

















Annual Report: Resilient Communities 2021-2022

Generated on: 23 August 2022



Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				



Please note: Figures are based on information available at the time. Where indicators are benchmarked externally, this can lead to a delay in receiving the verified information. Therefore, for indicators included in the LGBF and other similar benchmarking groups, or where information is dependent on government returns, 2020-2021 stats may be provided. Some indicators are only reported quarterly, where this is the case, Q4 of 2021-2022 status has been

provided- the annual figure columns for these indicators may appear unpopulated. Scorecards are based on high level directorate plan actions, area plan actions and directorate plan PI's. Sub-actions that contribute to overarching actions are not represented.

A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
4.2 Reduce by 50% the number of people killed on our roads..				7	 Data Only	 Improving		Value	Target
							2019/20	10	
							2020/21	7	
							2021/22		
Summary									
<p>This data is for the calendar year 2020.</p> <p>Police Scotland run in calendar years. The 2021 data will not be published until Oct 2022.</p> <p>There are new targets going forward from 2020 – 2030:</p> <p>Targets to 2030 which should be compared to the 2014–18 baseline figure of 15 are as follows:</p> <p><u>Interim Targets to 2030 Reduce by 50%, the number of people being killed on our roads.</u></p> <p>Target will vary as follows each year</p> <p>2020 2021 2022 2023 2024 2025 2026 2027 2028 2029 2030</p> <p>20 14 14 13 12 11 10 9 8 7 7</p>									

It is encouraging that the number of fatal casualties on our roads fell in 2020 and falls within the target for reducing casualties. It has to be remembered the target is about achieving a sustainable fall in casualty rates of 50% by 2030. It's a promising start but there is a lot to do.

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
4.3 Reduce by 50% the number of people being seriously injured on our roads				88	 Data Only	 Improving		Value	Target
							2019/20	111	
							2020/21	88	
							2021/22		

Summary

This data is for the calendar year 2020.

Police Scotland run in calendar years. The 2021 data will not be published until Oct 2022.

There are new targets going forward from 2020 – 2030:



Targets to 2030 will be compared to the 2014–18 baseline (143) and are as follows:

Reduce by 50%, the number of people being seriously injured on our roads.


2020 2021 2022 2023 2024 2025 2026 2027 2028 2029 2030

75 130 120 110 100 90 85 81 77 74 71

Whilst the number of people seriously injured on our roads continues to fall the rate is outwith the yearly target we have set to achieve an overall fall of 50% by 2030. There is much more we have to do to educate and encourage safe driving.



PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
				0				Value	Target



4.4 Reduce by 60% the number of children (aged <16) being killed on our roads.					Data Only	No Change			
				2019/20			0		
				2020/21			0		
				2021/22					
Summary									
<p>This data is for the calendar year 2020.</p> <p>Police Scotland run in calendar years. The 2021 data will not be published until Oct 2022.</p> <p>There are new targets going forward from 2020 – 2030:</p> <p>Targets to 2030 on the 2014–18 baseline are as follows: Reduce by 60%, the number of children (aged <16) being killed on our roads to 1 per year.</p> <p>It is encouraging that no young children have been killed on our roads for the past 3 years and we hope the situation continues.</p>									

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
4.5 Reduce by 60% the number of children (aged <16) being seriously injured on our roads				6	 Data Only	 Improving		Value	Target
							2019/20	5	
							2020/21	6	
							2021/22		
Summary									
<p>This data is for the calendar year 2020.</p> <p>Police Scotland run in calendar years. The 2021 data will not be published until Oct 2022.</p> <p>There are new targets going forward from 2020 – 2030:</p> <p>Targets to 2030 compare to the 2014–18 baseline of 9 are as follows:</p> <p><u>Reduce by 60%, the number of children (aged <16) being seriously injured on our roads.</u></p>									



2020 2021 2022 2023 2024 2025 2026 2027 2028 2029 2030
5 8 7 7 7 6 6 6 5 4 3

We are just below the revised target for 2020 which is good news. However the long term target is to achieve a sustained reduction of 60% in the number of children seriously injured on our roads by 2030 so there will be a lot of work required to make this a reality.

