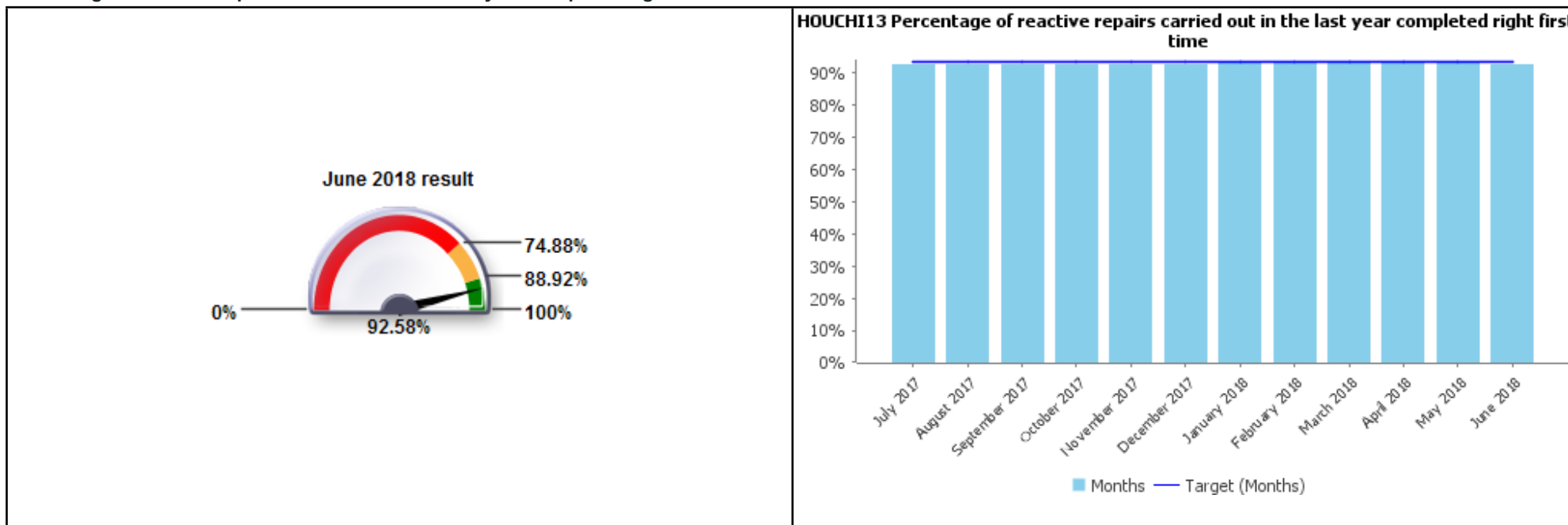


Operational Delivery Committee Performance Report Appendix C

Percentage of reactive repairs carried out in the last year completed right first time



Why is this important?

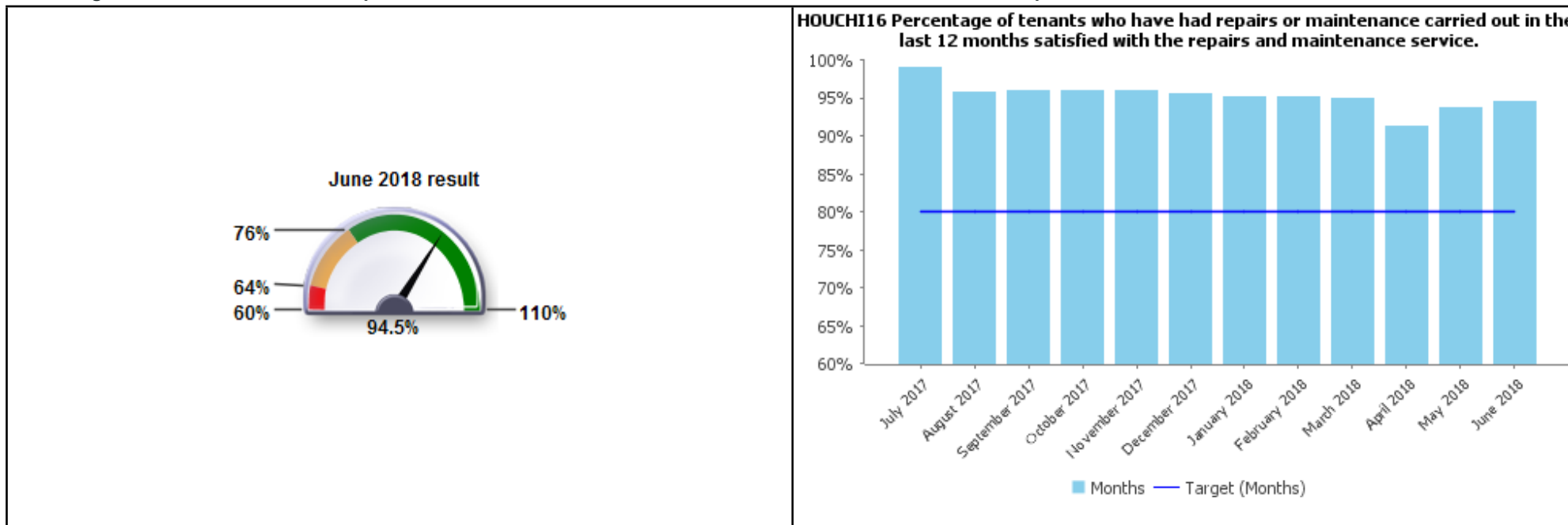
The Scottish Social Housing Charter was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their Housing activities.

Charter Outcome 5 - Repairs, Maintenance and Improvements - stipulates that social landlords manage their properties so that:
Tenants' homes are well maintained with repairs and improvements carried out when required, and tenants are given reasonable choice about when work is done

Benchmark Information:

The 2017/18 percentage of reactive repairs carried out in the last year completed right first time was 93.08% against the Scottish LA average of 92.87%

Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service.



Why is this important?

The Scottish Social Housing Charter was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their Housing activities.

Charter Outcome 5 - Repairs, Maintenance and Improvements - stipulates that social landlords manage their properties so that:
Tenants' homes are well maintained with repairs and improvements carried out when required, and tenants are given reasonable choice about when work is done

Benchmark Information:

The 2017/18 percentage of tenants who had a repair or maintenance carried out in the last 12 months who were satisfied with the service was **94.98%** against the Scottish LA average of **90.81%**

Target:

The target this indicator for 2018/19 has been maintained at 80%.

Intelligence:

Performance against this indicator has been maintained at an extremely high level throughout the past 12 month period, fluctuating between 91 and 99% and currently sitting at 94.5%. This is substantially above the 80% target set. In the most recent analysis conducted, all elements of the survey returned excellent scores as shown below:

How satisfied were you that the Repairs Service was easy to access? - 96.7%

When you came into contact with members of staff, how satisfied were you with the overall experience? - 98.2%

How satisfied were you with the standard of work carried out? - 95.3%

Was your appointment kept as agreed? - 93% (Yes)

Did the tradesman leave your house clean and tidy? - 98.7% (Yes)

These outcomes clearly show the high standard of service provided by staff in the Repairs and Maintenance Team and they are backed up by comments received from satisfied tenants - some examples are provided below:

'Very pleased - quick and efficient'

'Very efficient - happy with outcome'

'Absolutely delighted with service'

