

# ABERDEEN CITY COUNCIL

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<b>COMMITTEE</b>	Finance and Resources Committee
<b>DATE</b>	30 <sup>th</sup> January 2024
<b>EXEMPT</b>	No
<b>CONFIDENTIAL</b>	No
<b>REPORT TITLE</b>	Performance Management Framework Report – Commissioning and Resources
<b>REPORT NUMBER</b>	COM/24/027
<b>DIRECTOR</b>	Gale Beattie
<b>CHIEF OFFICER</b>	Martin Murchie
<b>REPORT AUTHOR</b>	Alex Paterson
<b>TERMS OF REFERENCE</b>	2.1.3

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## 1. PURPOSE OF REPORT

- 1.1 To present Committee with the status of key cluster performance measures and activity indicators relating to the Commissioning and Resources Functions and People and Organisational Development Cluster.

## 2. RECOMMENDATION

- 2.1 That the Committee note the report and provide comments and observations on the performance information contained in the report Appendix.

## 3. CURRENT SITUATION

### Report Purpose

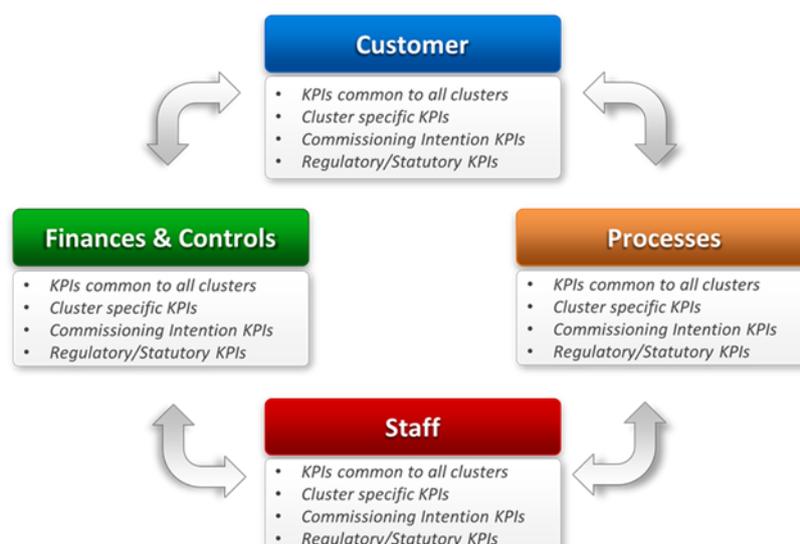
- 3.1 This report is to provide members with key performance measures in relation to the Commissioning and Resources functions as expressed within the 2023/24 Council Delivery Plan (the Plan)

### Report Structure and Content

- 3.2 Performance Management Framework Reporting against in-house delivery directly contributing to, or enabling delivery against, the City's Local Outcome Improvement Plan, (LOIP) has informed development of successive Council Delivery Plans, including the [2023-24.Council Delivery Plan](#) that was agreed by Council on the 1st March 2023.
- 3.3 Members are asked to note that the majority of measures reflected against in this report align with those Standards and measures outlined in the 2023/24 Council Delivery Plan and Commissioning Intentions outlined at the above meeting.
- 3.4 Initial Statutory Performance Indicator (SPI) metrics included in Appendix A retrospectively capture information linked to Service Standards outcomes from 2022/23. Reflection against the extended suite of service SPI within the remit of this Committee, along with those linked to the Scottish Local Government

Benchmarking Framework/SLAED indicator report releases will be captured in the Performance Management Framework report to the next cycle of this Committee.