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
5.1 SPI1 SP09e - Ashire Street lighting Faults - Percentage completed within 7 days	62.5%	60.9%	59.4%	71.4%	 Green	 Getting Worse		Value	Target
							2019/20	87.1%	90.0%
							2020/21	65.0%	90.0%
							2021/22	79.6%	62.5%
Summary									
Unfortunately performance dropped in Q4. As a result the overall performance for the year has fallen below target. Although steps were taken to address staff shortages in the south areas performance has not yet recovered to a level comparable with the north areas. This can be tracked back to difficulties in catching up with the previous backlog, and ongoing pressures on staffing levels, due to unforeseen absences including 4 weeks of Jury Duty. Temporary resources were employed to mitigate the full impact. In addition to staffing issues considerable additional workload was created by unscheduled alterations to electricity supply infrastructure requiring staff resources to be diverted to under taken associated alterations to our lighting stock. This work has to take precedence over 'lamp out' repairs.									



PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
5.2 Quantity of Energy Consumed By Council street Lights				9,896,296	 Data Only	 Improving		Value	Target
							2019/20	12,310,515	
							2020/21	10,657,810	
							2021/22	9,896,296	



Summary
<p>Progress impacted by Covid, resource and procurement. Lanterns delivery dates were pushed out and several manufacturers could not offer delivery dates, others extended passed standard 6–8 weeks, up to 16 weeks in some cases. Third parties resource used to make up for lost ground. We installed 2600 lanterns. The impact of the LED programme can clearly be seen by the continued fall in the amount of energy consumed by street lighting which is both contributing to reduced energy bills and lowering the Council's carbon footprint.</p>



PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
5.3 ENV4b - Percentage of A Class Roads that should be considered for maintenance (SPI)	32.0%	32.8%	33.6%	20.1%	 Green	 Improving		Value	Target
							2019/20	27.5%	32.0%
							2020/21	23.3%	32.0%
							2021/22	20.1%	32.0%

Summary
<p>This is an LGBF indicator. This indicator shows the percentage of the road network that should be considered for maintenance treatment (the red band), together with the portion requiring further investigation and/or monitoring (the amber band). The condition of roads will be affected by:</p> <ul style="list-style-type: none"> • Budgetary constraints • Traffic flows/usage • Weather patterns <p>Aberdeenshire Council is responsible for some 3,486 miles of carriageways and 895 miles of footways. Ensuring that the network is effectively maintained is a key priority for the Roads Service and asset management techniques are used to minimise the impact of ongoing budgetary pressures on road condition.</p> <p>The percentage of A Class Roads that should be considered for maintenance fell to 20.1% and remains below target. The Scottish Average was 27.6% and Aberdeenshire ranked 8th in Scotland placing it in the top quartile for this measure.</p>



PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1
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5.4 ENV4c - Percentage of B Class Roads that should be considered for maintenance (SPI)	32.0%	32.8%	33.6%	18.2%	 Green	 Improving	<table><tr><td></td><td>Value</td><td>Target</td></tr><tr><td>2019/20</td><td>23.5%</td><td>32.0%</td></tr><tr><td>2020/21</td><td>19.9%</td><td>32.0%</td></tr><tr><td>2021/22</td><td>18.2%</td><td>32.0%</td></tr></table>		Value	Target	2019/20	23.5%	32.0%	2020/21	19.9%	32.0%	2021/22	18.2%	32.0%
		Value	Target																
	2019/20	23.5%	32.0%																
	2020/21	19.9%	32.0%																
2021/22	18.2%	32.0%																	
Summary																			
This is an LGBF indicator. This indicator shows the percentage of the road network that should be considered for maintenance treatment (the red band), together with the portion requiring further investigation and/or monitoring (the amber band). The percentage of B Class Roads that should be considered for maintenance fell to 18.2% and remains below target.																			



PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
5.5 ENV4d - Percentage of C Class Roads that should be considered for maintenance (SPI)	32.0%	32.8%	33.6%	18.2%	 Green	 Improving		Value	Target
							2019/20	20.8%	32.0%
							2020/21	19.0%	32.0%
							2021/22	18.2%	32.0%
Summary									
This is an LGBF indicator. This indicator shows the percentage of the road network that should be considered for maintenance treatment (the red band), together with the portion requiring further investigation and/or monitoring (the amber band). The percentage of C Class Roads that should be considered for maintenance fell to 18.2% and remains below target.									

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
5.6 ENV4e - Percentage of Unclassified Roads that should be considered for maintenance (SPI)	32.0%	32.8%	33.6%	27.3%	 Green	 Improving		Value	Target
							2019/20	30.1%	32.0%
							2020/21	30.2%	32.0%
							2021/22	27.3%	32.0%
Summary									


This is an LGBF indicator. This indicator shows the percentage of the road network that should be considered for maintenance treatment (the red band), together with the portion requiring further investigation and/or monitoring (the amber band). The percentage of Unclassified Roads that should be considered for maintenance fell to 27.3% and remains below target.


PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
5.7 SPI1 SP09a - Total percentage of roads that should be considered for maintenance (SPI)	32.0%	32.8%	33.6%	22.6%	 Green	 Improving		Value	Target
							2019/20	26.2%	32.0%
							2020/21	24.7%	32.0%
							2021/22	22.6%	32.0%
Summary									
This indicator shows the percentage of the total road network that should be considered for maintenance treatment (the red band), together with the portion requiring further investigation and/or monitoring (the amber band). The percentage of total road network that should be considered for maintenance fell to 22.6% and remains below target.									


PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
5.10 SPI1 SP09c - Bridges annual budget allocation as a %age of cost of identified work	9.3%	9.21%	8.84%	9.3%	 Green	 Improving		Value	Target
							2019/20	3.2%	30%
							2020/21	1.8%	5%
							2021/22	9.3%	9.3%
Summary									
The Council was able to invest more resources into road maintenance and as a result the money available for bridge maintenance increased enabling more essential works to be carried out.									

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
	100%	99%	95%	98.4%				Value	Target


5.11 SPI1 SP09b - Percentage of bridges without weight or width restriction.					Amber	Getting Worse	2019/20	98.32%	99.65%
							2020/21	98.32%	99.65%
							2021/22	98.4%	100%
Summary									
The aim would be to have no bridges with a weight or width restriction but occasionally routine inspections identify bridges requiring such restrictions until the issue can be further investigated and repairs planned and implemented. During the year there was a small decrease in the number of bridges with such restrictions. 98.4% of all bridges on the network (1291) are fully open without restrictions.									


2.08 Develop and deliver a programme of road maintenance and improvement works each year.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities -develop and deliver a programme of road maintenance and improvement works each year.	 Overdue	92%	31-Mar-2022	<u>PARENT ACTION</u>


2.09 Provide an efficient and effective street lighting repairs service				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and deliver a programme of road maintenance and improvement works each year.	 In Progress	80%	31-Mar-2023	On target.

2.10 Continue the delivery of a six-year programme to upgrade traditional streetlights with LED lanterns				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Continue the delivery of a six-year programme to upgrade traditional streetlights with LED lanterns.	 Completed	100%	31-Mar-2022	Some supply issues with components due to world wide shortages meaning lanterns are scarce. Continue to replace as and when

				orders are received but we are slightly behind due to circumstances out with our control.
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2.11 Carry out capital works to bridges and retaining walls				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - Bridges and Retaining Walls Capital Works	 In Progress	58%	31-Mar-2023	<u>PARENT ACTION</u>

2.12 Bridges and Retaining Walls, Top slice Capital remedial works - C9S Bridge of Fortrie Replacement				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - Bridges and Retaining Walls, Top slice Capital. Approved C9S Bridge of Fortrie (£100K) Replacement	 Completed	100%	31-Mar-2023	


2.13 Bridges and Retaining Walls Revenue works - Routine basic cyclic maintenance, planned and reactive sustaining repairs and damage repairs following impact by vehicles				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - routine basic cyclic maintenance, planned and reactive	 In Progress	55%	31-Mar-2023	On target.

sustaining repairs and damage repairs following impact by vehicles				
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2.14 In line with the Winter Maintenance Operational Plan deliver an efficient and effective gritting and snow clearing service during the winter months.