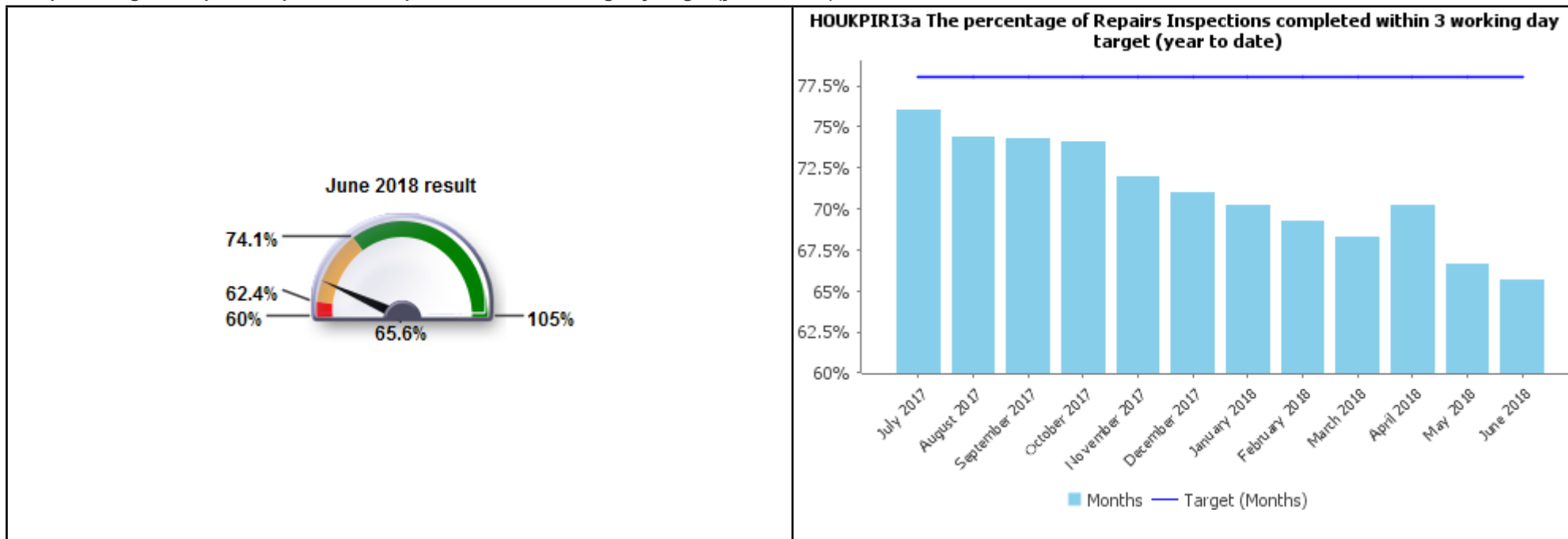
Responsible officer:

Last Updated:

Graham Williamson

June 2018

The percentage of Repairs Inspections completed within 3 working day target (year to date)



Why is this important?

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

This indicator, along with others, feeds in to measures which monitor whether we are achieving our desired outcomes and are committed to 'Sustain/improve performance in respect of the SSHC outcomes'.

Benchmark Information:

This measure is not currently benchmarked.

Target:

The 2018/19 target for the % of reactive repairs inspected within 3 working days is 78%

Intelligence:

Performance against this indicator has decreased by 10% over the past 12 month period to the current low of 65.6%. This has been impacted by the recent introduction of an electronic recording process which allows Property Inspectors to visit tenants, raise jobs and book appointments whilst in the tenants property, aiming to streamline end to end repairs in the longer term. As is usual with new processes and technology, there has been some impact on performance over the bedding in period but positive improvement is expected over coming months.

Some initial electronic device use issues have been identified and are currently being addressed through staff training.

There has also been a knock on effect on the number of inspections being received by the service which is, in part, due to the introduction of the minimum void letting standard as more tenants are requesting a repairs inspection following acceptance of their new property. Work needs to be done by Housing Management to manage tenant expectations around the minimum letting standard.

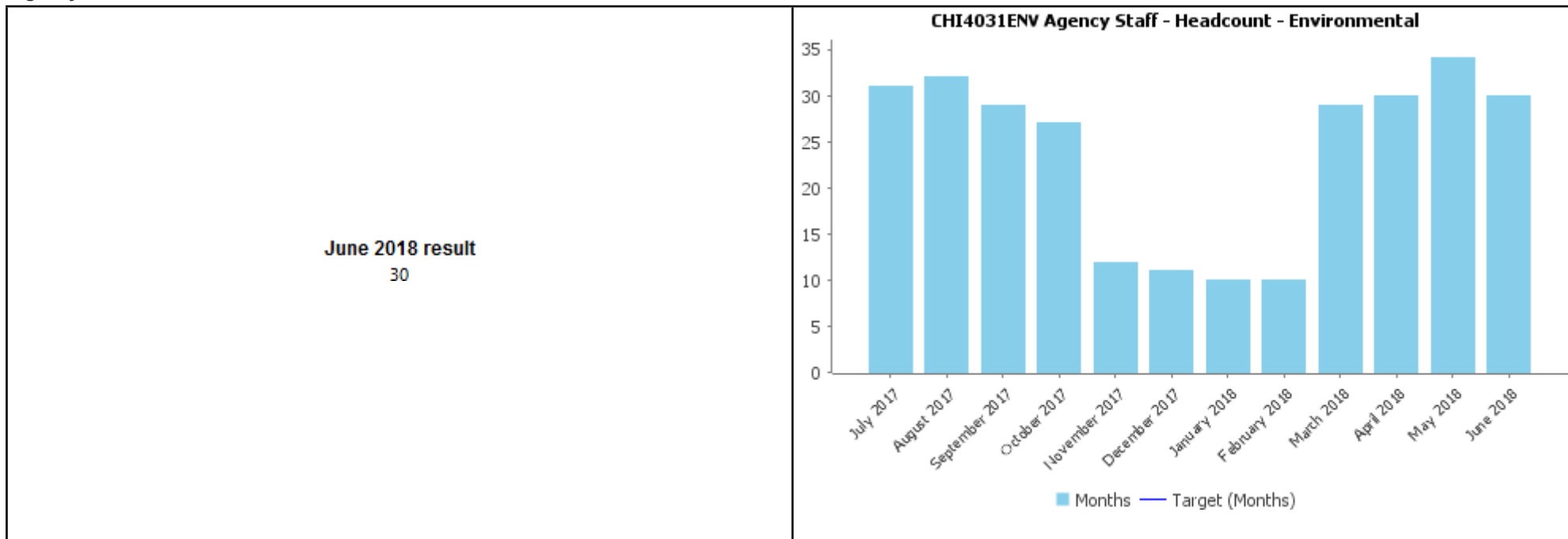
Responsible officer:

Graham Williamson

Last Updated:

June 2018

Agency Staff - Headcount - Environmental



Why is this important?

The use of agency staff ensures that Operations and Protective Services has the necessary resources is in place to deliver front line services and meet the outcomes set out in the Local Outcome Improvement Plan.

Benchmark Information:

This indicator is not benchmarked

Target:

No target us set for this measure since it is demand led.

Intelligence:

It is necessary for Environmental Services to employ agency staff in the main for seasonal work, with the majority used over the summer season, April - October, to work in parks and amenity areas across the city, cutting grass and maintaining green space. This time of year is the busiest period and therefore, there is a need for additional staff to manage the maintenance regimes in place to a satisfactory level.

Previously, fixed term staff had been recruited over summer months but it was found that agency staff were better value and overall easier to manage. Hence, it can be expected that agency headcount will fall substantially over the autumn and winter months, since the numbers employed by other service areas tends to remain more static. For example in Roads Operations the number has fluctuated between 12 and 17 for the whole of the last 12 month period while Environmental Services will see a drop of approximately two thirds during the winter months.

Current levels of agency workers employed by service areas across the function since April 2018 have fluctuated around 110 (Apr 108, May 116, June 111).