- 3.5 The Council's refreshed Performance Management Framework for 2023/24 was approved at the meeting of Council on 14<sup>th</sup> June 2023
- 3.6 Performance Management Framework Reporting against in-house delivery directly contributing to or enabling delivery against the City's Local Outcome Improvement Plan,(LOIP) has informed development of successive Council Delivery Plans.
- 3.7 The Council's Performance Management Framework, supporting Member scrutiny against progress of the Council Delivery Plan, and its key measures, establishes a robust performance management and reporting system which encompasses single and multi-service inputs, outputs and outcomes.
- 3.8 Reporting of Service Standards against each function/cluster, associated with Council Delivery planning, offers continuous insight into the effectiveness, and accessibility of core service provision to the Council's stakeholders and City communities.
- 3.9 Where appropriate, hard and soft data capture against these Standards is incorporated within the suite of measures contained within Appendix A and is reported against on either a quarterly or annual basis, as highlighted in the previous PMF report to this Committee.
- 3.10 The Performance Management Framework provides for a consistent approach within which performance will be reported to Committees. This presents performance data and analysis within four core perspectives, as shown below, which provides for uniformity of performance reporting across Committee.



- 3.11 This report, details performance up to the end of September 2023 or Quarter 2 2022/23, The Appendix to this report contains an overview of performance

across the functions within the remit of this Committee, with reference to trends and performance against target where appropriate.

3.12 Framework reporting to Committee also includes further analysis of performance measures which have been identified as of potential interest in terms of either performance implications, data trends or changes in these metrics.

3.13 Where relevant, Service Notes or Commentary are provided to inform Member scrutiny and/or to contextualise the metrics within the appendix.

3.14 Within the summary dashboard the following symbols are also used:

### **Performance Measures**

3.15 Within the summary dashboard the following symbols are used

#### **Traffic Light Icon**



On target or within 5% of target/benchmarked outcome



Within 5% and 20% of target/benchmarked outcome and being monitored



Below 20% of target/benchmarked outcome and being actively pursued



Data only – target not appropriate/benchmarked outcome not available

## **4. FINANCIAL IMPLICATIONS**

4.1 There are no direct financial implications arising out of this report.

## **5. LEGAL IMPLICATIONS**

5.1 There are no direct legal implications arising out of this report.

## **6. ENVIRONMENTAL IMPLICATIONS**

6.1 There are no direct environmental implications arising out of this report

## **7. RISK**

7.1 The assessment of risk contained within the table below is considered to be consistent with the Council's Risk Appetite Statement"

<b>Category</b>	<b>Risks</b>	<b>Primary Controls/Control Actions to achieve Target Risk Level</b>	<b>*Target Risk Level (L, M or H)</b>  <b>*taking into account controls/control actions</b>	<b>*Does Target Risk Level Match Appetite Set?</b>
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<b>Strategic</b>	None	NA	NA	NA
<b>Compliance</b>	No significant legal risks.	Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the context of Best value reporting.	L	Yes
<b>Operational</b>	No significant operational risks.	Oversight by Elected Members of core employee health and safety/attendance data supports the Council's obligations as an employer	L	Yes
<b>Financial</b>	No significant financial risks.	Overview data on specific limited aspects of the cluster's financial performance is provided within this report	L	Yes
<b>Reputational</b>	No significant reputational risks.	Reporting of service performance to Members and in the public domain serves to enhance the Council's reputation for transparency and accountability.	L	Yes
<b>Environment / Climate</b>	None	NA	NA	NA

## 8. OUTCOMES

<b><u>COUNCIL DELIVERY PLAN</u></b>	
	<b>Impact of Report</b>
<p><b>Aberdeen City Council Partnership Agreement</b></p> <p>Improving Educational Choices</p>	<p>The provision of information on cluster performance will support scrutiny of progress against the delivery of the following Agreement Statements:</p> <ul style="list-style-type: none"> <li>- Work with the city's universities, North East Scotland College and businesses to increase educational and training options and the number of care experienced young people and young people from deprived communities, going onto positive destinations, including further and higher education, vocational training and apprenticeships.</li> </ul>

