

## APPENDIX 11

## Governance Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	Draft minutes published within 3 weeks (non statutory)	✓					100%
2.	Council and Committee meetings called 5 days in advance	✓				Y	100%
3.	Agendas issued 5 days in advance	✓				Y	100%
4.	Decision sheets published on website within 4 working days (non statutory)		✓				100%
5.	Local Review Body – number of requests for review acknowledged within 14 days		✓			Y	100%
6.	School Placing and Exclusion requests – hearings heard within 28 days of request		✓			Y	100%
7.	School Placing and Exclusion requests – hearing dates notified within 14 days of request		✓			Y	100%
8.	Civic licence applications determined within 6 months of a valid application		✓			Y	100%
9.	Hearing to determine a Premises Licence application or Variation application within 119 days of the last date for representations.		✓			Y	100%
10.	Decision letters for alcohol applications issued within 7 days of Board meeting.		✓			Y	100%
11.	Personal Licence issued within 28 days of date of grant		✓			Y	100%
12.	Civic licensing complaints acknowledged within 24 hours.		✓			N	100%
13.	Civic licensing complaints investigated within 14 days.		✓			N	95%
14.	Competence – Compulsory CPD will be carried out by all professional staff in accordance with the Law Society requirements.			✓		N	100%
15.	Communication & Diligence – Each legal team will seek feedback every six months in relation to 5 customers, to monitor the quality of delivery of the service.			✓		N	100%

## Customer - Digital and Technology Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will aim to answer calls to the IT Service Desk within 2 minutes	✓	✓	✓		N	120 Secs
2.	We will aim to answer all calls to the IT Service Desk (i.e. abandonment rate)	✓	✓			N	10%
3.	Calls to the IT Service Desk will be resolved as first time fixes whenever possible		✓	✓		N	65%
4.	We will ensure critical systems are continuously available	✓	✓	✓		N	99.5%
5.	We will close Priority 1 incident calls within 4 working hours		✓	✓		N	99.5%
6.	We will close Priority 2 incident calls within 8 working hours		✓	✓		N	99.5%
7.	We will close Priority 3 incident calls within 3 working days		✓	✓		N	95%
8.	We will close Priority 4 incident calls within 5 working days		✓	✓		N	95%
9.	We will close Priority 5 Incident calls within 30 working days		✓	✓		N	95%
10.	Digital & Technology Services will be available as follows: <ul style="list-style-type: none"> <li>• Service Desk Phone Support Hours: Mon – Fri (08:30-16:30)</li> <li>• Self Service Portal (24/7)_</li> <li>• Emergency Support (24/7)</li> </ul>	✓				N	100%

## Customer - External Communications Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will provide an initial response to external customer enquiries (media enquiries and public inbound social media messages) within 12 hours during office hours, excluding weekends and public holidays.		✓			N	90%
2.	We will provide an initial response to urgent external customer enquiries within 1 hour during office hours, excluding weekends and public holidays.		✓			N	90%
3.	We will aim to close external customer enquiries within 24-hours, excluding weekends and public holidays.		✓			N	90%
4.	We will provide an initial response to urgent internal service requests within 1 hour and non-urgent within 24 hours during office hours, excluding weekends and public holidays.		✓			N	90%
5.	We will respond to calls to 24/7 on-call number within 15 minutes.	✓				N	100%

