

## **APPENDIX 11**

### **2025/26 Commissioning Intentions and Service Standards**

## City Development and Regeneration

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Prevention & Early Intervention	ACC Capacity
Economic Stability	A thriving innovation driven economy (RES)	Oversee infrastructure developments linked to the new harbour that support job creation.	T1	Subject to investment & commitment from partners.
Economic Stability	A thriving innovation driven economy (RES)	Develop proposals to unlock £160M over ten years through the Investment Zone.	T1	Subject to funding.
Economic Stability	A thriving innovation driven economy (RES)	Support the advancement of the offshore wind sector, through partnerships across academia, industry, and government, advocating for favourable regulatory frameworks, investing in workforce training, R&D and engaging local communities.	T1	Sufficient internal capacity
Neighbourhood & Environment	A thriving innovation driven economy (RES)	In collaboration with Strategic Place Planning, implement the Union Empty Shops Plan and support the work of Our Union Street.	T2	Subject to on-going funding.
Economic Stability	A thriving innovation driven economy (RES)	In collaboration with Regional Economic Partners develop and deliver pipeline projects within key sectors to attract investment and support job creation.	T1	Subject to funding.
Economic Stability	A thriving innovation driven economy (RES)	Support the work of the Aberdeen Convention Bureau and P&J Live to secure more UK and International business events for Aberdeen and maximise the financial, academic and investment opportunities arising from hosting.	T1	Subject to funding.
Economic Stability	A thriving innovation driven economy (RES)	Support the work of VisitScotland and Visit Aberdeenshire to raise industry standards and market the region to increase visitor spend and	T1	Subject to funding.

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		improve the visitor experience as set out in the Destination Strategy.		
Economic Stability	An outstanding natural environment (RES)	Continued investment in hydrogen to stimulate demand, address Net Zero and increase green energy employment opportunities through: <ul style="list-style-type: none"> <li>• Continued delivery of H2 Buses Project</li> <li>• Development of a 5 year programme to maximise hydrogen export opportunities (subject to approvals for H2 valley)</li> <li>• Support BP/ACC Joint Venture to move to Phase 2 to realise local job creation</li> </ul>	T1	Subject to future investment & commitment from partners.
Children, Education & Lifelong Learning	A healthy and skilled population (RES)	Design and implement targeted workforce development programmes aimed at engaging economically inactive individuals (long term physical and mental health issues, parents and disabled), equipping them with the skills and confidence needed to enter the job market.	T1 & T2	Sufficient internal capacity
Children, Education & Lifelong Learning	A healthy and skilled population (RES)	Facilitate collaborative Partnerships with the education authority and further and higher education to create clear pathways that support students in need of additional support (Health issues, disabled, care experienced and disengaged) to transition into the workforce.	T1 & T2	Sufficient internal capacity
Children, Education & Lifelong Learning	A healthy and skilled population (RES)	Foster collaboration with local businesses to create tailored training and development programmes for those furthest from the job market into the region’s identified growth and volume sectors that meet workforce needs and build employment skills. Establish a Supported Employment Service through No One Left Behind Grants.	T1 & T2	Sufficient internal capacity
Children, Education & Lifelong Learning	A healthy and skilled population (RES)	In partnership with the Science Museum Group and targeted Aberdeen city schools, develop a “science	T1	Sufficient internal capacity

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		capital” approach to teaching and interpretation in archives, gallery & museums.		
Economic Stability	Strong community & cultural identity (RES)	Promote the establishment of community wealth building as a soon to be legislative framework, aimed at enhancing local economics, empowering communities and ensuring equitable distribution of resource.	T1	Sufficient internal capacity
Communities & Housing	Strong community & cultural identity (RES)	Design and deliver Aberdeen Events 365 Strategy through the Aberdeen Events 365 Plan 2023-2026 (including Tall Ships 2025), and support through targeted sponsorship and fundraising income.	T1	Sufficient internal capacity
Communities & Housing	Strong community & cultural identity (RES)	Develop venues to provide best value cultural services and increase opportunities for cultural tourism: a. Tolbooth – reopen (Summer 2025) b. Maritime museum – (draft 5 year redevelopment plan 2025) c. Art gallery – top floor (June 2025) d. Archives – new home (OBC and 5 year development plan 2025/26) e. Glover House – investment plan (develop management and delivery plan 2025/26)	T1	Subject to on-going funding & commitment from partners.
Communities & Housing	Strong community & cultural identity (RES)	Free travel for schools to visit Aberdeen Art Gallery supported by the William Syson Foundation (3 year programme ending in 2027). Includes a tailored package for every ASN provision for Orchard Brae School and mainstream schools across the city.	T1	Subject to on-going funding & commitment from partners.
Economic Stability	A strong community and cultural identity (RES)	Establish a framework for the successful implementation of the visitor levy in Aberdeen city; aimed at generating revenue for events, attractions and infrastructure.	T1	Sufficient internal capacity

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
1.	We will, with partners, support established businesses through the Business Gateway service within 5 working days of approach.		✓	✓	✓	N	100%	Tier 1	
2.	We will maintain Accreditation standards for the Art Gallery.	✓	✓	✓		P	100%	Tier 1	
3.	We will maintain Accreditation standards for Museums.	✓	✓	✓		P	100%	Tier 1	
4.	We will provide person centred employability support to those eligible with a particular focus on more vulnerable groups, and signpost those who are not eligible to alternative support within 5 working days.		✓	✓	✓	N	N/A	Tier 2	
5.	We will maintain or increase the number of external outdoor public events.	✓				N	N/A	Tier 1	

# Capital

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Prevention & Early Intervention	ACC Capacity
Neighbourhood & Environment	A thriving innovation driven economy (RES)	Continue construction of Union Street Central for delivery in 2025/26.	T1	Subject to on-going funding & commitment from partners.
Children, Education & Lifelong Learning	Raise attainment	Deliver the New Riverbank School in Spring 2025 with a planned decant to the new school soon after.	T1	Sufficient internal capacity
Children, Education & Lifelong Learning	Raise attainment	Continue and progress design development at new Hazlehead Academy.	T1	Sufficient internal capacity
Children, Education & Lifelong Learning	Raise attainment	Continue design development for the Bucksburn Academy extension.	T1	Sufficient internal capacity
Children, Education & Lifelong Learning	Raise attainment	Continue and progress design development at refurbished St Peters Primary.	T1	Sufficient internal capacity

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Neighbourhood & Environment	Reduce carbon emissions from infrastructure	Commence construction on the B999 Shielhill Road Junction Improvement.	T1	Sufficient internal capacity
Neighbourhood & Environment	Minimise the levels of waste created and optimise waste collection and disposal	Deliver the Bridge of Don Household Waste Recycling Centre (HWRC) in spring 2025.	T2	Sufficient internal capacity
Neighbourhood & Environment	Minimise the levels of waste created and optimise waste collection and disposal	Complete construction of Torry Heat Network Phase 1 and commence Phase 2.	T1 & T2	Sufficient internal capacity
Neighbourhood & Environment	Minimise the levels of waste created and optimise waste collection and disposal	Complete the rebuild of Altens Materials Recovery Facility and transfer station.	T1	Sufficient internal capacity
Health & Social Care	Support improvement in the health & wellbeing of children and young people	Deliver the refurbished Bucksburn Pool	T1	Sufficient internal capacity

