and outcomes. On track for 10% target by end of 2017/18.
Dashboard fully operational	-	-	Dec 17	TBC	Programme resourcing and design of appropriate dashboard still to be addressed.
Number of community applications released each year	-	TBC	5	TBC	This will align with developments in the data programme, Tillydrone living lab and Project K (schools app development) expected in Q1 2018.
Digital Skills and Education					
% of public sector employees with a standards level of digital skills	5%	TBC	10%	TBC	ACC Digital Skills Advisor establishing baseline figures and skills support programme. The City data programme will also seek to address and support skills development in data analytics.
% of school leavers and students who have high levels digital skills	TBC	TBC	40%	TBC	ACC Digital Skills Advisor establishing baseline figures and skills support programme. The City data programme will also seek to address and support skills development in data analytics.
% of citizens who feel comfortable using digital tools	TBC	TBC	15%	TBC	The Aberdeen Digital Ambassador programme will look to utilise engagement programmes with clients and other service providers to establish a baseline.

Proposed amendments to Local Outcome Improvement Plan 2016-26

PROSPEROUS ECONOMY: Aberdeen Prospers

[1] **Increase % occupancy in city centre premises:** The improvement aim for 2017/18 has been revised from 60% to 90% to reflect updated baseline figure of 91% for 2016/17.

[2] **Increase number of destinations served by Aberdeen airport:** The improvement aim for 2017/18 has been revised from 34 to reflect updated baseline figure of 48 for 2016/17.

[3] **Reduce journey times between key locations within the north east:** This indicator replaces the measure published within the LOIP to Improve travel times from Aberdeen to Peterhead and Fraserburgh.

[4] **Reduce per capita local carbon emissions:** The improvement aim for 2017/18 has been revised from 6.5 to 5.5 tonnes to reflect updated baseline figure of 5.8 tonnes for 2015/16.

[5] **Number of hydrogen vehicles:** This indicator replaces the measure published within the LOIP of the number of hydrogen buses. The improvement aim for 2017/18 has been revised from 10 to 20 to reflect updated baseline figure of 10 for 2016/17.

[6] **Increase the % of people cycling as main mode of travel:** The improvement aim for 2017/18 has been revised from 0.4% to 4% to reflect updated baseline figure of 3% for 2016/17.

[7] **Take up of commercial office space (square feet):** Note that the measure of increasing take up of commercial office space has been moved to align with the Primary driver of ensuring availability of land and premises to support business growth. The primary driver on the next generation information and communications technology is now incorporated within the enabling technology section of the LOIP.

[8] **Decrease in supply of derelict land (hectares**): The improvement aim for 2017/18 has been revised from 22 hectares to reflect updated baseline figure of 15.25 hectares for 2015/16.

[9] **Decrease in supply of vacant land (hectares):** The improvement aim for 2017/18 has been revised from 24 hectares to reflect updated baseline figure of 16.84 hectares for 2015/16.

[10] **Increase GVA of tourism sector in Aberdeen:** This indicator replaces the measure published within the LOIP to Increase tourist expenditure in Aberdeen.

[11] Note that the measures related to the regeneration of our priority communities grouped under the secondary driver to Develop and implement Locality Plans for those communities experiencing socio economic disadvantage are now included in the Locality Plans and will be reported as part of the Locality Plan Annual Reports 2017/18.

[12] **Increase the % of those achieving a modern apprenticeship of all those leaving an MA:** The improvement aim for 2017/18 has been revised from 71% to 76% to reflect updated baseline figure of 75% for 2015/16.

[13] **Reduce proportion of (employers) reporting skills gaps:** This indicator replaces the measure published within the LOIP to reduce proportion of employers reporting skills shortages by occupation.

[14] **Increase amount of freight arriving at Aberdeen harbour (Tonnes):** The improvement aim for 2017/18 has been revised from 4.2 tonnes reflect updated baseline figure for 2016/17.