<p>Creating Better Learning Environments</p>	<ul style="list-style-type: none"> <li>- Promote the number of apprenticeships on offer through the council.</li> <li>- Review and invest in our school estate, ensuring all of Aberdeen's schools are fit for the educational needs and the challenges of the 21st century.</li> </ul>
<p>City Centre and Beach</p>	<ul style="list-style-type: none"> <li>- Refresh our tourism and cultural strategies for the city.</li> <li>- Revitalise our beachfront, working with partners including Aberdeen FC with an aim to deliver new sports facilities and a new stadium, not using public funds except where collaborative working is mutually beneficial.</li> <li>- Expand the Beach Masterplan, extending the footprint from the River Dee to the River Don.</li> <li>- Bring forward plans to improve active travel links between the Castlegate and the beach.</li> <li>- Continue to move the City Centre and Beach Masterplans forward, expanding it to include George Street and ensuring it remains current with annual reviews.</li> </ul>
<p>The Arts Matter</p>	<p>Our city should become distinguished by the range and depth of active creative expression and artistic enjoyment experienced by those who live here and by visitors. By supporting and working with cultural partners, we will ensure there is richness and diversity of arts activities.</p> <ul style="list-style-type: none"> <li>- Work with partners to explore opportunities to develop heritage, museum and online services with a special emphasis on local history and stories of stories of our heritage.</li> </ul>
<p>Building a Greener and Sustainable City</p>	<ul style="list-style-type: none"> <li>- Declare a climate emergency.</li> <li>- Work with partners to deliver a just transition to net zero and plan to make Aberdeen a net-zero city by no later than 2037, and earlier if that is possible.</li> <li>- Support Aberdeen's continued pioneering of Hydrogen technologies and make the case to bring alternatively powered rail services to the City.</li> <li>- Continue to reduce the carbon footprint of the council's building estate and vehicle fleet and</li> </ul>

<p>Greener Transport, Safer Streets, Real Choices</p>	<p>adopt an “environment first” approach to all new Council building projects, seeking to maximise the energy efficiency of, and minimise the carbon footprint of, new buildings</p> <ul style="list-style-type: none"> <li>- Delivering a revised Local Transport Strategy.</li> <li>- Working with the Scottish Government and NESTRANS to improve the city’s bus network, including considering options for an Aberdeen Rapid Transit network, with the support of the Scottish Bus Fund, and consider options for council-run services in the city.</li> <li>- Improving cycle and active transport infrastructure, including by seeking to integrate safe, physically segregated cycle lanes in new road building projects and taking steps to ensure any proposal for resurfacing or other long-term investments consider options to improve cycle and active transport infrastructure.</li> </ul>
<p>Homes for the Future</p>	<ul style="list-style-type: none"> <li>- Work with partners to produce a ten-year plan to increase the stock and variety of Council and social housing to meet the needs of Aberdeen’s citizens and continue to deliver Council and social housing projects to tackle the Council house waiting lists and do everything in our power to end homelessness.</li> </ul>
<p>A Prosperous City</p>	<ul style="list-style-type: none"> <li>- Develop our economy in a genuine partnership with the private sector, third sector and residents.</li> <li>- Campaign for Aberdeen to be the home of a new Green Freeport and ensure that fair work conditions and Net Zero ambitions are central to any bid.</li> <li>- Work with partners to stimulate sustainable economic development, including a managed transition to a carbon neutral economy and work in partnership with the academic, business and other relevant sectors to ensure the long-term future of the energy industry.</li> <li>- Seek to buy goods, services and food locally whenever possible, subject to complying with the law and public tendering requirements.</li> </ul>
<p>Empowering Aberdeen’s Communities</p>	<ul style="list-style-type: none"> <li>- Work with communities to establish trusts, community enterprises, charities or other entities that support community empowerment and community wealth building.</li> </ul>