## Operations - Environmental Services Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will aim to keep all Category 1 Zone - city centre, shopping streets, major transport centre roads, free from litter and refuse.  Litter will be removed in compliance with the Code of Practice on Litter and Refuse (Scotland) 2018.		✓	✓		Yes	80%
2.	We will aim to keep all Category 2 Zone - high density residential areas (ie Torry), free from litter and refuse.  Litter will be removed in compliance with the Code of Practice on Litter and Refuse (Scotland) 2018.		✓	✓		Yes	80%
3.	We will aim to keep all Category 3 Zone - low density residential areas (ie Cove), free from litter and refuse.  Litter will be removed in compliance with the Code of Practice on Litter and Refuse (Scotland) 2018.		✓	✓		Yes	80%
4.	Grounds Maintenance. All high amenity open spaces (Parks) to be maintained to an acceptable standard.		✓	✓		No	87%
5.	Grounds Maintenance. All general/medium amenity open spaces (cemeteries, school playing fields, housing estates) to be maintained to an acceptable standard.		✓	✓		No	87%
6.	Grounds Maintenance. All low amenity open space (country parks) to be maintained to an acceptable standard.		✓			No	87%
7.	Tree maintenance work, priority 1 (emergency work / dangerous trees) completed within 1 week.		✓			No	100%
8.	Tree maintenance work, priority 2 (priority scheduled maintenance) completed within 1 month.		✓			No	50%
9.	Tree maintenance work, priority 3 (all other non priority works) completed within 1 year.		✓			No	10%
10.	Outdoor play areas visited on a fortnightly basis and inspected and maintained, for safety and cleanliness, to public outdoor play area national standards.			✓		No	100%

11.	Water safety equipment will be inspected on a weekly basis to ensure equipment is accessible, available and working.  Between May and September equipment at the beach is inspected daily.		✓	✓		No	100%
12.	Cremation Services receive positive evaluations with no requirements for improvement by the Inspector of Cremation.			✓		No	No Complai nts
13.	Maintain number of partnerships / community groups with links to national campaigns - Green Thread.			✓		No	150

## Operations - Protective Services Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will undertake statutory visits to registered tobacco and nicotine vapour products retailers to give business advice on compliance with legislation	✓		✓		Yes	20% pa
2.	We will undertake test purchasing of registered tobacco and nicotine vapour products retailers to test retailer compliance with age restrictions			✓		Yes	10% pa
3.	We will deal with requests for trading standards business advice within 14 days		✓			Yes	100%
4.	We will respond to non-domestic noise nuisance requests within 2 days and complete them within 30 days		✓			Yes	100%
5.	We will respond to pest control requests within 2 days for high priority infestations and 5 days for low priority infestations and complete them within 30 days		✓			Yes	100%
6.	We will respond to public health requests within 2 days for high priority and 5 days for low priority and complete them within 30 days.		✓			Yes	100%
7.	We will respond to dog fouling incident requests within 2 days and other dog incident requests within 5 days and complete them within 30 days		✓			Yes	100%
8.	We will undertake food safety inspections in accordance with the requirements set by Scottish Government.		✓			Yes	100%
9.	The Scientific Laboratories will examine /analyse and report food and environmental samples within specified turnaround times agreed with partners/customers		✓			No	80%

## Operations - Fleet Services Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	<b>HGVs</b> ('O' Licence jurisdiction) to achieve first time MOT pass when presented for annual test.			✓		No	100%
2.	<b>Light vehicles</b> (non 'O' licence jurisdiction) to achieve first time MOT pass when presented for annual test.			✓		No	100%
3.	We will provide vehicles which comply with ECO Stars scheme ratings Euro iv, v or vi to reduce carbon emissions. All future purchases will be a minimum of Euro vi standard.			✓		Yes	100%

## Operations - Building Services Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will make good or make safe emergency daytime housing repairs within 24 hrs.		✓	✓		No	97.5%
2.	We will make good or make safe emergency out of hours housing repairs within 24 hrs.		✓	✓		No	95%
3.	We will complete urgent housing repairs within 24 hours.		✓	✓		No	90%
4.	We will complete high category housing repairs within 3 working days		✓	✓		No	90%
5.	We will complete non-emergency housing repairs within 5 working days		✓	✓		No	90%
6.	We will complete routine housing repairs within 10 working days		✓	✓		No	90%
7.	We will provide and keep appropriate appointments for housing repairs within the agreed timescales for each category of repair (as above).	✓	✓			No	90%
8.	We will aim to complete repairs first time where possible		✓	✓		No	90%
9.	We will undertake required annual gas safety checks within twelve months of the previous safety check.		✓			Yes	100%
10.	We will complete housing repairs pre-inspections within 20 days.		✓			No	100%
11.	<p>We will complete housing voids maintenance for each property within the timescales agreed within the HRA specification below for the type of works undertaken.</p> <ul style="list-style-type: none"> <li>- Routine void path within 10 working days</li> <li>- Death void path within 10 working days</li> <li>- Major Works void path within 15 working days</li> </ul>		✓	✓		No	100%