PROSPEROUS PEOPLE – Children are our Future

[15] **% of positive evaluations of Quality Reference Indicators from Education Scotland and Care Inspectorate inspection reports of local authority and partner provider, primary and secondary schools and Early Learning Centres per financial year:** This indicator replaces the measure published within the LOIP to increase proportion of positive inspection outcomes.

[16] **Reduce youth crime (No. of young people who were accused in relation to multiple CrimeFiles):** The wording of this indicator has been amended from the measure published within the LOIP to reduce no. young people suspected/accused of multiple crimes.

[17] **Reduce youth crime (No. of young people who were accused in relation to a single CrimeFile):** The wording of this indicator has been amended from the measure published within the LOIP to reduce youth crime (No. of children accused/suspected of offence).

[18] **Increase in number of young people completing formal and informal Achievement Awards**: The improvement aim for 2017/18 has been revised from 365 (Formal) and 713 (Non Accredited) to reflect updated baseline figure for 2016/17.

PROSPEROUS PEOPLE – People are Resilient, Included and Supported When In Need

[19] **Increase number of partnership referrals received:** This measure now includes third/independent sector organisations referrals. It is proposed that all referrals are appropriate and therefore the improvement measure to increase no. of appropriate referrals has been removed.

[20] **Reduce the average age gap from when someone starts drug use to when they seek help:** This indicator replaces the measure published within the LOIP to reduce the average age that someone with a drug problem seeks help.

[21] **Increase number of Police Scotland Hate Crime Reports:** This indicator replaces the measure published within the LOIP to reduce the number of Police Scotland Hate Crime Reports.

[22] **Increase in the no. of people commencing/undertaking alternatives to remand:** The wording of this indicator has been amended from the measure published within the LOIP to Increase in the no. of people commencing Bail Supervision.

[23] **Increase in the % of non-statutory prisoners (those serving sentences of less than 4 years) who received relevant voluntary support on release:** The wording of this indicator has been amended from the measure published within the LOIP of the Increase in those who choose to do so receiving relevant support from partners on release to reduce harm and make good to offenders and victims.

[24] **Increase in prisoners in HMP Grampian identified as having a mental illness that have a clearly defined multidisciplinary team care plan:** The wording of this indicator has been amended from the measure published within the LOIP of all prisoners identified as having a mental illness will have a clearly defined multidisciplinary team care plan.

[25] **Emergency admission rate for adults per 100,000 population:** The improvement aim for 2017/18 has been revised to reflect updated baseline figure of 8782 for 2016/17.

PROSPEROUS PLACE – Empowered, Resilient and Sustainable Communities

[26] **Number of community groups that include Community Resilience within their local plans:** This indicator incorporates the indicator to increase no. of communities with Resilience Plans in place which was included in LOIP separately.

[27] **Assess effectiveness of community resilience arrangements through testing and exercising:** Improvement aim revised to coincide with the aim for the number of community resilience plans in place.

[28] **Work in partnership to reduce the % of violent crimes:** The improvement aim for 2017/18 has been revised from 24,644 to reflect updated baseline figure for 2016/17.

[29] **Increase % of Schools actively engaged with the Unicef Rights Respecting Schools Award:** The wording of this indicator has been amended from the measure published within the LOIP to Increase % schools recognised by UNICEF as Rights Respecting School.

[30] **Ensure all public leisure centres are accessible for people with a disability**: The wording of this indicator has been amended from the measure published within the LOIP of ensuring all public swimming pools and fitness gyms are accessible for people with a disability. The improvement aim for 2017/18 has been revised from 60% to reflect updated baseline figure for 2016/17.

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[31] **% of households that are in properties passed by superfast broadband provision:** The wording of this indicator has been amended from the measure published within the LOIP of the % of households have superfast broadband.

[32] **Increase in average download speeds (M/Bts):** This indicator has been moved from Investment and Infrastructure section of the LOIP to the Digital Connectivity section.

[33] **% of city with sensor network to capture data:** The wording of this indicator has been amended from the measure published within the LOIP of the % of city with sensor network to capture data and run CCTV.