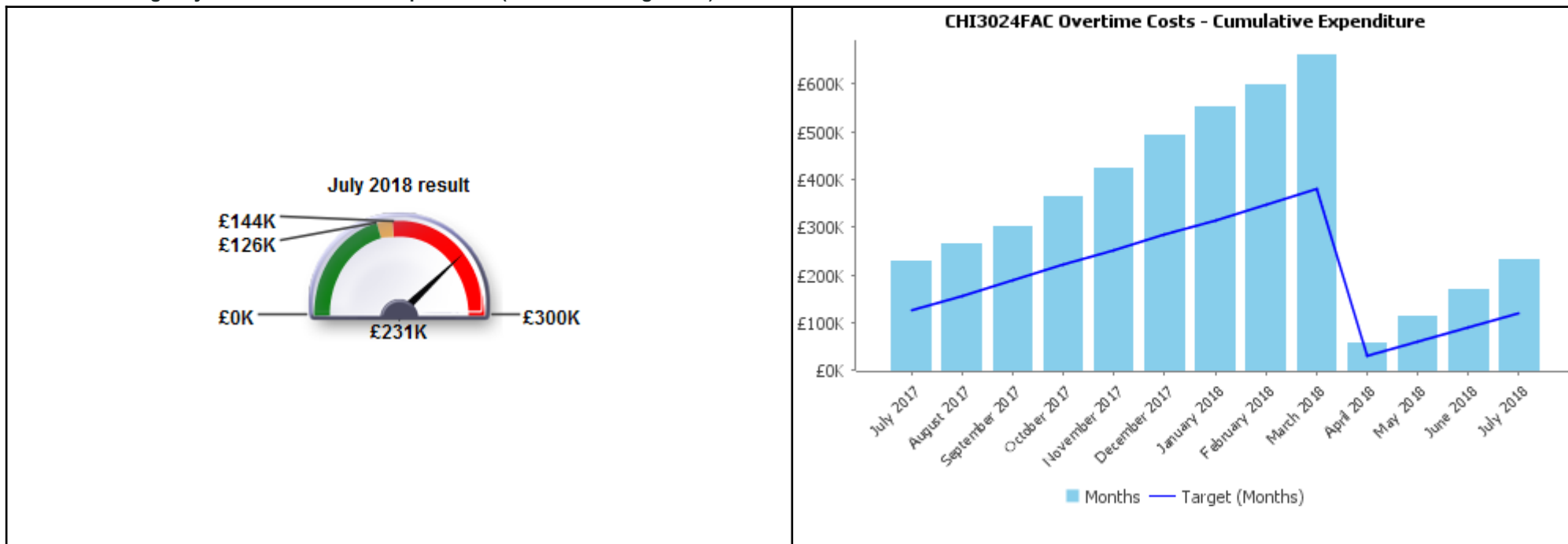
Responsible officer:

Last Updated:

Steven Shaw

June 2018

Overtime and Agency Costs - Cumulative Expenditure (Facilities Management)



Why is this important?

The use of agency staff and overtime ensures that Operations and Protective Services has the necessary resources is in place to deliver front line and statutory services and meet the outcomes set out in the Local Outcome Improvement Plan. Within Facilities Management there is also an expectation that income will be generated.

Benchmark Information:

This indicator is not benchmarked.

Target:

The budget for 2018/19 for Overtime Costs in Facilities Management has been set at £360,414 with a zero budget for Agency costs.

Intelligence:

Cumulative expenditure against budget for overtime in Facilities Management to end June stands at 47% (£168,805) with an average spend of £56,268 per month. What these figures do not illustrate however is any income generated by this overtime. For example, janitors are frequently requested to open schools to allow access for repairs, maintenance or refurbishment works or for other events out with normal working hours, the costs for these additional hours being recovered from the service who requests access.

This is also true for Cleaning Services where staff provide response and voids cleaning as well as services to external customers such as Police Scotland and Osprey and Langstane Housing Associations, in addition to regular cleaning of Corporate buildings and other properties. Some services are required on an emergency basis or out with normal working hours, since they are demand led. Overtime spend for Cleaning is approx. £22,000 per month but this must be taken in context with the income expected to be generated in this financial year of approx. £500,000 and the service being delivered within overall budget. Overtime is also required in schools where due to a relatively high number of vacancies, additional hours working is required to ensure satisfactory standards of service. No agency staff are employed by the Cleaning service.

Buildings staff also carry out tasks in relation to external events which are then charged back to the relevant service, generating income. Unfortunately, the same does not apply to the requirement placed on staff to open either Marischal College or the Town House for weekend weddings, since this cost cannot currently be passed on to the customer.

Within FM Services, only Catering Services employ agency staff. Expenditure will always show to be over budget since no funds are allocated in the annual budget for this expense. Spending to the end of June 2018 is £11,494 or an average of £3,831 per month. These staff are employed solely to deliver school lunches when sufficient resources are not available due to unforeseen circumstances. As well as ensuring front line services are delivered, it should be considered that a lack of staff can cause till points to be closed, increasing waiting times which in turn can persuade customers to leave schools for lunch, having a negative effect on income.

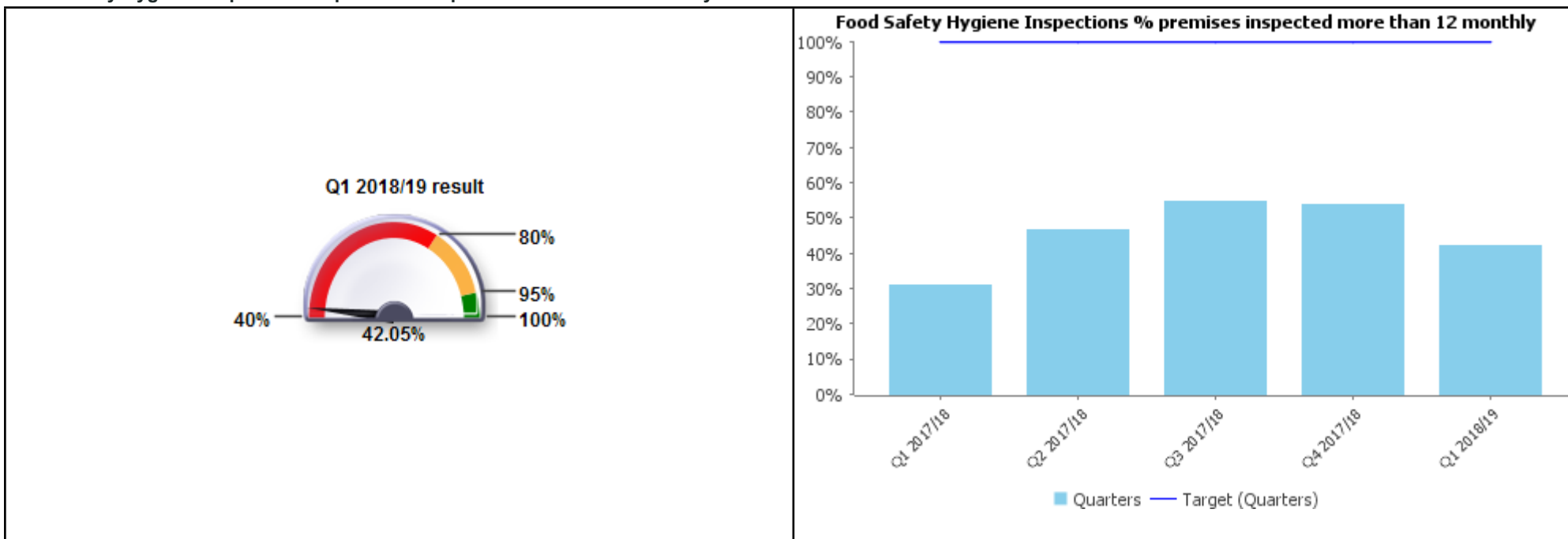
Responsible officer:

Last Updated:

Andy Campbell

July 2018

Food Safety Hygiene Inspections % premises inspected more than 12 monthly



Why is this important?

This indicator, along with two others, monitors performance against the planned food premises inspection plan, as outlined in the Service Plan.

Benchmark Information:

This indicator can be benchmarked against other Scottish Local Authorities on an annual basis as it is collated and reported online by Food Standards Scotland

Target:

The current target is for 100% of all planned inspections to be undertaken on time, as required by the Food Law Code of Practice (Scotland)

Intelligence:

The food hygiene risk rating of food premises is assessed at each full inspection by the EHO. The risk assessment considers the risk of cross contamination, vulnerability of consumers, premises structure, food hygiene practices, and confidence in management. Premises are rated A-E with A being the highest risk and inspected most frequently (every 6 months). Category A and B premises are both considered high risk and feature takeaway premises, care homes, and catering premises with poor food handling practices. The majority of Aberdeen City food businesses are risk category C and are largely school kitchens, restaurants and other caterers. Category D premises include retail premises, some low risk catering premises that are well managed with adequately controlled risks. Category E's are extremely low risk and a typical category E premises is a retail premises selling low risk wrapped foods with a long shelf life.

