

## Governance Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will acknowledge requests for review within 14 days (Local Review Body)		✓			Y	100%
2.	We will hear School Placing and Exclusion hearings within 28 days of request		✓			Y	100%
3.	We will determine Civic Licence applications within 9 months of a valid application		✓			Y	100%
4.	We will hold all hearings to determine a Premises Licence application or Variation application within 119 days of the last date for representations.		✓			Y	100%
5.	We will issue decision letters for alcohol applications within 7 days of Board meeting.		✓			Y	100%
6.	We will issue Personal Licences within 28 days of date granted		✓			Y	100%
7.	We will acknowledge Civic licensing complaints within 24 hours.		✓			N	100%
8.	We will investigate Civic licensing complaints within 10 days.		✓			N	95%

## Digital and Technology Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will answer calls to the IT Service Desk within 150 seconds	✓	✓	✓		N	150 Secs
2.	We will answer all calls to the IT Service Desk (i.e. abandonment rate)	✓	✓			N	30%
3.	We will resolve calls to the IT Service Desk right first time 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 (08:30-16:00)</li> <li>• Self Service Portal (24/7)</li> <li>• Emergency Support (24/7)</li> </ul>	✓				N	100%

## Environmental Services Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will keep public roads and pavements free of litter. Providing street cleaning services, within the allocated budget, for all adopted roads cleaned by Environmental Services.		✓	✓		Yes	75%
2.	We will keep public green and open spaces clean and tidy, with grass cut and land free of weeds and litter, providing grounds maintenance services, within the allocated budget, for city council green space currently maintained as per appropriate designated maintenance regime by, and the responsibility of Environmental Services.		✓	✓		Yes	75%
3.	We will complete tree maintenance work, priority 1 (emergency work / dangerous trees) within 2 weeks.		✓			No	100%
4.	We will complete tree maintenance work, priority 2 (priority scheduled maintenance) within 6 months.		✓			No	50%
5.	We will inspect all street trees a minimum of once every 5 years		✓			No	100%
6.	We will visit, inspect and maintain outdoor play areas for safety and cleanliness on a fortnightly basis, to public outdoor play area national standards.		✓	✓		No	100%
7.	We will inspect water safety equipment in line with the required schedule to ensure equipment is accessible, available and working.		✓	✓		No	100%
8.	Cremation Services will receive positive evaluations with no requirements for improvement by the Inspector of Cremation.			✓		No	No Complaints
9.	We will work to maintain the number of partnerships / community groups with links to national campaigns - Green Thread.			✓		No	150

## Protective Services Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will undertake statutory visits to registered tobacco and nicotine vaping products retailers to give business advice on compliance with legislation	✓		✓		Yes	20% pa
2.	We will undertake test purchasing of registered tobacco and nicotine vaping 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 5 days and complete them within 90 days		✓			Yes	90%
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	80%
6.	We will respond to public health requests within 2 days for high priority and 5 days for low priority and complete them within 90 days.		✓			Yes	80%
7.	We will respond to dog fouling incident requests within 2 days and other dog incident requests within 5 days and complete them within 60 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%

## Fleet Services Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will achieve first time MOT pass for HGV's when presented for annual test.			✓		No	95%
2.	We will achieve first time MOT pass for Light vehicles when presented for annual test.			✓		No	93%
3.	We will provide vehicles which comply with ECO Stars scheme ratings Euro iv, v or vi and all future purchases will be a minimum of Euro vi standard or be of a type which produce zero emissions.			✓		Yes	100%
4.	We will provide vehicles where appropriate which will operate on alternative fuel to reduce our vehicle emissions.		✓	✓		Yes	15%

## Building Services Service Standards 2023/2024

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.	✓	✓			No	90%
8.	We will aim to complete repairs right first time where possible.		✓	✓		No	90%
9.	We will complete housing repairs pre-inspections within 20 days.		✓			No	100%
10.	<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> <p><i>(To be reviewed subject to the outcome of the proposed new minimum letting standard)</i></p>		✓	✓		No	100%