<b>Service Standards</b>		<b>Availability</b>	<b>Responsive</b>	<b>Quality</b>	<b>Eligibility</b>	<b>Legislated for (L), prescribed (P) or not (N)</b>	<b>Last Actuals</b>	<b>Prevention and Early Intervention (Tier 1,2 or 3)</b>	<b>Risk</b>
1.	We will ensure the specification on new construction projects meet the required environmental and building quality standards.			✓		N	100%	Tier 1	
2.	We will ensure all capital projects have gate stage reviews completed in accordance with our project management governance protocols.			✓		N	100%	Tier 1	



## Strategic Place Planning

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Prevention & Early Intervention	ACC Capacity
Neighbourhood & Environment	A thriving innovation driven economy (RES)	Promote and secure development opportunities associated with the City Centre Masterplan including: <ol style="list-style-type: none"> <li>Queen Street</li> <li>A new Aberdeen Market</li> <li>Beach Masterplan (Beach Park, Events Park and Broadhill – Phase A projects started and completed during 2024/25)</li> <li>City Centre Streetscape</li> <li>George Street</li> </ol>	T1	Subject to on-going funding & commitment from partners.
Neighbourhood & Environment	Reduce carbon emissions by increasing public transport	Subject to on-going external funding from Transport Scotland, respond to the Transport (Scotland) Act 2019 – provisions on buses which allows for direct service provision, partnership working and local franchising, including through the Bus Partnership Fund and Aberdeen Rapid Transit. Aim for 2025 is to continue to progress the corridor studies and agree a Strategic Business Case for Aberdeen Rapid Transit.	T1	Subject to on-going funding & commitment from partners.
Neighbourhood & Environment	Reduce carbon emissions and	Complete a Mobility Strategy for the city.	T1	Sufficient internal capacity

	support physical and mental wellbeing by increasing active travel			
Neighbourhood & Environment	Reduce carbon emissions and support physical and mental wellbeing by increasing active travel	Complete an Active Travel Network Plan for the City.	T1	Sufficient internal capacity
Neighbourhood & Environment	Reduce carbon emissions and support physical and mental wellbeing by increasing active travel	Work with stakeholders to maximise the opportunities for active travel as part of the beach and city centre masterplans and determine how to bring this forward in the context of Union Street East and Beach Boulevard.	T1	Subject to on-going funding & commitment from partners.
Neighbourhood & Environment	Reduce carbon emissions and support physical and mental wellbeing by increasing active travel	Install distance markers across popular walking and running routes.	T1	Sufficient internal capacity

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Neighbourhood & Environment	Reduce carbon emissions and support physical and mental wellbeing by increasing active travel	Complete an update of the Car Park Review.	T1	Sufficient internal capacity
Neighbourhood & Environment	Reduce carbon emissions and support physical and mental wellbeing by increasing active travel	Progress options appraisal to build a new foot and cycle bridge over the River Dee subject to funding from NESTRANS.	T1	Subject to on-going funding & commitment from partners.
Neighbourhood & Environment	Reduce carbon emissions from infrastructure	Work with Scottish Government and the joint procurement pilot for the North of Scotland to increase installation of electric charging capacity and use renewable energy for these. In 2025/26 the aim is to appoint a development partner, subject to the outcome of the procurement process, and agree infrastructure locations and a programme for their roll out.	T1	Subject to on-going funding & commitment from partners.
Neighbourhood & Environment	Reduce carbon emissions from infrastructure	Subject to on-going funding from Transport Scotland, work with the North East Bus Partnership and the Scottish Government to deliver the Bus priority measures as part of the Bus Partnership Fund and explore opportunities for alternative fuel vehicles. Aim	T1	Subject to on-going funding & commitment from partners.

		for 2025/26 is to continue to progress the corridor studies and agree a Strategic Business Case for Aberdeen Rapid Transit and work with partners to explore options for alternative fuel vehicles.		
Neighbourhood & Environment	Increase the amount of land managed for nature to decrease flood risk management and increase access to and quality of green spaces	In 2025/26 the aim is to work with external partners such as the James Hutton Institute to develop a natural environment strategy implementation plan.	T1	Subject to on-going funding & commitment from partners.
Neighbourhood & Environment	Increase the amount of land managed for nature to decrease flood risk management and increase access to and quality of green spaces	In collaboration with Operations update the Natural Environment strategy to identify and quantify public land to be managed for nature / increase areas of naturalised grassland and wildflower meadow.	T1	Sufficient internal capacity
Neighbourhood & Environment	Increase the amount of land managed for nature to decrease flood risk management and	In collaboration with Operations update the Natural Environment Strategy to identify suitable land to expand tree planting on council owned land.	T1	Sufficient internal capacity

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	increase access to and quality of green spaces			
Neighbourhood & Environment	Minimise the levels of waste created and optimise waste collection and disposal	In collaboration with Commercial and Procurement, improve waste reduction and product lifespan through ACC procurements.	T1	Sufficient internal capacity
Neighbourhood & Environment	Minimise the levels of waste created and optimise waste collection and disposal	Work with Operations to update the Waste Strategy for 2025/26 with the aim of ensuring alignment with the Circular Economy (Scotland) Bill and identifying opportunities /requirements to deliver on the Producer Responsibility Fund, and to support Operations in relation to ongoing programmes to reduce waste (including exploring opportunities for repair hubs).	T1	Subject to on-going funding & commitment from partners.
Neighbourhood & Environment	Maintain the City's green space environment, local road and pavement network	Improve road safety through implementation of the Road Safety Plan, Route Action works, and traffic management/ road safety measures.	T1	Sufficient internal capacity

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
1.	We will, on average, determine householder planning applications within 10 weeks.		✓			L	82%	Tier 1	
2.	We will, on average, determine local non-householder planning applications within 11 weeks.		✓			L	80%	Tier 1	
3.	We will, on average, determine major planning applications within 30 weeks.		✓			L	N/A	Tier 1	
4.	We will respond to building warrant applications within 20 working days.		✓			L	90%	Tier 1	
5.	We will respond to building warrant approvals within 10 working days.		✓			L	85%	Tier 1	
6.	We will ensure that each existing Tree Preservation Order (TPO) is reviewed as fit for purpose at least once every 10 years.		✓		✓	L	N/A	Tier 1	
7.	We will, on average, determine applications for works to protected trees (under TPO and Conservation areas) within six weeks.		✓			L	N/A	Tier 1	
8.	We will maintain independent Customer Service Excellence accreditation.			✓		N	100%	Tier 1	

# Operations

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Prevention & Early Intervention	ACC Capacity
Children, Education & Lifelong Learning	A healthy and skilled population	Refurbishment /replacement of a number of amenity and HRA city play areas in 2025/26.	T1	Subject to on-going funding & commitment from partners.
Neighbourhood & Environment	Minimise the levels of waste created and optimise waste collection and disposal	Commission new Household Waste and Recycling Centre in Bridge of Don as replacement for existing site at Scotstown Road.	T2	Sufficient internal capacity
Neighbourhood & Environment	Minimise the levels of waste created and optimise waste collection and disposal	Work with the Scottish Government to co-design a Household Recycling Code of Practice and increase reuse and recycling.	T1	Sufficient internal capacity
Neighbourhood & Environment	Maintain the City's green space environment, local	Improve road safety through implementation of the Road Safety Plan, Route Action works, and traffic management/ road safety measures.	T1 & T2	Sufficient internal capacity

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	road and pavement network			
Neighbourhood & Environment	Minimise the levels of waste created and optimise waste collection and disposal	Commission Altens Materials Recovery Facility and transfer station and, following completion of rebuild, recommence operations in autumn 2025.	T2 & T3	Subject to on-going funding & commitment from partners.



Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
<b>Environmental Services</b>									
1.	We will remove litter from adopted roads and pavements to a minimum of Grade B of the Keep Scotland Beautiful “Local Environmental Audit Management System” (LEAMS) standard.		✓	✓		P	80%	Tier 1	
2.	We will maintain all parks and amenity open spaces to a minimum of Grade B of the Keep Scotland Beautiful “Land Audit Management System” (LAMS) standard.		✓	✓		P	80%	Tier 1	
3.	We will complete all priority 1 amenity / street tree maintenance work (emergency work on dangerous trees) within 4 weeks.		✓			N	N/A	Tier 2	
4.	We will inspect all amenities / street trees a minimum of once every 6 years.		✓			N	N/A	Tier 1	
5.	We will visit, inspect and maintain outdoor amenity play areas (excludes education and community centre settings) on a fortnightly basis to national safety standards (BSEN 1177 for safety surfacing, BSEN 1176 for play equipment and BSEN 14974 for wheeled sports).		✓	✓		P	100%	Tier 1	
6.	We will inspect lifebelts at the beach on a daily basis and twice weekly at other locations in keeping with the National Water Safety Strategy or ROSPA water safety guidance.		✓	✓		P	97%	Tier 1	

7.	We will deliver Cremation Services to a standard that achieves a positive evaluation by the Inspector of Cremation.			✓		P	N/A	Tier 1	
8.	We will support the active participation of 150 partnership / community environmental groups.			✓		N	184	Tier 1	
9.	We will remove non offensive graffiti from public buildings and structures within 20 weeks.		✓			N	N/A	Tier 1	
10.	We will remove offensive graffiti from public buildings and structures within 15 days.		✓			N	N/A	Tier 3	
<b>Fleet Services</b>									
1.	We will achieve first time MOT pass for HGV's subject to a pre-check and then presented for annual test.			✓		N	95%	Tier 1	
2.	We will achieve first time MOT pass for Light vehicles when presented for annual test following a pre-test.			✓		N	94%	Tier 1	
3.	We will only provide vehicles which comply with engine Euro emission ratings iv, v or vi.			✓		L	N/A	Tier 1	
4.	We will complete all Scheduled Safety inspections within 2 days.		✓	✓		N	100%	Prevention	
<b>Waste Services</b>									
1.	We will collect refuse, recycling, food and chargeable garden waste bins fortnightly for all individual household bins.			✓	✓	L	95%	Tier 1	
2.	We will respond to reported overflowing communal bins within two working days.		✓			N	95%	Tier 3	
3.	We will respond to fly-tipping enquiries relating to public places within 5 working days.		✓			N	100%	Tier 2	
4.	We will complete paid bulky uplift service requests within 10 working days.		✓		✓	L	100%	Tier 1	

5.	We will divert household waste from landfill to help limit the use of landfill.			✓		P	85%	Tier 1	
6.	We will recycle and compost household waste to help limit the use of landfill.			✓		P	50%	Tier 1	
7.	We will provide services to non-domestic customers by mutual agreement.			✓	✓	L	100%	Tier 1	
<b>Roads and Infrastructure</b>									
1.	We will repair (High/Medium priority) carriageway / footway defects within 7 days.		✓			P	98%	Tier 2	
2.	We will complete road safety inspections within the set timeframe as set out in the Roads Inspection Manual.		✓			P	N/A	Tier 1	
3.	We will respond to general street lighting faults within 7 days.		✓			P	97%	Tier 2	
4.	Will complete General Inspections of all bridges/structures every two years.		✓			P	N/A	Tier 1	
5.	We will take preventative measures to reduce flooding by watercourse inspections and clearance of debris prior to storm events		✓	✓		L	80%	Tier 1	
6.	We will take preventative measures to reduce flooding by biannual cyclical gulley maintenance		✓	✓		L	80%	Tier 1	

## Education and Lifelong Learning

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Prevention & Early Intervention	ACC Capacity
Children, Education & Lifelong Learning	A healthy and skilled population (RES)	Work with partners to implement the post school funding solution to continue to improve outcomes for young people.	T1 & T2	Sufficient internal capacity
Children, Education & Lifelong Learning	A healthy and skilled population (RES)	Continue to work with employers to support placements for young people with additional needs.	T1 & T2	Sufficient internal capacity
Children, Education & Lifelong Learning	Reduce child poverty	Continue to prepare for implementation of the Scottish Government commitment to expand free childcare services for 1 and 2 year olds to support targeted families into employment when national plan is known.	T1 & T2	Subject to on-going funding & commitment from partners.
Communities & Housing	Reduce child poverty	Through the funded Fairer Future Pathfinder co-design and deliver: - co-ordinated and targeted whole family preventative services to reduce involvement with statutory services; and - the transition to a future libraries model	T1 & T2	Subject to on-going funding & commitment from partners.

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Communities & Housing	Reduce child poverty	Delivery of 'In the City Programmes' to those most likely to be impacted by poverty for easter, summer and autumn, subject to Council budget decision.	T1	Subject to on-going funding & commitment from partners.
Health & Social Care	Reduce child poverty	Maintain readiness to increase uptake of free school meals, responding, as appropriate, to any requirement to deliver free school breakfasts and lunches for all primary school pupils in keeping with Scottish Government policy.	T1	Subject to on-going funding & commitment from partners.
Children, Education & Lifelong Learning	Raise attainment	Evaluate the impact of approaches to Local Authority and school quality improvement including pupil tracking to determine their effectiveness in addressing variation.	T1	Sufficient internal capacity
Children, Education & Lifelong Learning	Maximise the impact of Early Learning and Childcare	Maximise the uptake of 1140 hours of ELC for all eligible children, with a particular focus on eligible 2s (190 in 2023/24) and those currently in families living in SIMD 1.	T1	Subject to on-going funding & commitment from partners.
Communities & Housing	Maximise the impact of Early Learning and Childcare	Roll out the second Request for Assistance process to help meet emerging demand across communities.	T2 & T3	Subject to on-going funding & commitment from partners.
Health & Social Care	Support improvement in the health & wellbeing	Support the evaluation of the neurodevelopmental pathway project as led by NHSG and collaborate with	T2 & T3	Subject to on-going funding &