This PI is part of a suite of 3 PIs that relate to food hygiene inspections. This PI relates to the inspection of medium risk category C and low risk category D food premises (inspected more than 12 monthly). Category E are not inspected routinely but instead are subjected to other interventions. Category A and B premises are naturally prioritised for inspection, due to the higher risk. Other high risk work includes response to complaints and other situations judged to present a risk to public health. When resources are stretched, lower risk visits tend to be the casualty. Some services are essential for businesses to trade, e.g. fish export certification, these will also be prioritised.

The PI for the highest risk establishments is ENV1.15 and in Quarter 1 we achieved 100%.

Medium risk establishments are covered by ENV1.16 and in Quarter 1 we achieved 100%.

The lower rated establishments that are reported under ENV1.17 consist of 2 distinct categories C rated establishments (18 month frequency) and D rated establishments (2 year inspection frequency). Within ENV1.17, 72.55% of the C rated establishments were inspected on time and none of the lowest rated establishments within the inspection programme were inspected.

We are currently investigating how we can realise efficiency savings to release resource to tackle a greater percentage of these lower rated establishments. Areas being investigated include greater use of mobile working and digital tools as well as adjustments to practices and procedures. Rapid progress is currently being made towards digitisation as part of the digital strand of the transformation process. Additionally, from September, the team will be re-brigaded into separate response and proactive inspection teams for a trial period with the intention of reducing the impact of response activity on the proactive inspection programme.

In 2017/18 1.5 FTE field officer posts were lost through VS/ER. A vacant post has also subsequently been deleted from the establishment. There are currently an additional 2.2 officer vacancies within the Commercial team, with an additional vacancy from 14th September. Reduction in posts and vacancies will inevitably have a detrimental impact against this indicator. However, we endeavour to implement efficiency savings to minimise this impact as far as possible.

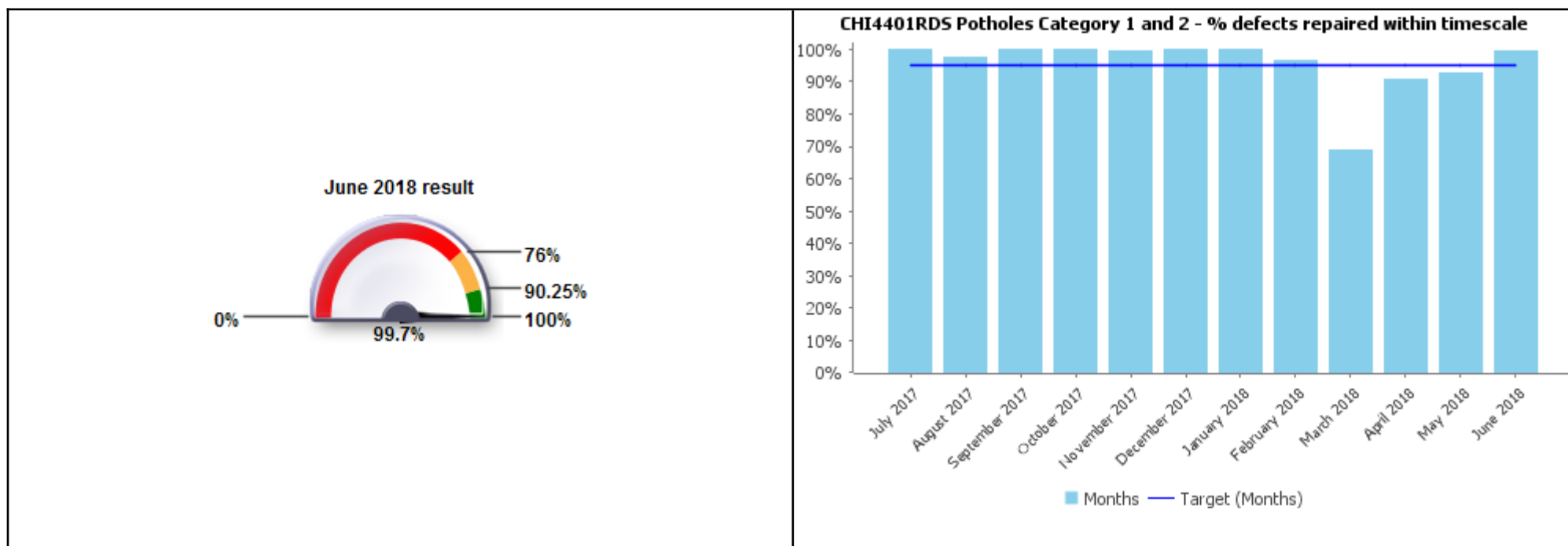
Responsible officer:

Last Updated:

Andrew Morrison

Q1 2018/19

Potholes Category 1 and 2 - % defects repaired within timescale



Why is this important?

This indicator, along with others, monitors whether we are achieving our desired outcome of Improving the Customer Experience, as outlined in the Target Operating Model design principles.

Benchmark Information:

To be established. This measure is not benchmarked through the SCOTS/APSE network.

Target:

The current target is for 95% of Category 1 and 2 defects to be completed within the agreed timescale. This will be reviewed for the coming financial year.

Intelligence:

Priority pothole repairs decreased from 12,081 in 2016/17 to 8,256 in 2017/18, a decrease of 31.66% on the previous year. For Category 1 defects, the most serious failures, 1,776 were repaired in the period. There has been a recorded rise in the number of find and fix pothole repairs carried out, which may account for the drop. Road conditions in some locations had deteriorated to the extent that the road required to be closed in 11 locations and resurfaced. It is estimated that if this had not been done there would have been at least 200 more find and fix potholes. The average performance of Category 2 repairs is 92.1% completed within timescale. The high number of repairs during the fourth quarter of the year reflects a typical year whereby there are a high number of failures following the winter. The total number of find and fix potholes repaired during 2017/18 was 11,597, an increase of 3,562 on last year.

This excellent annual performance has been maintained into 2018/19 with an average 92.2% of Category 1 and 2 potholes repaired within timescale across the quarter.

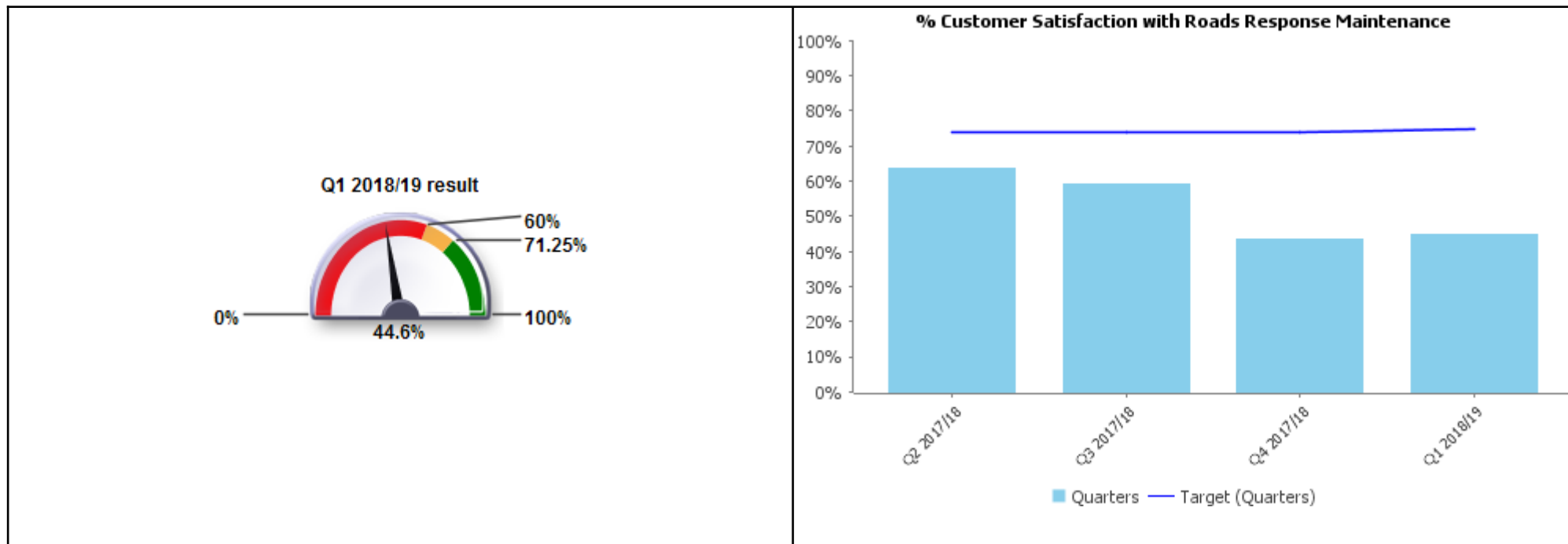
Responsible officer:

Last Updated:

Angus Maclver

June 2018

% Customer Satisfaction with Roads Response Maintenance



Why is this important?