## Operations - Facilities Management Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	(Catering) We will close Corrective Action Requests (CARs) within timescales to meet Quality Assurance ISO 9001-2015 requirements. <ul style="list-style-type: none"> <li>- Where CARs impact on Health &amp; Safety or is a Food Safety concern we will respond immediately;</li> <li>- Where CARs relate to a process or materials which are not a Health &amp; Safety or Food Safety concern the response time will be determined by the auditor using SMART methodology</li> </ul>			✓		No	100%
2.	(Catering) We will provide Free School Meals to Primary 1 to 3 children, which meet the Nutritional requirements for Food and Drink in Schools (Scotland) Regulations				✓	Yes	70%
3.	(Cleaning) We will complete Void Housing/Response cleaning alerts within Building Services priority timescales:- <ul style="list-style-type: none"> <li>- Emergency (E4/E4OOH) cleans within 4 hours</li> <li>- Urgent (U24) cleans within 24 hours</li> <li>- High priority (H3) cleans within 3 days</li> <li>- Non-Emergency (NE5/58) cleans within 5 days</li> <li>- Routine priority (R10) cleans within 10 days</li> <li>- Planned (PL24) cleans within 24 days</li> <li>- Planned (PL90) cleans within 90 days</li> </ul>		✓			No	95%
4.	(Cleaning) We will respond to flytipping alerts at housing multi-storey blocks (HRA) within 48 hours		✓			No	95%
5.	(Cleaning) We will deliver 39 weeks contracted school cleaning			✓		No	95%

## Operations - Waste Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will collect refuse, recycling and food and chargeable garden waste bins on scheduled collection days. <ul style="list-style-type: none"> <li>• Fortnightly collection for all individual household bins.</li> <li>• On demand/variable collections as required for communal bins.</li> </ul>			✓	✓	No	95%
2.	We will respond to enquiries relating to overflowing communal bins within 48 hours		✓			No	100%
3.	We will respond to fly-tipping enquiries within 48 hours		✓			No	100%
4.	We will complete paid bulky uplift service requests within 10 working days		✓		✓	No	100%
5.	We will remove abandoned vehicles within 14 days		✓			Yes	100%

## Operations - Roads and Infrastructure Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will make category 1 (Imminent danger to users) carriageway / footway defects safe with immediate effect.		✓	✓		Yes	100%
2.	We will repair category 2a (high probability of danger to users) carriageway / footway defects within 2 days		✓			Yes	95%
3.	We will repair category 2b (Medium probability of danger to users) carriageway / footway defects within 7 days		✓			Yes	95%
4.	We will repair category 3 (Low probability of danger to users) carriageway / footway defects within 28 days		✓			Yes	95%
5.	We will complete road safety inspections within the set timeframe as set out in the Roads Inspection Manual		✓			Yes	100%
6.	We will reply to driveway and H-marking applications within 6 weeks of receiving the application		✓			No	90%
7.	We will identify a suitable location for a disabled parking bay within 4 weeks of receiving the application		✓			No	100%
8.	We will repair all emergency traffic signal faults within 48 hours		✓			Yes	96%
9.	We will respond to street lighting emergencies within 2 hours		✓			Yes	100%
10.	We will respond to general street lighting faults within 7 days		✓			Yes	90%
11.	We will complete priority 1 winter maintenance, in line with the winter maintenance approved plan, routes within 2.5 hours of the start of operations		✓	✓		Yes	100%
12.	Repairs to Roads with Granite Setts in line with approved procedure.  <u>Conservation Areas</u> - repairs will, generally, be in a like for like manner, e.g. granite setts replaced with granite setts. Where like for like reinstatement would be liable to premature failure, alternative surfacing may be considered for the driven carriageway, subject to appropriate approvals.  <u>Areas with Listed Status Frontages</u> - Repairs made where buildings fronting the area being repaired have listed status will be considered for like for like reinstatement where suitable for the type and volume of traffic.			✓		No	100%