## Facilities Management Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	(Catering) All meals served to children and young people in our schools will meet the Nutritional requirements for Food and Drink in Schools (Scotland) Regulations			✓		Yes	100%
2.	(Cleaning) We will complete Void Housing and Response cleaning alerts within required timescales.		✓			No	80%
3.	(Cleaning) We will respond to flytipping alerts at housing multi-storey blocks (HRA) within 48 working hours		✓			No	80%
4.	(Cleaning) We will deliver 39 weeks contracted school cleaning to the standards set in our generic specification and within the budget allocated.	✓				No	95%
5.	(Cleaning) We will deliver cleaning services within all (non-school) operational properties to the standards set in our generic specification and within the budget allocated.			✓		No	95%
6.	(Janitorial) We will provide School Crossing Patrol services at each Priority 1 rated crossing point, on each day when pupils attend our Primary Schools, until such time as the incumbent resigns or retires from service.	✓				No	95%
7.	(PTU) We will deliver efficient and cost-effective School Transport Services: a) Mainstream transport applications assessed within target timescale b) ASN/Exceptional Applications processed within target timescale c) School Transport Contracts spot-checked within time period		✓ ✓	✓	✓	Yes Yes No	90% 90% 50%
8.	(PTU) We will deliver efficient transport services, suitable infrastructure and engaged partnership working: a) Timetable changes reviewed within timescale (90%) b) Changes to bus network notified to members and stakeholders (90%)		✓ ✓			No No	90% 90%

## Waste Service Standards 2023/2024

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 two working days.		✓			No	95%
3.	We will respond to fly-tipping enquiries within 5 working days.		✓			No	100%
4.	We will complete paid bulky uplift service requests within 10 working days.		✓		✓	No	100%
5.	We will divert household waste from landfill.			✓		No	85%
6.	We will recycle and compost household waste.			✓		No	50%

## Roads and Infrastructure Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will repair (High/Medium priority) carriageway / footway defects within 7 days.		✓			Yes	95%
2.	We will complete road safety inspections within the set timeframe as set out in the Roads Inspection Manual		✓			Yes	90%
3.	We will respond to general street lighting faults within 7 days		✓			Yes	90% (Q1/2) 75% (Q3/4)

## Strategic Place Planning Service Standards 2023/2024

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, on average, determine householder planning applications within 10 weeks		✓			Y	100%
3.	We will, on average, determine local non-householder planning applications within 11 weeks		✓			Y	100%
4.	We will, on average, determine major planning applications within 30 weeks		✓			Y	100%
5.	We will respond to building warrant applications within 20 working days		✓			Y	90%
6.	We will respond to building warrant approvals within 10 working days		✓			Y	80%

### City Growth Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will, with partners, support established businesses and new business start-ups in the city through the Business Gateway service, and will aim for a satisfaction rating of 80% for our interactions.			✓	✓	N	80%
2.	We will maintain and update Accreditation standards for Museums and Gallery and apply for Accredited status for Archives.	✓	✓	✓		N	100%
3.	We will improve sector-assessed star ratings for visitor venues to achieve highest ratings achievable at Maritime Museum, Art Gallery and Provost Skene's House (based on current criteria and building limitations - Visit Scotland).			✓		N	Improve
4.	We will improve customer satisfaction levels for events, venues, retail, cafes, exhibitions, and engagement programmes (across City Growth managed events and venues).			✓		N	Improve from baseline
5.	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.	✓			✓		100%
6.	We will collaborate with Culture Partners to maximise opportunities and investment within the sector and submit a Culture Value Impact Report annually.	✓				N	TBC

## Corporate Landlord Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will work to make all our public buildings meet accessibility requirements under the Equalities Act, where this is feasible.	✓		✓		Y	82%
2.	We will prioritise our resource to make all of our public buildings achieve a condition rating of at least "B".			✓		N	90%
3.	We will work to make our buildings suitable for their use and that operational buildings will be a minimum of "B".			✓		N	70%
4.	We will minimise the number of days schools are unavailable for learning due to building defects			✓		N	50 days
5.	We will complete statutory maintenance works on public buildings in accordance with the agreed programme.		✓	✓		N	100%
6.	We will complete statutory maintenance works on council houses in accordance with the agreed programme.		✓	✓		N	100%
7.	We will provide Asset Valuations within reported timescale.		✓			Y	100%
8.	We will undertake required annual gas safety checks within twelve months of the previous safety check.		✓			Yes	100%
9.	The Council will carry out condition surveys across 100% of public buildings on a 5-yearly cycle.		✓			No	100%