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - in line with the Winter Maintenance Operational Plan deliver an efficient and effective gritting and snow clearing service during the winter months.	 In Progress	50%	31-Mar-2023	Works ongoing as per winter maintenance policy and operational plan.


2.11 Develop and deliver a programme of road maintenance and improvement works each year


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities -develop and deliver a programme of road maintenance and improvement works each year.	 Completed	100%	31-Mar-2022	<u>PARENT ACTION</u>

2.12 Provide an efficient and effective street lighting repairs service


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities :Develop and deliver a programme of road maintenance and improvement works each year.	 Completed	100%	31-Mar-2023	The works programme for 2021/22 is now complete

2.13 Continue the delivery of a six-year programme to upgrade traditional streetlights with LED lanterns				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities :Continue the delivery of a six-year programme to upgrade traditional streetlights with LED lanterns.	 In Progress	72%	31-Mar-2023	works are continuing but global resources are still being impacted by the semi conductor shortage


2.14 Bridges and Retaining Walls, Top slice Capital (annual programme)				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities: 2.14 Bridges and Retaining Walls, Top slice Capital (annual programme)	 In Progress	50%	31-Mar-2023	

2.15 Bridges and Retaining walls Revenue works				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities: 2.15 Bridges and Retaining walls Revenue works	 In Progress	36%	31-Mar-2023	Revenue Works continuing to deliver planned and reactive general repairs including repair of accidental damage.


2.16 In line with the Winter Maintenance Operational Plan deliver an efficient and effective gritting and snow clearing service during the winter months.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY

A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities: In line with the Winter Maintenance Operational Plan deliver an efficient and effective gritting and snow clearing service during the winter months.	 Completed	100%	31-Mar-2023	Winter season has now passed
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3.04 Increase availability of EV Charging Point infrastructure across Buchan including availability at Aden Country Park and identification of further sites across Buchan to be appraised for EV charging capacity

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Increase availability of EV Charging Point infrastructure across Buchan including availability at Aden Country Park and identification of further sites across Buchan to be appraised for EV charging capacity including Maiden Street and Threadneedle Street car parks and sources of potential funding.	 In Progress	50%	31-Mar-2023	<p>A new EV unit is still planned for Peterhead Town Centre, but now likely to be Threadneedle Street.</p> <p>An additional unit is also now planned for Buchan House for public use.</p> <p>Revenue funding has been granted from Scottish Government to assist local authorities in the delivery of the public EV network and this will include identifying suitable sites in the Buchan area.</p>


3.03 Upgrading of the Balmacassie Industrial Estate, Ellon roads to adoptable standard

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - upgrading of the Balmacassie Industrial Estate, Ellon roads to adoptable standard	 In Progress	99%	31-Mar-2023	A recent site inspection revealed that the work is virtually completed. Just a few snagging works left.


3.11 Develop and deliver a programme of road maintenance and improvement works each year

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and deliver a programme of road maintenance and improvement works each year.	 Completed	100%	31-Mar-2022	<u>PARENT ACTION</u>


3.12 Provide an efficient and effective street lighting repairs service

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and deliver a programme of road maintenance and improvement works each year.	 Completed	100%	31-Mar-2022	Works programme for 2021/22 now complete

3.13 Continue the delivery of a six-year programme to upgrade traditional streetlights with LED lanterns


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Continue the delivery of a six-year programme to upgrade traditional streetlights with LED lanterns.	 Overdue	72%	31-Mar-2022	still having supply issues to to shortage of semi conductors so slow progress


3.14 Carry out capital works to bridges and retaining walls


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Upgrades will reduce maintenance costs, energy costs and carbon emissions.	 In Progress	20%	31-Mar-2023	<u>PARENT ACTION</u>