<p><u>Other Sett Areas</u> - The repair method for carriageways which do not meet the criteria above will be chosen based upon best value and what is the most appropriate surface for the usage of the carriageway.</p> <p><u>Sett Drainage Channels</u> - Where a carriageway has a drainage channel laid in setts, this will be maintained where it is reasonably practical to do so and where condition allows. Where the channel has failed, reinstatement will be made in line with the surface used for the rest of the carriageway.</p> <p>Full details are specified within "Procedure for the Permanent Repair of Sett and Modular Block Roads".</p>						
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## Strategic Place Planning Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will ensure that the local authority area is covered by an up to date Local Development Plan			✓		Y	100%
2.	We will determine householder applications within 2 months		✓			N	85%
3.	We will determine local (non-householder) applications within 2 months		✓			N	70%
4.	We will determine major applications within 25 weeks		✓			N	
5.	We will respond to building warrant applications within 20 working days		✓			N	90%
6.	We will respond to building warrant approvals within 10 working days		✓			N	80%

## City Growth Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will support businesses seeking to export, through MoU trade activity, ACC trade events and inward delegations			✓	✓	N	N/A
2.	We will operate Aberdeen Art Gallery as a free to enter, with the exception of paid exhibitions and evening events, accredited 5 star visitor attraction, open 10:00 to 17:00 7 days.	✓		✓		N	100%
3.	We will operate Aberdeen Maritime Museum as free to enter visitor attraction open 10:00 to 17:00 Mon – Sat, 12:00 – 15:00 Sun	✓		✓		N	100%
4.	We will make engaging, informative and up to date pre-arrival information and booking facilities for our cultural venues permanently available online, through social media and in promotional material	✓		✓		N	100%
5.	We will provide a quality retailing and catering offer at our cultural venues	✓		✓		N	100%
6.	We will assess referrals to our No One Left Behind scheme and provide person centred support to those who are eligible, and signpost those who are not eligible to alternative support		✓		✓	N	102
7.	We will provide a continuously updated investment prospectus of development opportunities in the city available through investaberdeen.co.uk			✓		N	100%
8.	We will make relevant and up to date data, information and insights permanently available to stakeholders through a North East of Scotland Performs economic data observatory and the Aberdeen Economic Policy Report.	✓			✓	N	100%
9.	We will provide business start up advice and guidance to businesses through the Business Gateway start up service	✓			✓	N	N/A

## Resources - Corporate Landlord Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will work to make all our buildings meet Disability Discrimination Act requirements where this is feasible.	✓		✓		Y	81.02%
2.	We will prioritise our resource to make all of our buildings achieve a condition rating of at least "B".			✓		N	96%
3.	We will work to make our buildings suitable for their use. Operational buildings will be a minimum "B" standard.			✓		N	75.4%
4.	We will ensure that our schools will not be unavailable for learning due to building reasons. (Number of days lost to school closures).			✓		N	TBC
5.	We will complete cyclical maintenance works on public buildings in accordance with agreed programme		✓	✓		N	100%
6.	We will complete cyclical maintenance works on council houses in accordance with agreed programme		✓	✓		N	100%
7.	We will provide Asset Valuations within reported timescale		✓			Y	complete