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	of children and young people	partners to determine how best to pivot our system to take account of the learning.		commitment from partners.
Health & Social Care	Support improvement in the health & wellbeing of children and young people	Work with stakeholders, including a Head Teacher working group, to determine a local response to the Scottish Government 5 Point Plan to support a reduction in distressed behaviour in schools and work in partnership to support the actions of the locally agreed action plan.	T2 & T3	Sufficient internal capacity
Children, Education & Lifelong Learning	Support transition to positive destinations	Deliver a broader curriculum offer through digital and partnership delivery of Phase 3 of ABZ Campus to secure improvement in senior phase attainment.	T1	Sufficient internal capacity
Children, Education & Lifelong Learning	Support transition to positive destinations	Work with Skills Development Scotland, NHS Grampian and other key partners to try to secure an increased allocation of foundation apprenticeships.	T1	Sufficient internal capacity
Children, Education & Lifelong Learning	Support care experienced children and fulfil our role as corporate parents	We will work to improve the attainment of looked after children to enable them to fulfil their potential.	T1 & T2	Sufficient internal capacity

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
1.	We will meet all eligible requests for early learning and childcare placements within one month.		✓		✓	L	100%	Tier 1	
2.	We will meet all mainstream requests for a primary and secondary school placement within one month.		✓		✓	L	100%	Tier 1	
3.	We will work to ensure early learning and childcare settings meet the national standard.			✓		L	100%	Tier 1	
4.	We will ensure primary, secondary, and special schools achieve an average evaluation of 'good' or better in core Quality Indicators.			✓		N	80%	Tier 1	
5.	Provide CLD services to a level that achieves a rating of good or better through external inspection.			✓		N	N/A	Tier 1	
6.	We will process requests for additional support to meet the wellbeing needs of children and young people within 40 days.		✓			N	100%	Tier 2	
7.	We will work to ensure that Broad General Education Attainment at P1, P4, P7 and S3 is in line (within 1%) of the National Average.			✓		N	N/A	Tier 1	
8.	We will work to ensure that Senior Phase Attainment at Levels 4, 5 and 6 is in line with (within 1%) the National Average.			✓		N	N/A	Tier 1	
9.	We will flexibly respond to ensure that schools, ELC, CLD and library provisions remain open irrespective of staffing absence.	✓				N	98%	Tier 1	
10.	We will work to ensure that school attendance is as good or better than the national average.			✓		N	N/A	Tier 1	

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11.	We will work to ensure that all young people in the senior phase have access to city wide courses through ABZ Campus.	✓		✓		N	N/A	Tier 1	
12.	We will meet those wishing to access CLD services from priority areas within 3 weeks (inclusive of Youth Work and Family Learning) to begin person centred planning.	✓	✓			N	N/A	Tier 1	
13.	We will ensure library item requests are satisfied within 21 days.	✓	✓			N	73%	Tier 1	



## Children's Social Work and Family Support

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Prevention & Early Intervention	ACC Capacity
Children, Education & Lifelong Learning	Support transition to positive destinations	Further improve transition planning and support for children with ASN transition to adult services. Build on the learning from the GIRFE Pathfinder to ensure a more integrated approach to early and effective transition planning. This will include their connection with NHSG services.	T2 & T3	Subject to on-going funding & commitment from partners.
Health & Social Care	Support care experienced children and fulfil our role as corporate parents	<ul style="list-style-type: none"> <li>• Work with Partners to deliver on the second Promise Plan (24 - 30).</li> <li>• We will identify our priorities taking account of the progress made via Plan 21- 24 and the findings of the Bright Spots survey.</li> <li>• We will, in collaboration with young people, reimagine the structure and style of Champions Board.</li> <li>• We will actively plan for the development of the anticipated Promise Bill and the associated legislative change this will require.</li> <li>• The above will be contingent on adequate resource being made available from the Scottish Government via sustainable revenue funding and utilisation of the Whole Family Wellbeing Fund.</li> </ul>	T2 & T3	Sufficient internal capacity

Children, Education & Lifelong Learning	Support multi-agency efforts to reduce domestic abuse and support victims	We will further develop an integrated multi-agency approach to supporting individuals and families who have experienced domestic abuse.	T2 & T3	Subject to on-going funding & commitment from partners.
Health & Social Care	Support multi-agency efforts to reduce domestic abuse and support victims	<p>We will further develop an integrated and multi-agency approach to supporting individuals and families who have experienced domestic abuse. In doing so we will:</p> <ul style="list-style-type: none"> <li>• Implement Equally Safe through a gendered lens across all public protection policy/practice areas.</li> <li>• Ensure our readiness for the implementation of the Domestic Abuse (Protection) (Scotland) Act 2021 including Domestic Abuse Protection Orders.</li> <li>• Ensure a strong emphasis on ‘prevention’ and the role of schools in tackling misogyny. (Aligned to the Scottish Government’s 5 Point Plan to support a reduction in distressed behaviour in schools.)</li> <li>• Explore the pathways between domestic abuse and homelessness, mitigating the need for women and children to present as homeless.</li> <li>• Ensure consistent application of the Domestic Abuse Council Housing Policy.</li> <li>• Ensure our readiness for the legislative requirement to undertake Domestic Homicide &amp; Suicide Reviews</li> </ul>	T1, T2 & T3	Subject to on-going funding & commitment from partners.

Children, Education & Lifelong Learning	Prevent children & young people entering the criminal justice system & support those who do	<p>We will actively prepare for the implementation of the Children's (Care &amp; Justice) Act. In doing so we will:</p> <ul style="list-style-type: none"> <li>• Work to ensure no child under 18 years enters an adult prison.</li> <li>• Ensure our systems and processes recognise the over representation of care experienced young people in the justice system.</li> <li>• Provide intensive support as an alternative to custody/secure care, dependent on Scottish Government funding.</li> <li>• Co-design preventative whole family support approaches to supporting young people at risk of offending.</li> </ul>	T2 & T3	Subject to on-going funding & commitment from partners.
Health & Social Care	Protect Children	<ul style="list-style-type: none"> <li>• Open our Bairns Hoose in summer 2025 to support children &amp; young people who have been abused and harmed as well as those children &amp; young people under the age of criminal responsibility whose behaviour has caused harm to others.</li> <li>• Develop pathways for recovery support to ensure children &amp; young people receive whole family support post inter-agency referral discussion.</li> <li>• Ensure enhanced support to children &amp; young people who have to give evidence in court.</li> <li>• Ensure the medical and recovery elements of the Bairns Hoose are connected to wider health &amp; wellbeing supports to address identified needs.</li> </ul>	T2 & T3	Subject to on-going funding & commitment from partners.