3.15 Bridges and Retaining Walls, Top slice Capital (annual programme)


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
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road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities: Bridges and Retaining Walls, Top slice Capital (annual programme). Top slice of £545K per annum to be split over all 6 areas on a needs basis for remedials from catastrophic washouts and undermining due to floods, durability enhancements, historic asset conservation and special investigations and assessments.	 In Progress	35%	31-Mar-2023	
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3.16 Bridges and Retaining walls Revenue works				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities: Bridges and Retaining walls Revenue works - routine basic cyclic maintenance, planned and reactive sustaining repairs and damage repairs following impact by vehicles (unrecoverable) (£84K in 21/22)	 In Progress	61%	31-Mar-2023	

3.17 In line with the Winter Maintenance Operational Plan deliver an efficient and effective gritting and snow clearing service during the winter months				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities: In line with the Winter Maintenance Operational Plan deliver an	 Completed	100%	31-Mar-2023	Winter now passed


efficient and effective gritting and snow clearing service during the winter months.				
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3.18 Deliver the short/medium term actions within A947 Route Implementation Strategy				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Programme for works for the section of the A947 within this Area being developed	 In Progress	50%	31-Mar-2023	The MOWG in March 2022 and received updates on ongoing road maintenance program and were also advised that a budget exists through Nestrans to work toward the short and medium targets, including improving signing and lining.


2.09 Develop and deliver a programme of road maintenance and improvement works in Garioch each year				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - develop and deliver a programme of road maintenance and improvement works in Garioch each year. This is linked to the Service Work Programmes and will be updated with Garioch specific information	 Completed	100%	31-Mar-2022	<u>PARENT ACTION</u>


2.10 Provide an efficient and effective street lighting repairs service				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel	 Completed	100%	31-Mar-2022	The majority of our street lighting repairs are carried out in the six months from October to March, with fewer repairs being carried out from April to September. Thereby the majority of the progress will take place over the forthcoming period


opportunities - Provide an efficient and effective street lighting repairs service.				
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2.11 Continue the delivery of a six-year programme to upgrade traditional streetlights with LED lanterns. This is linked to the Service Work Programmes and will be updated with Garioch specific information				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - continue the delivery of a six-year programme to upgrade traditional streetlights with LED lanterns. This is linked to the Service Work Programmes and will be updated with Garioch specific information	 Completed	100%	31-Mar-2022	<p>The LED program has been extended to 2023 so it's no longer a six year project.</p> <p>Total Street Lights in Garioch = 10440</p> <p>Total Led street Lights in Garioch=7904</p> <p>Total left to change = 2536</p> <p>Currently installing 400 lanterns as part of Inverurie Phase 4 and Phase 6.</p> <p>Phase 5 (139 lanterns) out to tender at the moment.</p>


2.12 Bridges and Retaining Walls Capital (scoping and preliminary design only) -B993 Don Bridge Inverurie Replacement				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Bridges and Retaining Walls Capital (scoping and preliminary design only) - B993 Don Bridge Inverurie Replacement (£250K) (Total scheme estimate £6M)	 In Progress	4%	31-Mar-2023	On-hold


2.13 Bridges and Retaining Walls - Top slice Capital Works				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Bridges and retaining walls top slice capital works - £545K per annum to be split over all 6 areas on a needs basis for remedials from catastrophic washouts and undermining due to floods, durability enhancements, historic asset conservation and special investigations / assessments. This is linked to the Service Work Programmes and will be updated with Garioch specific information.	 Overdue	21%	31-Mar-2022	Topslice available for reactive repairs.