## People and Organisational Development Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will deliver biannual absence review meetings for each Cluster.	✓		✓		No	90%
2.	We will deliver annual workforce planning meetings for each Cluster.	✓		✓		No	100%
3.	We will complete evaluation panels upon receipt of all completed and verified documentation within 10 working days for each individual job, in relation to Job Evaluation.		✓			No	80%
4.	We will allocate an investigation officer, when required, within 3 days.		✓			No	90%
5.	We will allocate a People and Organisation advisor to formal casework within 3 working days.		✓			No	80%
6.	All people development courses will have an 80% take up rate.	✓		✓		No	90%
7.	All people development courses will receive at least an 80% satisfaction rate from learners.			✓		No	90%
8.	We will make initial contact with redeployees within 3 working days of redeployment confirmation	✓				No	90%

## Customer Experience Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
	<b>Revenues and Benefits</b>						
1.	We will process all new housing benefit claims and change events within 12 calendar days		✓			N	12 Days
2.	We will process Crisis Grant applications within 2 working days.		✓			Y	90%
3.	We will pay the correct amount of benefit to customers.			✓		N	95%
4.	We will process Community Care Grant applications within 15 working days.		✓			Y	50%
	<b>Registrars</b>						
5.	We will ensure accurate Registration of Births, Deaths and Marriages.			✓		Y	98%
	<b>Customer Service</b>						
6.	We will answer Customer Contact Centre calls within 60 seconds.		✓			N	70%

## Finance Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
	<b>Accounting:</b>						
1.	We will deliver all relevant statutory financial reporting and returns.		✓	✓		Yes	100%
2.	We will provide budget holder meetings in accordance with the risk schedule.	✓	✓	✓	✓	No	90%
3.	We will ensure that the treasury strategy is prepared and implemented annually to comply with statutory requirements and credit rating updated annually.		✓	✓		Yes	100%
	<b>Process and controls:</b>						
4.	We will process care income assessments within 28 days once all relevant information is received from Care Management.		✓	✓	✓	No	90%
	<b>Financial transactions/Business services – shared with Customer Cluster:</b>						
5.	We will pay creditor invoices within 30 days		✓	✓		Yes	90%
6.	We will ensure that 1% of the Council's annual revenue budget is subject to participatory budgeting.	✓				Yes	100%

## Early Intervention and Community Empowerment Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will assess all homeless applications within 21 days.		✓		✓	Yes	100%
2.	We will ensure all homeless people secure a permanent tenancy within 50 days average.		✓		✓	No	50 days
3.	We will review and process housing applications within 28 days.		✓		✓	No	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.		✓			Yes	100%
5.	We will resolve all high priority Anti-social behaviour cases.	✓	✓	✓		No	100%
6.	We will ensure library item requests are satisfied within 21 days.	✓	✓			No	85%
7.	We will ensure that libraries are open during agreed opening hours.	✓				No	95%
8.	We will ensure that all people assessed as homeless receive a full financial assessment.	✓			✓	No	100%
9.	We will ensure that literacy and learning sessions for children are delivered in every library.	✓		✓	✓	No	100%
10.	We will ensure an average time to let a property of 125 days	✓		✓		No	> baseline
11.	We will ensure that our support for people being liberated from prison meets the SHORE standards.	✓		✓	✓	No	Yes
12.	We will ensure that all people with protected characteristics will access information, goods and services knowing that social and physical barriers are identified and removed, with a focus on Age, Gender reassignment and Disability.	✓		✓	✓	No	Yes
13.	We will ensure that diverse communities in Aberdeen will have an increased sense of safety and belonging within their neighbourhood and City, with a focus on Race (including Gypsy/Travellers), Religion and Sexual Orientation.			✓	✓	No	> baseline
14.	We will ensure that Representation in civic participation of people with protected characteristics will be improved by ensuring our leaders, staff and organisation champion the equality agenda in the City, with a focus on Disability, Race and Sex.			✓	✓	No	> baseline
15.	We will work with funded projects to ensure that agreed community outcomes are met	✓			✓	No	80%