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
1.	All initial screenings will be undertaken and action decided on new referrals within 7 days.		✓			N	97%	Tiers 2 and 3	
2.	We will hold initial Child Protection Planning Meetings within 21days.		✓			L	71%	Tier 3	
3.	We will ensure care provided within Council children's homes achieve a care standard of good or better through regulatory inspections.			✓		P	100%	Tier 3	
4.	We will ensure care provided by the Council's fostering service achieves a care standard of good or better through regulatory inspections.			✓		P	100%	Tier 3	
5.	We will ensure care provided by the Council's adoption service achieves a care standard of good or better through regulatory inspections.			✓		P	100%	Tier 3	
6.	We will work to maintain or increase the current number of foster carers.			✓		N	N/A	Tier 3	
7.	We will undertake an initial age assessments within 2 weeks of unaccompanied asylum seeking individuals who identify as being under 18 years where there is a dispute to their age.		✓			L	N/A	Tiers 2 and 3	
8.	We will ensure that fewer than 5% of care experienced children and young people will have 3 or more placements in 12 months.			✓		P	1%	Tier 3	
9.	We will ensure care experienced children and young people have a pathway plan by the age of 15 years.			✓		L	68%	Tier 3	

10.	We will support, where safe to do so, more than 80% of the children and young people open to Children’s Social Work live within their family network.	✓		✓		P	75%	Tier 3	
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# Housing

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Prevention & Early Intervention	ACC Capacity
Communities & Housing	Housing needs analysis and delivery	In collaboration with Corporate Landlord, Finance, Capital, Strategic Place Planning analyse housing needs to inform the early development of a city wide Housing Strategy to align with an HRA Asset Management Model, 30 year business plan and consideration of those with complex and life-long needs.	T1 & T2	Sufficient internal capacity
Communities & Housing	Housing needs analysis and delivery	We will further develop our person-centred approach to support individuals and families, affected by RAAC, who have been rehomed.	T2 & T3	Sufficient internal capacity
Communities & Housing	Reduce homelessness and respond appropriately to those who do become homeless	Implement, as part of Homewards Aberdeen, the year one commitments outlined within the delivery plan with a preventative focus to reduce homelessness in Aberdeen.	T1, T2 & T3	Subject to on-going funding & commitment from partners.
Communities & Housing	Reduce homelessness and respond appropriately to	Prepare for the implications of the Housing (Scotland) Bill, specifically in relation to Ask and Act (as part of Homewards Aberdeen), Domestic Abuse and Rent	T1, T2 & T3	Subject to on-going funding &

	those who do become homeless	Controls, subject to further detail as the bill passes through parliament.		commitment from partners.
Communities & Housing	Housing needs analysis and delivery	We will review the Strategic Housing Investment Plan once the resource planning assumptions have been issued by Scottish Government	T1	Sufficient internal capacity

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), Prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
1.	We will assess all homeless applications within 28 days.		✓		✓	L	58%	Tier 2	
2.	We will ensure all homeless people secure a permanent tenancy within 100 days average.		✓		✓	L	140 days	Tier 2	
3.	We will review and process housing applications within 28 days.		✓		✓	N	96%	Tier 1	
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) as per statutory		✓			L	88%	Tier 2	
5.	We will ensure an average time to let a property of 210 days.	✓		✓		N	257 days	Tier 1	
6.	We will ensure that our support for people being liberated from prison meets the SHORE standards. <a href="https://www.sps.gov.uk/shore-standards">SHORE Standards (sps.gov.uk)</a>	✓		✓	✓	L	Yes	Tier 1	
7.	We will ensure that our support for New Scots displaced people is in accordance with the New Scots Refugee Integration Strategy 2024.	✓	✓	✓		P	N/A	Tier 3	

## Corporate Landlord

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Prevention & Early Intervention	ACC Capacity
Neighbourhood & Environment	A thriving innovation driven economy (RES)	Commission a review of the commercial estate to better reflect current market conditions and determine investment / disinvestment opportunities, subject to availability of specialist resource	T1	Subject to on-going funding & commitment from partners.
Neighbourhood & Environment	Reduce carbon emissions from infrastructure	Reduce energy consumption across the full council estate by 0.5%.	T1	Subject to on-going funding & commitment from partners.
Communities & Housing	Housing needs analysis and delivery	Implement, in collaboration with Housing, tests of change to realise a reduction in void Council houses.	T2 & T3	Sufficient internal capacity
Communities & Housing	Housing needs analysis and delivery	Undertake a review of Council house repairs and housing improvements to secure improved performance.	T2	Sufficient internal capacity



Communities & Housing	Housing needs analysis and delivery	Prepare an implementation plan for the implications of the anticipated Net Zero Standard for Social Housing.	T1	Subject to on-going funding & commitment from partners.
Communities & Housing	Housing needs analysis and delivery	Prepare an implementation plan for the implications of the Housing (Cladding Remediation) (Scotland) Act 2024 and Grenfell recommendations.	T1 & T2	Sufficient internal capacity

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
1.	We will work to ensure that our public buildings, which have been awarded a dispensation, meet <a href="#">accessibility requirements</a> under the Equality Act 2010.	✓		✓		L	82%	Tier 1	Yellow
2.	We will carry out condition surveys across 100% of public buildings on a 5-yearly cycle.		✓			P	N/A	Tier 1	Red
3.	We will work to ensure that our public buildings achieve a condition rating of C (poor) or better.			✓		P	92% (B)	Tier 1	Yellow
4.	We will work to ensure that our buildings achieve a suitability rating of C or better.			✓		P	77% (B)	Tier 1	Yellow

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5.	We will work to ensure minimal disruption to schools and ELC provisions due to building defects/extreme weather (baseline from 2023/24 is 46 days lost).	✓		✓		N	46 lost days	Tier 1	
6.	We will complete statutory maintenance works on public buildings in accordance with the legal duties.		✓	✓		L	100%	Tier 2	
7.	We will complete statutory maintenance works on council houses in accordance with the legal duties.		✓	✓		L	99.6%	Tier 2	
8.	We will undertake Asset Valuations to meet Financial Regulations every year (investment assets) and every five years for all other asset types.		✓			N	N/A	Tier 1	
9.	We will work towards school occupancy at 80%-95% for primary schools and secondary schools.	✓				N	N/A	Tier 1	
10.	We will ensure that all surplus assets are taken to market within 4 months of being declared surplus.		✓			N	N/A	Tier 1	
11.	We will work towards all public buildings having an EPC rating of C or higher.			✓		P	N/A	Tier 1	
<b>Building Services</b> <a href="#">Published handbook</a>									
1.	We will make good or make safe emergency daytime housing repairs within 4 hrs.		✓	✓		N	97.5%	Tier 3	
2.	We will make good or make safe emergency out of hours housing repairs within 4 hrs.		✓	✓		N	95%	Tier 3	
3.	We will complete urgent housing repairs within 24 hours.		✓	✓		N	90%	Tier 3	
4.	We will complete high category housing repairs within 3 days.		✓	✓		N	90%	Tier 2	
5.	We will complete non-emergency housing repairs within 5 working days.		✓	✓		N	N/A	Tier 2	
6.	We will complete routine housing repairs within 10 working days.		✓	✓		N	N/A	Tier 2	
8.	We will complete repairs right first time.		✓	✓		N	91%	Tier 2	
9.	We will complete housing repairs pre-inspections within 20 days.		✓			N	80%	Tier 1	