2.14 Bridges and Retaining Walls revenue works (routine basic cyclic maintenance, planned and reactive sustaining repairs and damage repairs following impact by vehicles)				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Bridges and retaining walls revenue works - routine basic cyclic maintenance, planned and reactive sustaining repairs and damage repairs following impact by vehicles (unrecoverable). (£79K in 21/22). This is linked to the Service Work Programmes and will be updated with Garioch specific information	 Overdue	41%	31-Mar-2022	Programmed works continuing

2.15 In line with the Winter Maintenance Operational Plan deliver an efficient and effective gritting and snow clearing service in Garioch during the winter months				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		100%	31-Mar-2023	


In line with the Winter Maintenance Operational Plan deliver an efficient and effective gritting and snow clearing service in Garioch during the winter months. This is linked to the Service Work Programmes and will be updated with Garioch specific information	Completed			<p>Winter maintenance was carried out as per the operational plan. The gritting season is now over and a briefing update has been sent to members.</p> <p>We will carry out a review of the plan before next winter but we have no major concerns for the review.</p>
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Develop and deliver a programme of road maintenance and improvement works each year.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and deliver a programme of road maintenance and improvement works each year.	 Completed	100%	31-Mar-2022	Works programmes for 2021/22 now complete


Street lighting maintenance				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Provide an efficient and effective street lighting repairs service.	 Completed	100%	31-Mar-2022	Works programmes for 2021/22 are now complete


Upgrade Street Lighting				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Continue the delivery of a six-year programme to upgrade traditional streetlights with LED lanterns.	 Completed	100%	31-Mar-2022	Works programmes for 2021/22 are now complete

Bridge maintenance works


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and deliver a programme of bridge works each year.	 Completed	100%	31-Mar-2022	The new policy has been finalised. Bridge works are being carried out according to programme.


Deliver an efficient and effective gritting service				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
In line with the Winter Maintenance Operational Plan deliver an efficient and effective gritting and snow clearing service during the winter months.	 Completed	100%	31-Mar-2022	Winter maintenance has been carried out as per the operational plan, briefing update has been sent to members. No major concerns for review but the plan will be revisited prior to next winter.


2.10 Develop and deliver a programme of road maintenance and improvement works each year				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities -develop and deliver a programme of road maintenance and improvement works each year.	 Completed	100%	31-Mar-2022	<u>PARENT ACTION</u>

2.11 Provide an efficient and effective street lighting repairs service				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - provide an efficient and effective street lighting repairs service.	 Completed	100%	31-Mar-2022	The majority of our street lighting repairs are carried out in the six months from October to March, with fewer repairs being carried out from April to September. Thereby the majority of the progress will take place over the forthcoming period


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2.12 Continue the delivery of a six-year programme to upgrade traditional streetlights with LED lanterns				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - continue the delivery of a six-year programme to upgrade traditional streetlights with LED lanterns.	 Completed	100%	31-Mar-2022	Total Street Lights in K&M = 7368 Total LED street Lights in K&M=4840 Total left to change = 2528. 315 lanterns on order for Stonehaven Ph1 and another 180 lanterns waiting approval pending award. Stonehaven has 1884 lights and 693 already LED so plans to complete Stonehaven this year.

2.13 Carry out capital works to bridges and retaining walls				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
U91L Oatyhill Bridge – Demolition of unsafe structure over railway (£1.17M) Castle Street Retaining Wall Johnshaven Strengthening (£30K)	 Overdue	5%	31-Mar-2022	<u>PARENT ACTION</u>


2.14 Bridges and Retaining Walls, Capital (Scoping and Design Only)				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel	 In Progress	7%	30-Nov-2022	<u>PARENT ACTION</u>


opportunities - Bridges and Retaining Walls, Capital (Scoping and Design Only):- B9077 Tilbouries Bridge Replacement (£90K) (Total scheme estimate £2.1M) A92 Inverbervie Jubilee Bridge Replacement (£270K) (Total Scheme Estimate £21.75M – half to be sought from Scottish Government)				
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2.15 Bridges and Retaining Walls, Top slice Capital remedial works				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - Bridges and Retaining Walls, Top slice Capital	 In Progress	20%	31-Mar-2023	