This indicator, along with others, monitors whether we are achieving our desired outcome of Improving the Customer Experience, as outlined in the Target Operating Model design principles.

Benchmark Information:

To be established. This measure is not benchmarked through the SCOTS/APSE network.

Target:

The current target is that 75% of customers who report a road, street lighting, footway or drainage defect, are very or fairly satisfied with the overall service they received, after the defect has been repaired and their enquiry closed.

Intelligence:

Current performance for this measure shows that 44.6% of customers whose report was dealt with within Q1 of 2018/19 were very or fairly satisfied with the service they received from Roads Operations in relation to response maintenance. This is based on a total of 89 completed responses in the quarter.

As can be seen from the chart above, satisfaction has seen a sharp decline over the past 12 months, falling by around 20% overall, with a particularly acute drop being apparent between Q3 and 4 of the last financial year. The harsh weather conditions experienced at that time generated a severe backlog and undoubtedly impacted on road conditions during Q1 from which satisfaction with the service has been unable to recover, as yet. Recruitment and retention of suitability experienced frontline and office-based staff has proved very difficult especially as the contracts being offered have been fixed term and experienced staff tend to currently be in full time posts.

Closer analysis of the customer responses for Q1 indicates the following:

- . 53% of customers surveyed were satisfied that the service is easy to access
- . 56% were satisfied with the time taken to deal with any enquiry made
- . Expectations are higher than can be reasonably met, especially in relation to timescales and the requirement for temporary repairs
- . Service provision is inconsistent due to resources, with some customers praising staff for their prompt and efficient response, while others feel that work done is either taking too long or is insufficient to resolve the problem.

The vast majority of reports during Q1 were in relation to carriageway repairs (84%). This does, however, fluctuate during the year – for example during Q3 of 2017/18 over 63% of reports surveyed were in relation to street lighting. This is completely dependent on the types of reports received.

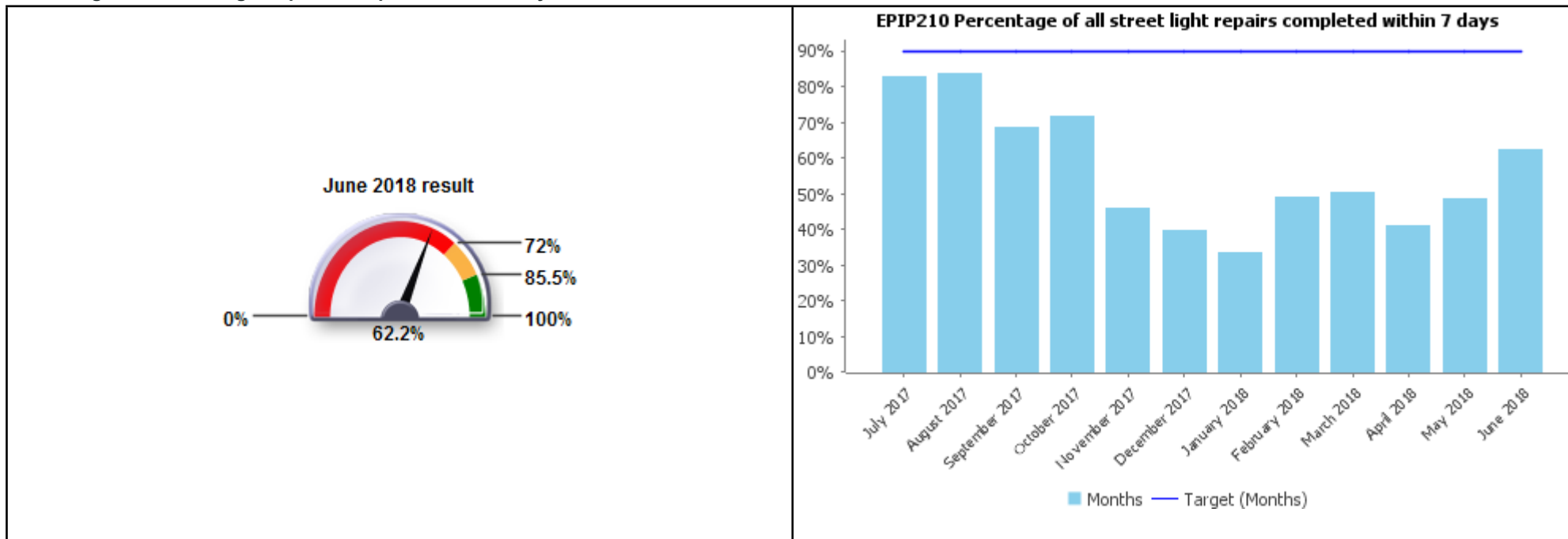
Further training has been provided to staff employed on the velocity patcher and this has been much more effective in pot hole repairs this summer and after the winter months, the backlog in non-urgent repairs did take some time to work through which may have impacted on customer satisfaction. Approval for a business case that would employ further staff has been required and should be received in the coming weeks, however it may take some time for new staff to be fully effective as there will be a training and familiarisation process to be gone through.

Responsible officer:

Last Updated:

Doug Ritchie	Q1 2018/19
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Percentage of all street light repairs completed within 7 days



Why is this important?

This indicator, along with others, monitors whether we are achieving our desired outcome of 'Improving Customer Experience', as outlined in the Shaping Aberdeen programme.

Benchmark Information:

In 2016/17 our year-end figure was 59.07%, within 1% the 2015/16 outcome. Benchmarking data for 2016/17 against APSE family group average of 74.12% and national average of 89.9%. Benchmarking data for 2017/18 is not yet available.

Target:

The target for this indicator for 2017/18 was set at 90% and will be maintained at that level for 2018/19.

Intelligence:

Performance increased from the 2016/17 figure of 53.58% to 58.57% in 2017/18, and the target level of performance for the year, of 90%, was not met.

Monthly trends show that performance dipped particularly low between December and January, with figures dropping below 45%, and overall there were no months where the target was met. Dips in performance can be attributed to lack of staff resource due to winter maintenance operations.