10.	We will complete housing voids maintenance for each property to ensure the property meets the new letting standard.		✓	✓		N	N/A	Tier 2	
<b>Facilities Management</b>									
1.	(Catering) All meals served to children and young people in our schools will meet The <a href="#">Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020</a>			✓		L	100%	Tier 1	
2.	(Cleaning) We will complete Void Housing and Response cleaning alerts within the following timescales: <ul style="list-style-type: none"> <li>• Emergency cleans within 4 working hours</li> <li>• Urgent cleans within 24 hours (not including Saturday or Sunday)</li> <li>• High priority cleans within 3 working days</li> <li>• Non-Emergency cleans within 5 working days</li> <li>• Routine priority cleans within 10 working days</li> <li>• Planned cleans within either 24 days or 90 working days dependent on timescale given by requestor</li> </ul>		✓			L	98%	Tier 2 & 3	
3.	(Cleaning) We will respond to fly tipping alerts at multi-storey blocks within 60 working hours		✓			L	88% (48 hours)	Tier 3	
4.	(Cleaning) We will deliver 39 weeks contracted school cleaning to the standards set in our generic <a href="#">specification</a>	✓				L	100%	Tier 1	
5.	(Cleaning) We will deliver cleaning services within all (non-school) operational properties to the standards set in our generic <a href="#">specification</a>			✓		L	N/A	Tier 1	
6.	(Janitorial) We will provide janitorial support to every (non 3Rs) primary school for a minimum of 4 hours per day when the school is open to pupils.	✓				L	N/A	Tier 1	

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7.	(Janitorial) We will provide janitorial support to every (non 3Rs) secondary school between 07:00 and 18:00 on each day when the school is open to pupils.	✓				L	N/A	Tier 1	
8.	(PTU) We will assess mainstream school transport applications for children and young people who live more than 2 (primary) or 3 (secondary) miles from their local school within 1 calendar week, from date of receipt.		✓		✓	L	100%	Tier 2	
9.	(PTU) We will assess ASN/Exceptional Circumstances school transport applications within 1 calendar week, from date of receipt.		✓		✓	N	100%	Tier 1	
10.	(PTU) We will undertake spot checks on at least 50% of all school transport contracts over the course of the Academic year.			✓		N	46%	Tier 1	
11.	(PTU) We will review and respond to local bus service registration changes within the prescribed 28-day period.					L	100%	Tier 2	

## Governance

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Prevention & Early Intervention	ACC Capacity
Enabling Services	Corporate Governance & Democracy	Continue to strengthen the network of Community Councils through meaningful engagement with relevant points of contact across the organisation.	T1	Subject to on-going funding & commitment from partners.
Enabling Services	Management of Risk	Oversee the development of plans for emergency response, incorporating recommendations arising from response reviews locally and nationally, including Grenfell, COVID and any other major incidents.	T1, T2 & T3	Subject to on-going funding & commitment from partners.
Neighbourhood & Environment	Protective Services	Work towards transferring mortuary provision responsibilities to NHS to commence in the new North East Combined mortuary.	T1, T2 & T3	Sufficient internal capacity
Neighbourhood & Environment	Protective Services	The Environmental Health Service will launch as a Food Safety Training Centre, This will be creating the opportunity for new and existing food businesses to ensure they have the appropriately trained staff to comply with their legal obligations.	T1	Sufficient internal capacity
Neighbourhood & Environment	Protective Services	Aberdeen Scientific Services Labs, by creating new posts and the use and development of new and emerging	T1	Subject to on-going funding &

		techniques to help support the protection of public health and generate additional income, through the provision of a locally based UKAS accredited laboratory service which can be accessed by local businesses, both new and established.		commitment from partners.
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Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
1.	We will acknowledge requests for review within 14 days (Local Review		✓			L	100%	Tier 1	
2.	We will hear School Placing and Exclusion hearings within 28 days of		✓			L	100%	Tier 1	
3.	We will determine Civic License applications within 9 months of a valid		✓			L	100%	Tier 1	
4.	We will hold all hearings to determine a Premises License application or Variation application within 119 days of the last date for representations.		✓			L	100%	Tier 1	
5.	We will issue decision letters for alcohol applications within 7 days of Board meeting.		✓			L	100%	Tier 1	
6.	We will acknowledge Civic licensing complaints within 24 hours.		✓			N	100%	Tier 2	
7.	We will investigate Civic licensing complaints within 10 days.		✓			N	96%	Tier 2	
8.	We will investigate and respond to reports of persistent Anti-Social Behaviour within 60 working days.	✓	✓	✓		N	100%	Tier 2	

Protective Services									
1.	We will visit 20% of all registered tobacco and nicotine vaping products retailers yearly to give business advice on compliance with legislation.	✓		✓		P	45%	Tier 1	
2.	We will undertake test purchasing of registered tobacco and nicotine vaping products in 10% of retailers yearly to test retailer compliance with age restrictions.			✓		P	16%	Tier 1	
3.	We will respond initially to all business requests within 14 working days.		✓			L	N/A	Tier 1	
4.	We will respond to initial non-domestic noise nuisance requests within 5 working days.		✓			L	82% (2 days)	Tier 2	
5.	We will respond to initial pest control requests within 2 working days for high priority infestations and 5 working days for low priority infestations.		✓			N	89%	Tier 2	
6.	We will respond to initial public health requests within 2 working days for high priority cases.		✓			N	87%	Tier 3	
7.	We will respond to initial public health requests within 14 working days for low priority cases.		✓			N	N/A	Tier 2	
8.	We will respond to dog incident requests within 5 working days.		✓			N	68% (2 days)	Tier 2	
9.	All scheduled food service premises inspections (where access was possible) will be carried out on time, in line with Food Regulatory Service Plan.		✓			P	N/A	Tier 1	
10.	The Scientific Laboratories will examine /analyse and report food and environmental samples within specified turnaround times agreed with partners/customers.		✓			N	75%	Tier 2 and 3	

## Commercial & Procurement

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Prevention & Early Intervention	ACC Capacity
Enabling Services	Increase the value of community benefits, including employability benefits	Support the development of an Aberdeen Community Wealth Building Action Plan to encompass key partners and look to maximise the local impact of procurement activity through leading on the Spend Pillar theme	T1	Subject to on-going funding & commitment from partners.
Economic Stability	Increase the value of community benefits, including employability benefits	Further actions to secure and support delivery of community benefits through major developments. Including: <ul style="list-style-type: none"> <li>• ETZ Jobs Plan</li> <li>• Hydrogen Hub JVP</li> <li>• City Centre and Beachfront Masterplan community benefits programme</li> <li>• Projects captured for progression within Capital Plan</li> </ul>	T1 & T2	Subject to on-going funding & commitment from partners.
Economic Stability	Increase the value of community benefits, including employability benefits	Community Benefits and Sustainable Procurement Policy <ul style="list-style-type: none"> <li>• Refresh existing Policy and report to Committee</li> <li>• Agree implementation with Shared Service partners</li> </ul>	T1	Sufficient internal capacity



Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
1.	We will quality assure Cluster commissioning to 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.			✓		P	100%	Tier 1	
2.	A two year contract pipeline will be published online as part of the annual procurement report.	✓				N	100%	Tier 1	
3.	We will quality assure Cluster commissioning through sample testing to ensure that all contracts above £50K in value are tracked to show community, local economic and environmental benefits.			✓		P	95%	Tier 1	
4.	We will ensure that all contracts above £50K have standard clauses to require providers to demonstrate commitments towards carbon reduction and efficiency.				✓	P	75%	Tier 1	
5.	We will monitor compliance, every six months and escalate non-compliance as required, to ensure that all delegated procurers have undertaken the necessary procurement training.			✓		N	100%	Tier 2	
6.	We will provide procurement compliance reports to the Risk Board every six months, reporting any exceptions and corrective actions taken.			✓		N	90%	Tier 1	

## Digital and Technology

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Prevention & Early Intervention	ACC Capacity
Enabling Services	Use of digital technology to support the best possible service experience	Modernisation of citizen contact services building on AI capabilities and enhanced life events service structure.	T1 & T2	Internal capacity supported by capital investment to work with commercial partners
Enabling Services	Use of digital technology to support the best possible service experience	Development of HR self service capabilities to better support all employees and provide improved access to frontline workers.	T1 & T2	Internal capacity supported by capital investment to work with commercial partners
Enabling Services	Use of digital technology to support the best possible service experience	Rationalisation of housing systems to improve support for tenants and support for housing strategy.	T1 & T2	Internal capacity supported by capital investment to work with commercial partners
Enabling Services	Use of digital technology to support the best	Complete the analogue to digital transition for council provided services including the Alarm Receiving Centre (ARC).	T1 & T2	Internal capacity supported by capital investment to work

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	possible service experience			with commercial partners
Enabling Services	Use of digital technology to support the best possible service experience	Upgrade the network infrastructure across all council sites to include wide area (WAN) and local area network (LAN) assets.	T1 & T2	Internal capacity supported by capital investment to work with commercial partners
Enabling Services	Use of digital technology to support the best possible service experience	Drive adoption of generative AI to support staff in focusing on high value human interactions.	T1 & T2	Sufficient Internal capacity
Enabling Services	Use of digital technology to support the best possible service experience	Retain PSN and Cyber Essentials Plus accreditations.	T1 & T2	Sufficient Internal capacity
Enabling Services	A Modern and Effective School Digital Estate	Finish delivery of Northern Lights project to ensure all schools have an established baseline for modernisation and innovation in learning and teaching.	T1 & T2	Internal capacity supported by capital investment to work with commercial partners

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
1.	We will ensure calls to the IT Service Desk are dealt with right first time.		✓	✓		N	78%	Tier 2	
2.	We will ensure critical systems are continuously available.	✓	✓	✓		N	99.5%	Tier 1	
3.	We will resolve Priority 1 incident calls within 4 working hours.		✓	✓		N	N/A	Tier 2	
4.	We will resolve Priority 2 incident calls within 8 working hours.		✓	✓		N	N/A	Tier 2	
5.	We will resolve Priority 3 incident calls within 3 working days.		✓	✓		N	N/A	Tier 2	
6.	We will resolve Priority 4 incident calls within 5 working days.		✓	✓		N	N/A	Tier 2	
7.	We will resolve Priority 5 Incident calls within 30 working days.		✓	✓		N	N/A	Tier 1	
8.	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%	Tier 1	

## People & Citizen Services

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Prevention & Early Intervention	ACC Capacity
Enabling Services	Support and Develop Staff and the Organisation	We will implement a new HR / Payroll and Case Management System which will improve our efficiency by automating a number of our processes, improving our reporting functionality and our employee experience.	T1	Subject to on-going funding & commitment from partners.
Enabling Services	Support and Develop Staff and the Organisation	With the Health Determinants Research Collaboration, we take deliberate actions which promote a research and evidence led culture throughout the Council and implement a programme to support the development of the necessary skills and knowledge.	T1	Subject to on-going funding & commitment from partners.
Enabling Services	Support and Develop Staff and the Organisation	We will implement a new flexible working policy which, alongside the statutory right to request flexible working, will provide greater flexibility for employees and bring benefits including improved work-life balance, increased morale and aid recruitment and retention.	T1	Sufficient internal capacity
Enabling Services	Support and Develop Staff and the Organisation	Refresh the Equality, Diversity and Inclusion action plan to align with our new employer equality outcomes for 2025-2029 to meet our public sector equality duty.	T1	Sufficient internal capacity

Enabling Services	Reduction in avoidable contact to increase focus on those with most need	<p>We will modernise the Contact Centre and redesign the supporting operating model, to maximise efficiency and support for those most vulnerable, including:</p> <ul style="list-style-type: none"> <li>• Complete the implementation of new digital telecare alarm receiving technology, enabling over 13,000 North East telecare users to transition from analogue to digital landlines.</li> <li>• Transform our traditional contact centre into an interactive “omni-channel”</li> <li>• Further deploy the ‘Assisted Digital’ citizen delivery model to educate and drive up digital uptake</li> <li>• Expand the integrated access model and life events approach providing a single entry point for citizens to access Council and partner agency services.</li> </ul>	T1	Subject to on-going funding & commitment from partners.
Enabling Services	Undertake proactive citizen and community engagement	We will create and implement a Citizen Engagement policy to guide positive consultation, engagement, and support for employees managing challenging behaviours.	T1	Sufficient internal capacity
Enabling Services	Support multi-agency efforts to increase benefits uptake	Work with colleagues through the Fairer Futures Pathfinder, to support whole family early intervention and prevention services to increase benefits uptake and improve debt management.	T1, T2 & T3	Sufficient internal capacity

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
1.	We will complete evaluation panels upon receipt of all completed and verified documentation within 15 working days for each individual job, in relation to Job Evaluation.		✓			N	96%	Tiers 1 &2	
2.	We will allocate a People and Organisation advisor to formal casework within 5 working days.		✓			N	100%	Tier 2	
3.	All People Development courses will receive 75% employee satisfaction in evaluations.	✓		✓		N	89%	Tier 1	
4.	We will make initial contact with redeployees within 5 working days of redeployment confirmation.	✓				N	100%	Tiers 1 &2	
5.	We will pay our people correctly and on time, in line with notifications of changes received within deadlines.			✓		N	N/A	Tier 1	
6.	We will refresh our Employer, Service Provider, Education, Licensing Equality Outcomes every 4 years, and comply with requirements of the Public Sector Equality Duty and its Scottish Specific Duties.			✓		L	N/A	Tier 1	