## Children's Social Work Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will complete Initial Assessments of children/young people within 12 weeks of referral.		✓			No	80%
2.	We will complete Child Protection joint interviews within 5 working days.		✓			Yes	90%
3.	We will hold initial Child Protection Conferences within 21-days.		✓			Yes	80%
4.	We will ensure care provided within Council children's homes achieve a care standard of good or better through regulatory inspections.			✓		No	100%
5.	We will ensure care provided by the Council's fostering service achieves a care standard of good or better through regulatory inspections.			✓		No	100%
6.	We will ensure care provided by the Council's adoption service achieves a care standard of good or better through regulatory inspections.			✓		No	100%
7.	Foster carers and adopters will report satisfaction levels of good or better in relation to the support they receive.			✓		No	80%
8.	Fewer than 10% of care experienced children and young people will have 3 or more placements in 12 months.		✓			No	10%
9.	We will ensure care experienced children and young people have a pathway plan by the age of 15 years		✓			Yes	95%
10.	We will support, where safe to do so, 75% of the children and young people open to Children's Social Work to live at home.		✓			No	75%
11.	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.		✓			No	Kin – 31% Fostering – 33% Residential - 10%

## Education Service Standards 2023/2024

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 a primary and secondary school placement in line with placing request policy.		✓		✓	Y	100%
3.	We will ensure early learning and childcare settings meet the national standard.			✓		Y	100%
4.	We will ensure primary, secondary, and special schools achieve an average evaluation of 'good' or better in core Quality Indicators.			✓		N	80%
5.	We will process requests for additional support to meet the wellbeing needs of children and young people within 40 days.		✓			N	100%
6.	Broad General Education Attainment at P1, P4, P7 and S3 is in line with the National Average			✓		N	70%
7.	Senior Phase Attainment is in line with National Average			✓		N	70%
	<b>Below Subject to SG Policy</b>						
8.	100% of children will have a tablet or laptop	✓				N	100%

## Commercial and Procurement Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will ensure demand management is embedded for all revenue 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.			✓		N	100%
2.	We will enable access to all internal procedural procurement information online.	✓					100%
3.	We will publish annual contract pipelines for each financial year online after the Council Budget is set.	✓				N	100%
4.	We will ensure that all contracts above £50K in value can be tracked to show community, local economic and environmental benefits.			✓		N	95%
5.	We will ensure that all contracts above £50K have standard clauses to require providers to demonstrate commitments towards carbon reduction and efficiency.				✓	N	75%

## Data &amp; Insights Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	We will make access to advice for data protection issues available 09:00 to 17:00 during weekdays.	✓	✓			Y	100%
2.	We will ensure reported data protection related incidents 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%
4.	We will provide school roll forecasts annually in line with agreed timescales and procedures		✓	✓			

## Capital Service Standards 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
1.	<b>THIS IS SUBJECT TO SCOTTISH GOVERNMENT SCHEME</b> Give consideration to incorporating a small percentage of capital spend on new public buildings and spaces for community art commissions in accordance with the "Percentage for the Arts" scheme.		✓			Y	
2.	We will ensure the specification on new builds meet the required environmental and building performance standards.			✓		Y	100%

## All Clusters 2023/2024

Ref		Availability	Responsive	Quality	Eligibility	Prescribed	Target
	<b>Customer Feedback (including SPSO child friendly complaints process when known) / 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	85%
5.	We will respond to Environmental Information Regulation Requests within 20 working days		✓			Y	85%
6.	We will respond to non complex Subject Access Requests within 1 month We will respond to complex Subject Access Requests within 3 months		✓			Y	80% 70%
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 (recognising that in some complex cases this standard will not be met)		✓			N	75%
	<b>Children's Rights</b>						
10.	All new policies which impact on children and or parents and carers will take account of the United Nations Convention on the Rights of the Child		✓	✓		Y	100%
11.	All recommendations presented to committee which directly or indirectly impact on children and young people will be formed following engagement and consultation with children and young people		✓	✓		Y	100%