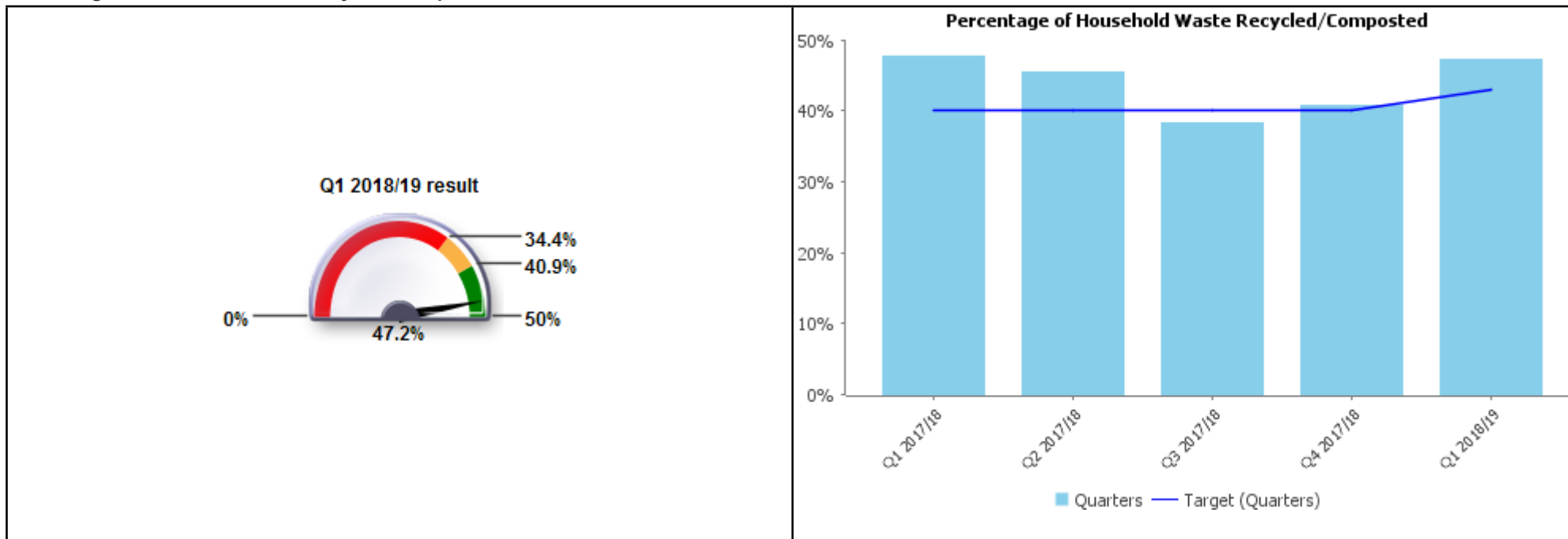
During June, of 365 street light repairs due be completed within 7 days 227 were completed within timescale resulting an outcome of 62.2% for this measure. Performance over April to June has seen an improving trend as we move towards the summer months, repeating a trend seen in previous years.

Responsible officer:

Last Updated:

Angus MacIver June 2018

Percentage of Household Waste Recycled/Composted



Why is this important?

Meets local and national policy ambitions as well as statutory requirements.

Benchmark Information:

To be established

Target:

- 2016/17 - 38%
- 2017/18 - 40%
- 2018/19 - 43%
- 2019/20 - 46%
- 2020/21 - 50%

Intelligence:

The Service continues to move towards achieving the target to divert 90% of waste from landfill during 2018.

The main mechanism delivering this is the Refuse Derived Fuel facility at Altens East, through the Waste Management Services Contract. This fuel is then exported and used to generate energy from Waste, currently the material is being sent to energy from waste facilities in northern Europe. Commissioning of the facility has been delayed and is expected by the end of the year. Our waste is recycled, composted or sent to Energy from Waste. The remaining 10% (approx) is sent to landfill locally and is made up of materials that are not suitable for recycling or for the RDF process, however, work continues to further reduce this figure. In addition to utilising non-recyclable waste as fuel, the Council successfully introduced improved recycling services to householders across the City in 2017. Almost all households in communal properties now have easy access to recycling and food waste services. 70,000 households now benefit from a significant increase in recycling capacity (from 70l per fortnight to 240l) and for the range of recycling collected has been expanded to include plastic pots, tubs and trays and waxed beverage containers (eg Tetrapak). We are continuing to see a steady rise in the recycling rate as a result of these improved, more convenient, services.

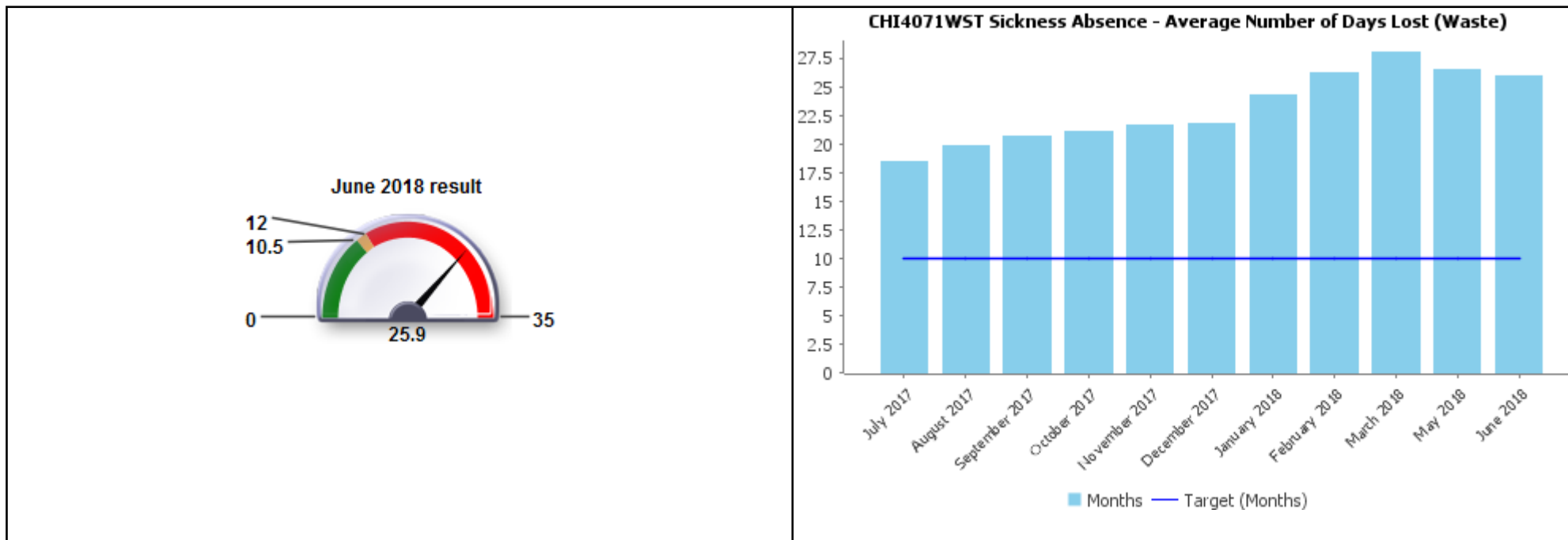
Responsible officer:

Pamela Walker

Last Updated:

Q1 2018/19

Sickness Absence - Average Number of Days Lost (Waste)



Why is this important?

The Council recognises its staff as its most important asset and staffing costs account for the single biggest element of the Council's budget. It is therefore imperative that the health and wellbeing of our staff is paramount and that we effectively manage staff absences.

Benchmark Information:

In the most recent LGBF Overview report available for 2016/17, the average number of days lost per employee (non-teacher) ranges from 16.5 to 8.84 days across Scottish local authorities. Performance places Aberdeen City Council (at 11.6 days) approx. 0.7 days higher than the 2016/17 Scottish average of 10.92.

Target:

The target for the Average Number of Days lost per employee has currently been held at 10 days per annum for 2018/19.

Intelligence:

The Council's target for absence management remains at an average of 10 days lost per employee per annum, with an end of year figure of 11.3 days for the year to March 2018. This has risen from 10.30 days at the start of the 2017/18 financial year and despite falling to a low of 9.9 days during September and October, has since increased month on month.

The current (June 2018) Council wide figure is 10 days, Operations 10.5 and Operations and Protective Services 14.9.

Based on a rolling 12 month period to June 2018 it is possible to identify a variety of trends from service to service across Operations and Protective Services - some increasing, some improving, others remaining reasonably static. For instance, Fleet Services has improved from 11.1 days lost to a current figure of 9 for the 12 months to June, this improvement coming mainly from a reduction in long term absences. Waste, on the other hand, has increased considerably, from 18.5 days lost to 25.9 days over the 12 month period, mainly due to a large increase of in long term absences from 11 to 16.9 days lost. Other services, such as Facilities have fluctuated but improved slightly over the 12 months from 13.7 to 13.5 days lost. The overall average number of days lost for those services now within Operations and Protective Services is 14.9 days as at the end of June, 10.1 of which are long term. In Environmental Services where current long term sickness stands at 12.3 days a number of long term absence cases are reaching the end of the process and this will see a reduction / improvement in the overall service figures.

The overall days lost score of 25.9 in Waste for June 2018 breaks down as 9 days short term and 16.9 days long term. Both of these have fallen in the 3 months since March (long term - 1.7 days reduced and short term - .09). Managers within Waste ensure that the Maximising Attendance Policy and procedures are fully implemented in order to provide to employees with all reasonable support and assistance and ensure their timely and sustainable return to work.