## Resources - People and Organisation Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	RE.CR.UIT Scheme – We will hold vacancy requirement discussions, following request to recruit submission, within 10 working days.		✓			No	90%
2.	VSER – We will provide personal estimated figures within 5 working days		✓			No	90%
3.	Job Evaluation – We will provide existing documentation within 3 working days		✓			No	90%
4.	Job Evaluation – We will complete evaluation panels upon receipt of all completed and verified documentation – within 10 working days for each individual job		✓			No	80%
5.	We will review and, where necessary, update all People Policies and Guidance on a bi-annual basis.			✓		No	80%
6.	All People Policy and Guidance available to managers and staff within 8 weeks	✓				No	90%
7.	We will allocate a P&O advisor to formal casework within 3 working days		✓			No	80%

## Customer – Customer Experience Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
	<b>Customer Feedback / Access to Information</b>						
1.	We will respond to Stage 1 complaints to within 5 working days		✓			Y	75%
2.	We will respond to Stage 2 complaints within 20 working days		✓			Y	75%
3.	We will respond to escalated stage 2 complaints within 20 working days		✓			Y	75%
4.	We will respond to Freedom of Information requests within 20 working days		✓			Y	90%
5.	We will respond to Environmental Information Regulation Requests within 20 working days		✓			Y	90%
6.	We will respond to Subject Access Requests within 1 month		✓			Y	75%
7.	We will respond to Access to School Records requests within 15 school days		✓			Y	100%
8.	We will respond to Data Protection Right requests within 1 month		✓			Y	100%
9.	We will respond to Members/MP/MSP enquiries submitted via our online portal within 15 working days		✓			N	75%
	<b>Revenues and Benefits</b>						
10.	We will process new benefit claims within 23 days		✓			N	23 Days
11.	We will process benefit change of circumstances within 9 days		✓			N	9 Days
12.	We will process Crisis Grant applications within 2 working days		✓			Y	95%
13.	We will pay the correct amount of benefit to customer			✓		N	95%
14.	We will process Community Care Grant applications within 15 working days		✓			Y	75%
	<b>Registrars</b>						
15.	We will ensure accurate Registration of Births, Deaths and Marriages			✓			98%
	<b>Customer Service</b>						
16.	We will answer Customer Contact Centre calls within 60 seconds		✓			N	70%
	<b>Business Services</b>						
17.	We will issue Child Protection Case Conference decisions to families within 24 hours		✓			N	95%
18.	We will issue Child Protection Plans within 3 days		✓			N	95%
	<b>Transactions Services</b>						
19.	We will pay invoices within 30 days		✓			N	90%

## Resources Finance Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
	<b>Accounting:</b>						
1.	We will deliver all relevant statutory financial requirements for the Council met on time - statutory accounts, quarterly monitoring, budget preparation data and reports, tax and statutory returns		✓	✓		Yes	100%
2.	Business advice delivery – We will provide budget holder meetings provided in accordance with risk schedule	✓	✓	✓	✓	No	90%
3.	Business advice delivery – We will maintain an inbox query service available for 8 hours every working day	✓	✓	✓	✓	No	100%
4.	We will ensure that data systems with financial transactions (as per data forum) are maintained, developed and up to date to comply with proper financial administration	✓	✓	✓		No	100%
5.	We will ensure that business advice is provided for all Committee decisions with financial implications to comply with proper financial administration	✓	✓	✓	✓	No	100%
6.	We will ensure that the treasury strategy is prepared and implemented annually to comply with statutory requirements; credit rating updated annually.		✓	✓		Yes	100%
	<b>Process and controls:</b>						
7.	Care income assessments outstanding maintained to maximum number		✓	✓		No	TBC
	<b>Financial transactions/Business services – shared with Customer Cluster:</b>						
8.	We will pay creditor invoices within 30 days		✓	✓		No	90%