7.	We will update our Gaelic Language Plan every 5 years, providing Monitoring Reports to the Gaelic Board on an annual basis. We will promote the GLP internally and externally in line with Scottish Government requirements: <a href="https://www.gov.scot/publications/scottish-governments-gaelic-language-plan-2022-2027/">https://www.gov.scot/publications/scottish-governments-gaelic-language-plan-2022-2027/</a>			✓		L	N/A	Tier 1	
8.	We will update our British Sign Language Plan every 6 years and deliver the actions required by the Scottish Government <a href="https://www.gov.scot/publications/british-sign-language-national-plan-2023-to-2029/">British Sign Language (BSL): national plan 2023 to 2029 - gov.scot (www.gov.scot)</a>			✓		L	N/A	Tier 1	
<b>Revenues and Benefits</b>									
1.	We will process all new housing benefit and Council Tax Reduction claims within 35 calendar days on average.		✓			N	32	Tier 1	
2.	We will process change of circumstances in relation to housing benefit and Council Tax Reduction within 5 calendar days on average.		✓			N	4.45	Tier 1	
3.	We will process Crisis Grant applications within 2 working days.		✓			L	98.4%	Tier 3	
4.	We will pay the correct amount of housing benefit and Council Tax Reduction to customers.			✓		N	96%	Tier 1	
5.	We will process Community Care Grant applications within 15 working days.		✓			L	73%	Tier 1	
<b>Registrars – Births, Deaths and Marriages</b>									
6.	We will ensure accurate Registration of all Births, Deaths and Marriages.			✓		P	99%	Tier 1	
7.	We will issue copy birth, death, marriage and civil partnership certificates within 7 days of the request being received.			✓		N	99%	Tier 1	
<b>Customer Service</b>									



8.	We will answer Customer Contact Centre calls within an average of 5 minutes.		✓			N	75% (180	P / EI / H	
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# Finance

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Prevention & Early Intervention	ACC Capacity
Enabling Services	Management of Council Finances	Further embed the 3 tier model of prevention as an enabler of rebalancing spend from reactive to early intervention and prevention.	T1	Sufficient internal capacity
Enabling Services	Management of Council Finances	Update the agreed budget protocol, to take into account feedback and timelines for 2025/26 and oversee implementation.	T1	Sufficient internal capacity

Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
<b>Accounting:</b>									
1.	We will deliver all relevant statutory financial reporting and returns.		✓	✓		L	100%	Tier 1	
2.	We will provide budget holder meetings across all Council service areas no	✓	✓	✓	✓	N	100%	Tier 2	
3.	We will ensure that the treasury strategy is prepared and implemented		✓	✓		L	100%	Tier 1	
4.	We will provide all LSE announcements in line with established	✓	✓			P	100%	Tier 1	
<b>Process and controls:</b>									

5.	We will process care income assessments within 40 days once all relevant		✓	✓	✓	N	97%	Tier 1	
<b>Financial transactions/Business services – shared with Customer Cluster:</b>									
6.	We will pay creditor invoices within 30 days.		✓	✓		P	95%	Tier 1	
7.	We will ensure that 1% of the Council’s annual revenue budget is subject to budgeting.	✓				P	100%	Tier 1	
8.	We will send outstanding debt details to the Sheriff Officer no less than quarterly, once our internal collection processes have been exhausted.		✓	✓		N	N/A	Tier 1	

## Data Insights (HDRCA)

Social Determinant of Health Theme	Strategic Priority	Commissioning Intention	Prevention & Early Intervention	ACC Capacity
Communities & Housing	Reduce child poverty	Work with Public Health Scotland, University College London (Institute of Health Equity) and local partners to implement the Collaboration for Health Equity in Scotland, focusing on the Northfield and Torry areas of the city.	T1 & T2	Subject to on-going funding & commitment from partners.
Enabling Services	Data management for insights and improvement	Expand the use of the Council's Central Data Platform to improve speed and quality of insights to support policy making.	T1 & T2	Sufficient internal capacity
Enabling Services	Data management for insights and improvement	Operationalise Master Data Management to enable greater understanding of individual needs and inform targeted and preventative services.	T1 & T2	Some business as usual work will be reduced to release capacity to deliver
Enabling Services	Data management for insights and improvement	Work with local and national partners to promote and enable the effective sharing of data across organisational boundaries.	T1 & T2	Subject to multi-agency resource being secured
Enabling Services	Data management for insights and improvement	Leverage the resources of the Health Determinants Research Collaboration (Aberdeen) to support understanding of the drivers of demand, the	T1 & T2	Sufficient resource available.

		effectiveness of interventions and the evaluation of public services.		
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Service Standards		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not (N)	Last Actuals	Prevention and Early Intervention (Tier 1,2 or 3)	Risk
1.	We will ensure reported data protection related incidents receive an initial response within 24 hours (weekdays).	✓	✓			L	100%	Tier 3	
2.	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 available as per agreed schedules.	✓		✓		L	100%	Tier 1	
3.	We will provide school roll forecasts every two years.		✓	✓		P	100%	Tier 1	
4.	We will schedule monthly data forums with Council colleagues and deliver data products in line with timeframes agreed by the Forums.	✓	✓			N	100%	Tier 1	

## All Cluster Service Standards

Ref		Availability	Responsive	Quality	Eligibility	Legislated for (L), prescribed (P) or not	Last Actuals	Prevention and Early Intervention  (Tier 1,2 or 3)	Risk
<b>Access to Information</b>									
1.	<b>Corporate</b> - We will respond to Stage 1 complaints within 5 working days or within timescales agreed with the complainant.		✓			L	76%	Tier 3	
2.	<b>Corporate</b> - We will respond to Stage 2 complaints within 20 working days or within timescales agreed with the complainant.		✓			L	51%	Tier 3	
3.	<b>Corporate</b> - We will respond to escalated stage 2 complaints within 20 working days or within timescales agreed with the complainant.		✓			L	69%	Tier 3	
4.	<b>Corporate</b> - We will respond to Freedom of Information requests within 20 working days.		✓			L	86%	Tier 3	
5.	<b>Corporate</b> - We will respond to Environmental Information Regulation Requests within 20 working days.		✓			L	89%	Tier 3	
6.	<b>Corporate</b> - We will respond to non complex Subject Access Requests within 1 month and respond to complex Subject Access Requests within 3 months (as per the ICO <a href="#">definition of a complex Subject Access</a>		✓			L	72%	Tier 3	
7.	<b>Corporate</b> - We will respond to Access to School Records requests within 15 school days.		✓			L	100%	Tier 3	
8.	<b>Corporate</b> - We will respond to Data Protection Right requests within 1 month.		✓			L	100%	Tier 3	

APPENDIX 11

9.	<b>Corporate</b> - We will respond to Members enquiries submitted via our online portal within 15 working days or within timescales agreed with the Member.		✓			N	80%	Tier 3	
<b>Equalities</b>									
10.	We will complete an Integrated Impact Assessment for committee reports which include proposals which impact on people with protected characteristics.		✓	✓		Y	100%	Tier 1 &2	