For the Operations and Protective Services function, In terms of absence reasons in relation to instances of absence, the May and June breakdown (April data unavailable) is as follows:

- Musculoskeletal - 31.8%
- Gastrointestinal - 23.8%
- Respiratory - 12.7%
- Psychological - 11%
- Neurological 8.3%

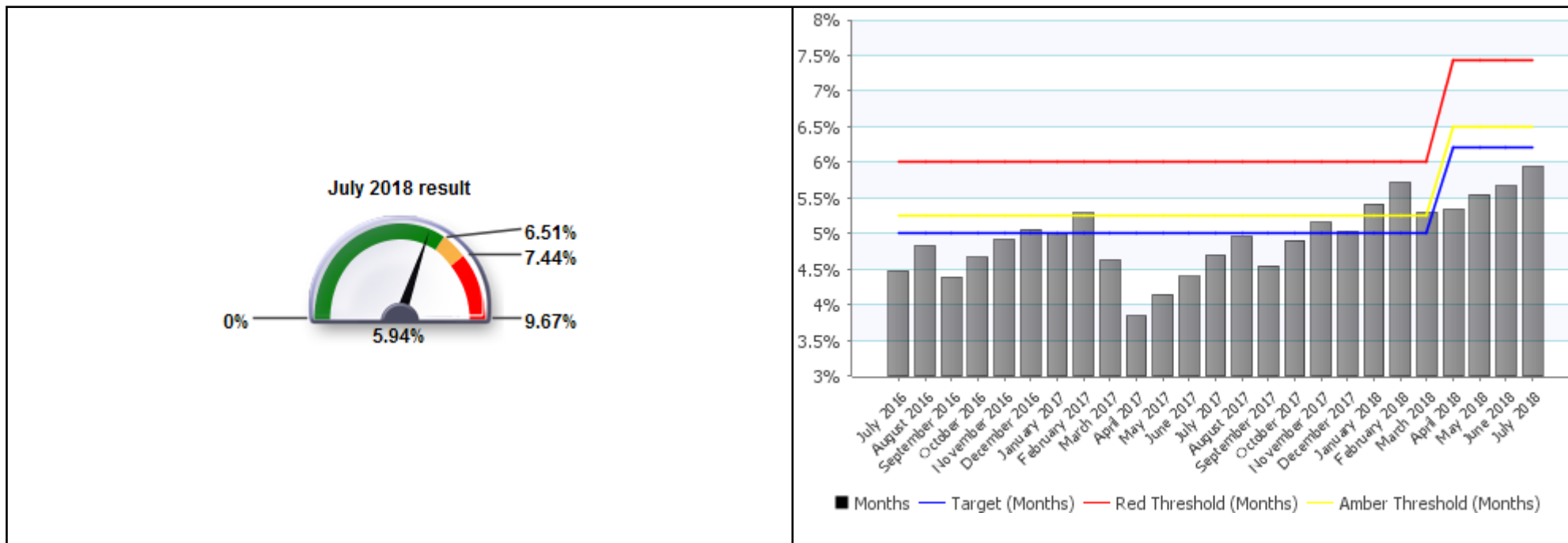
Responsible officer:

Last Updated:

Mark Reilly

June 2018

Gross rent Arrears as a percentage of Rent due



Why is this important?

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter outcome 13 – Value For Money - stipulates that Social Landlords manage their business so that;
Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Rental income pays for our housing services and capital investments.

Benchmark Information:

Our rent collection performance is considered to be very strong and in 2017-18 our year-end figure for Gross Rent Arrears as a percentage of rent due was **5.3%** below the Scottish LA average of **6.4%**.

Target:

Targets 2018/19
 The year-end target for Gross Rent Arrears as a percentage of rent due has been set at **6.2%**.

Intelligence:

The year to date Gross Rent Arrears as a percentage of rent due is **5.94%**, an increase from when last reported to Committee, where the figure stood at **5.30%**.

This is within our year end target and compares well with the Scottish LA average. The challenging economic climate is a factor in increasing arrears. We have also increased our focus on tenancy sustainment and reducing the number of cases within legal action stages. By adopting a more holistic and personalised approach to improve tenancy sustainment, the number of cases reaching legal action has reduced substantially. As well as supporting improved wellbeing outcomes for tenants, this approach reduces void properties and homelessness presentations and related costs.

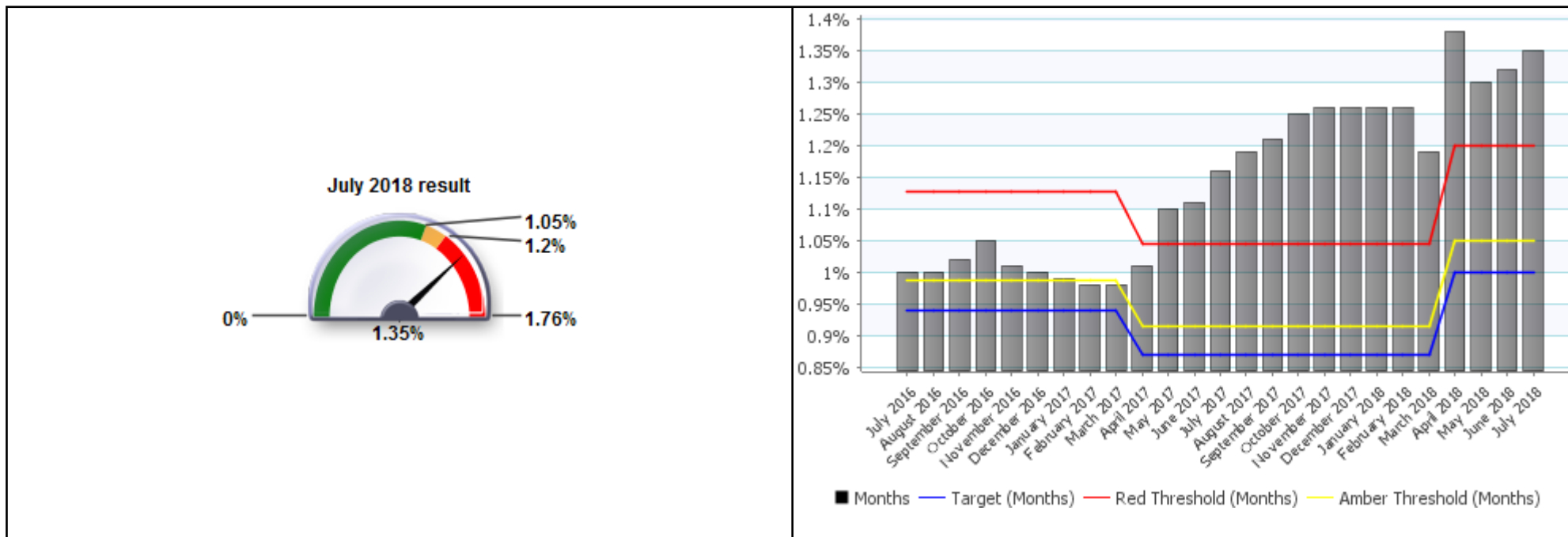
Responsible officer:

Neil Carnegie

Last Updated:

July 2018

Rent loss due to voids – Citywide



Why is this important?

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that landlords should be achieving for tenants and customers through their housing activities.

Charter outcome 13 - Value for Money - stipulates that Social Landlords manage their business so that;
Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay

Benchmark Information:

During 2017/18, Rent Loss due to Voids was **1.91%** against the Scottish LA average of **0.84%**

Target:

The target for **2018/19** has been set at **1.00%**

Intelligence:

The year to date average rent loss due to voids as a % of gross rent due is currently **1.35% (£374,645)** an increase when last reported to Committee where the figure stood at **1.30%**. We have experienced an increase in tenancy terminations with the main reason being tenants moving into the private sector which has seen significant lower rents and greater availability in recent years. Associated to this we are also experiencing reducing demand for 2 bedroom multi-storey buildings particularly in areas which have historically been low demand areas. Performance would improve by reducing the times being taken to undertake maintenance and repairs in preparation for new tenancies.