## Customer - Early Intervention and Community Empowerment Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will assess all homeless applications within 21 days		✓		✓	✓	100%
2.	We will ensure all homeless people will secure permanent tenancy within 140 days average		✓		✓		100%
3.	We will review and process housing applications within 28 days		✓		✓		100%
4.	We will ensure a decision is made on all Tenancy Management actions (specifically Abandonment, Assignment, Joint Tenancy, Lodger, Single Abandonment, Single Termination, Sublet, Succession) within 28 days		✓			✓	100%
5.	We will resolve all high priority Anti-social behaviour cases	✓	✓	✓			100%
6.	We will ensure library item requests are satisfied within 21 days	✓	✓				85%
7.	We will ensure that libraries are open during agreed opening hours	✓					98%
8.	We will provide nutritious meals to children and young people in priority localities during school holiday periods	✓		✓	✓		9000

## Operations - Children's Social Work Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	Initial Assessments of children/young people are completed within 12 weeks of referral		✓				100%
2.	Child protection joint interviews are completed within 5 days		✓				100%
3.	Initial child protection Conferences are held within 21-days		✓				100%
4.	Care provided within Council children's homes achieve a care standard of good or better through regulatory inspections			✓			100%
5.	Care provided by the Council's fostering service achieves a care standard of good or better through regulatory inspections			✓			100%
6.	Care provided by the Council's adoption service achieves a care standard of good or better through regulatory inspections			✓			100%
7.	Foster carers and adopters are approved within a timescale of 6 months from application			✓			100%
8.	Care experienced children and young people will experience a minimum of 2 placement moves in 12 months		✓				70%
9.	Care experienced children and young people have a pathway plan by the age of 15 years		✓				100%
10.	Children and young people will be supported to live at home where safe to do so. When not safe to do so children and young people will be supported to A) live in a kinship arrangement where appropriate to do so. Or B) live in a fostering placement where appropriate to do so. Or C) live within a residential setting where appropriate to do so.		✓				In line with or better than Scottish averages

## Operations - Education Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will meet all requests for early learning and childcare placements		✓		✓	Y	100%
2.	We will meet all requests for primary and secondary school place met		✓		✓	Y	100%
3.	Early learning and childcare settings will meet the national standard			✓		Y	100%
4.	Primary, secondary and special schools will achieve an average evaluation of 'good' or better in core QIs			✓			100%
5.	We will process requests for additional support to meet the wellbeing needs of children and young people within 40 days		✓				100%

## Commissioning - Commercial and Procurement Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	The annual Audits on internal control systems for procurement processes and systems, including delegated procurement and financial authority do not identify major rated issues.			✓			100%
2.	Demand management is embedded for all contracts above £50K contracts at strategy stage and throughout life of contract to ensure that the quantity and specification of goods and services match, but do not exceed, the actual needs of the Council.			✓			100%
3.	We will enable access to all internal procedural procurement information online.	✓					100%
4.	We will publish annual contract pipelines for each financial year online after the Council Budget is set.	✓					100%
5.	We will ensure that all contracts above £50K in value can be tracked to show community, local economic and environmental benefits.			✓			100%
6.	We will ensure that all contracts above £50K have standard clauses to require providers to demonstrate commitments towards carbon reduction and efficiency.				✓		100%

## Commissioning - Business Intelligence and Performance Management Service Standards 2020/21

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	Access to advice for data protection issues will be available 09:00 to 17:00 during weekdays.	✓	✓			Y*	100%
2.	Requests for advice for reported data breaches and other serious data protection risks will receive an initial response within 24 hours (weekdays)	✓	✓			N	95%
3.	We will make relevant and up to date data, information and insights permanently available to stakeholders through our online Aberdeen Outcomes Framework, Aberdeen City Data Observatory; Aberdeen City Council's Public Performance Reporting arrangements; and internal performance portals and dashboards.	✓		✓		N**	100%