	<p>- Support people to engage with Community Asset Transfers throughout the process.</p>
<p><b><u>Aberdeen City Local Outcome Improvement Plan</u></b></p>	
<p><b>Prosperous Economy</b></p> <p>1.No one will suffer due to poverty by 2026</p> <p>2. 400 unemployed Aberdeen City residents supported into Fair Work by 2026</p> <p>3. 500 Aberdeen City residents upskilled/reskilled to enable them to move into, and within economic opportunities as they arise by 2026</p>	<p>The activities reflected within this report support the delivery of LOIP Stretch Outcomes 1 and 2 through the following Aims.</p> <p>Outcome 1 Improvement Aims:</p> <p>Reduce by 50% the number of homes with an EPC rating of F or G by 2026</p> <p>Increase support for those who have been most disadvantaged through the pandemic by 2023</p> <p>Outcome 2 Improvement Aims:</p> <p>Supporting fifty people to start a business in Aberdeen, migrating from or reducing reliance on benefits by 2023 and 100 by 2026</p> <p>Increase employer sign up to the Real Living Wage by 5% year on year to 2023 to achieve Real Living Wage City Status by 2026</p> <p>Support fifteen care experienced young people to progress to employment through public sector funded employability programmes by 2023.</p> <p>Support fifty people into sustainable, good quality employment by 2023 and 100 by 2026 (priority neighbourhoods and over 50s)</p> <p>Outcome 3 Improvement Aims</p> <p>Improve the overall impact of partnership wide community benefits through raising the number of community co-designed activities from 0 to 5 by 2023.</p> <p>By December 2022, increase by 10% the number of people who have digital access, and are comfortable using digital tools</p>
<p><b>Prosperous People</b></p> <p>6. As corporate parents we will ensure that 95% of care experienced children and young people will have the same levels of attainment in education, health and emotional wellbeing,</p>	<p>The delivery of services referred to within this report supports each of the Children &amp; Young People Stretch Outcomes 6,7 and 8 in the LOIP.</p> <p>This includes the following Improvement Aims:</p> <p>Outcome 6 Improvement Aim</p>

<p>and positive destinations as their peers by 2026</p> <p>7. 95% of children living in our priority neighbourhoods will sustain a positive destination on leaving school by 2026</p> <p>8. Child Friendly City where all decisions which impact on children are informed by them by 2026.</p>	<p>Increase the number of care experienced young people accessing a positive and sustained destination by 25% by 2022.</p> <p>Outcome 7 Improvement Aim</p> <p>Increase the number of accredited courses directly associated with growth areas by 7% by 2023.</p> <p>Outcome 8 Improvement Aims</p> <p>Increase by 50% the number of communications which are accessible to children and young people by 2023.</p> <p>Increase to 100% the proportion of staff, working directly or indirectly with children, who have received Child Friendly City training</p>
<p>Prosperous Place Stretch Outcomes</p> <p>13. Addressing climate change by reducing Aberdeen's carbon emissions by at least 61% by 2026 and adapting to the impacts of our changing climate.</p> <p>14. 38% of people walking and 5% of people cycling as main mode of travel by 2026.</p> <p>15 Addressing the nature crisis by protecting/managing 26% of Aberdeen's area for nature by 2026.</p>	<p>The report reflects on activity which contributes to Stretch Outcomes 13,14 and 15:</p> <p>Outcome 13 Improvement Aims</p> <p>Reduce public sector carbon emissions by at least 7% by 2023.</p> <p>Reduce the generation of waste in Aberdeen by 8% by 2023.</p> <p>Community led resilience plans in place for areas most vulnerable to flooding by 2023, leading to plans for all areas of Aberdeen by 2026.</p> <p>Outcome 14 Improvement Aims</p> <p>Increase % of people who walk as one mode of travel to 10% by 2023.</p> <p>Increase % of people who cycle as one mode of travel by 2% by 2023.</p> <p>Outcome 15 Improvement Aims</p> <p>Increase by a minimum of eight the number of community run green spaces that are self-managed for people and nature by 2023</p> <p>Number of organisations across Aberdeen pledging to manage at least 10% of their land for nature by 2023, and 26% by 2026</p>
<p><b>Regional and City Strategies</b></p>	<p>The report reflects outcomes aligned to the Regional Economic Strategy, Local and Regional Transport Strategies and Regional Skills Strategy,</p>

	along with Local and Strategic Development Plans
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## 9. IMPACT ASSESSMENTS

Assessment	Outcome
<b>Integrated Impact Assessment</b>	It is confirmed by Chief Officer, Martin Murchie, that no Integrated Impact Assessment is required for this report
<b>Data Protection Impact Assessment</b>	A Data Protection Impact Assessment is not required for this report.
<b>Other</b>	No additional impact assessments have been completed for this report.

## 10. BACKGROUND PAPERS

Council Delivery Plan 2023/24  
Performance Management Framework 2023/24

## 11. APPENDICES

Appendix A – Finance and Resources Performance Summary Dashboard

## 12. REPORT AUTHOR CONTACT DETAILS

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