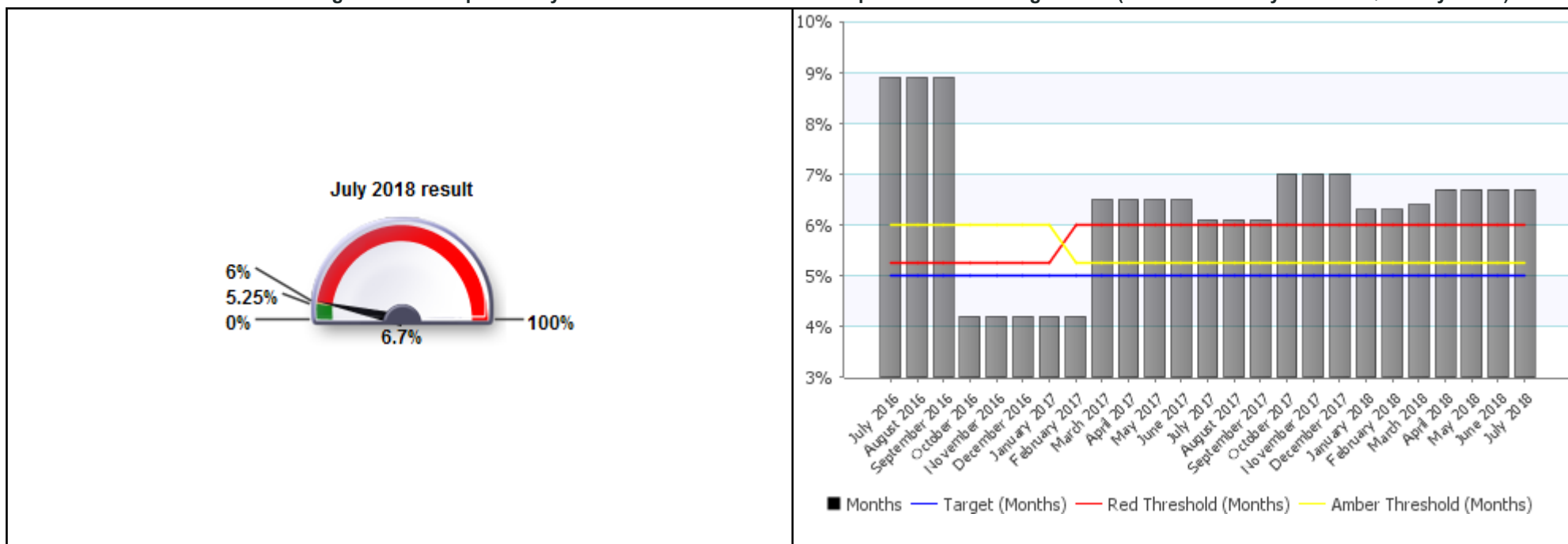
Responsible officer:

Last Updated:

Neil Carnegie

July 2018

YTD % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed. (Data Provided By SG on a Quarterly Basis)



Why is this important?

The Scottish Social Housing Charter was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter outcome **12** – Homeless People - stipulates that Local councils perform their duties to homelessness people so that; *Homeless people get prompt and easy access to help and advice; are provided with suitable, good-quality temporary or emergency accommodation when this is needed; and are offered continuing support to help them get and keep the home they are entitled to.*

This indicator, along with others, monitors whether we are achieving our desired outcomes and are committed to 'Sustain/improve performance in respect of the SSHC outcomes' and that people at risk of losing their homes get advice on preventing homelessness.

Benchmark Information:

The 2017-18 % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed was **6.4%** against the Scottish LA average of **6.4%**

Target:

The 2018/19 target for % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed is **5%**

Intelligence:

Year to date the % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed is **6.7%**

There is ongoing work around Housing First which will serve to find sustainable rehousing outcomes for our customers who historically have failed to progress through our temporary accommodation to rehousing. Since January 2018, we have put in place greater assurance around case closures to ensure that less cases are closed due to contact being lost, and therefore running the risk of representing within 12 months. This includes increasing the channels of engagement and ensuring checks have been made with all known contacts, including checks with the prison.

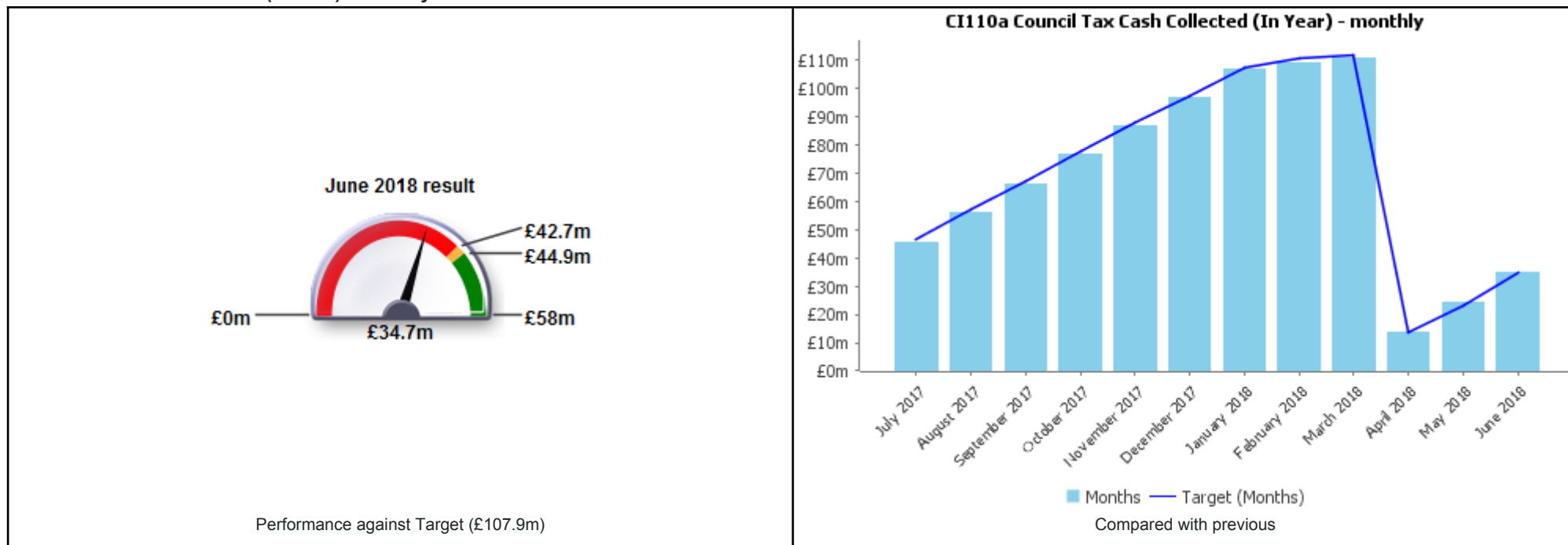
Responsible officer:

Kay Diack

Last Updated:

July 2018

Council Tax Cash Collected (In Year) - monthly



Why is this important?

It is important to monitor Council Tax collection as this is a major income stream to the Council and is set against the budget figure for income from Council Tax. This measures the Council Tax cash collected for both in year and previous years.

Benchmark Information:

Benchmarking this indicator is not appropriate as all councils have different cash sums to collect in year. Benchmarking intelligence is available for the % of council tax due which is collected in year, through the Scottish Government, Local Government Benchmarking Framework (LGBF) and CIPFA. For 2016/17, the average collection rate for Scotland was 95.8%. The Family Group (Urban Authorities) which includes Aberdeen City Council the average is 95.3%. Aberdeen City Council recorded a figure of 95.2%.

Target:

Target for 2018/19 is £107.9m.

Intelligence:

The June Council Tax Collection performance is 0.01% down on the project target. Unpaid Council Tax continues to be pursued utilising all avenues open to the Council. Outstanding Council Tax will be pursued utilising the Council Tax recovery process as defined by legislation and where appropriate will be passed to the Council appointed Debt Collection agents to pursue.

Responsible officer:

Wayne Connell

Last Updated:

June 2018