2.16 Bridges and Retaining Walls Revenue works - Routine basic cyclic maintenance, planned and reactive sustaining repairs and damage repairs following impact by vehicles				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Routine basic cyclic maintenance, planned and reactive sustaining patch repairs and damage repairs following impact by vehicles (unrecoverable only) (£100K for 21/22 including C35K Park Bridge - £30K – Ward 18)	 In Progress	44%	31-Mar-2023	


2.17 In line with the Winter Maintenance Operational Plan deliver an efficient and effective gritting and snow clearing service during the winter months				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY

A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - in line with the Winter Maintenance Operational Plan deliver an efficient and effective gritting and snow clearing service during the winter months.	 Completed	100%	31-Mar-2022	<p>Winter delivery has only just commenced, Duty driver rota established.</p> <p>With the ongoing shortage of HGV drivers and the effects of the pandemic, the supply chain has been stretched throughout Scotland. We have prepared our rotas in similar fashion to previous years, and currently we don't envisage any shortages. However, this will be monitored throughout the season. We have been busy in the last few weeks restocking all depots with salt and sand. All plant and equipment have been inspected, maintained, and readied for winter operations to begin.</p> <p>Winter treatments have now started as per operational plan</p>
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3.03 Provide an efficient and effective street lighting repairs service				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - provide an efficient and effective street lighting repairs service.	 Completed	100%	31-Mar-2022	

3.04 Continue the delivery of a six-year programme to upgrade traditional streetlights with LED lanterns				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - continue the delivery of a six-year programme to upgrade traditional streetlights with LED lanterns.	 Completed	100%	31-Mar-2022	Some supply issues with components due to world wide shortages meaning lanterns are scarce. Continue to replace as and when orders are received but we are slightly behind due to circumstances out with our control.


3.05 Continue to upgrade beacons at zebra crossings to higher visibility LED lighting

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - continue to upgrade beacons at zebra crossings to higher visibility LED lighting	 Completed	100%	31-Mar-2022	2021/22 program completed


3.06 In line with the Winter Maintenance Operational Plan deliver an efficient and effective gritting and snow clearing service during the winter months

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - in line with the Winter Maintenance Operational Plan deliver an efficient and effective gritting and snow clearing service during the winter months.	 In Progress	50%	31-Mar-2023	Works ongoing as per winter maintenance policy and operational plan.


3.08 Bridges and Retaining Walls, Capital (Scoping and Design Only)


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
<p>A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities - Bridges and Retaining Walls, Capital (Scoping and Design Only):-</p> <p>A97 Bridge of Buchaam Repair and strengthening or replacement (£180K) (Total scheme estimate £2M, seeking 50% contribution from Forestry)</p>	 In Progress	8%	31-Mar-2023	<u>PARENT ACTION</u>

A93 Auchallater Bridge, replacement bridge (£180K) (Total scheme estimate £900K)				
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3.25 Development of Crathes Mini-Interchange/Bus Hub				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Improved Public Transport Infrastructure - development of Crathes Mini-Interchange/Bus Hub	 In Progress	10%	31-Mar-2023	No change, awaiting completion of land acquisition


Ensuring that residents and business across Aberdeenshire are prepared to adapt to effects of climate change including the risk of flooding

4.02 Develop and deliver a programme of flood risk and coastal protection works each year. Work with partners to deliver actions in the Local Flood Risk Management Plan 2016 - 2022				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and deliver a programme of flood risk and coastal protection works each year. Local Flood Risk Management Plan 2016 – 2022 – work with partners to deliver the actions in the plan.	 In Progress	25%	31-Mar-2023	Flood protection works at Whitehills commenced in May 2022. Work to develop Flood Risk Management Plan for 2022 - 2028 ongoing.


4.07 Develop and deliver a programme of flood risk and coastal protection works each year. Work with partners to deliver actions in the Local Flood Risk Management Plan 2016 - 2022.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		75%	31-Mar-2023	

Develop and deliver a programme of flood risk and coastal protection works each year. Local Flood Risk Management Plan 2016 – 2022 – work with partners to deliver the actions in the plan.	In Progress			No specific schemes were identified for Buchan. Routine inspection/maintenance as required.
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4.09 Develop and deliver a programme of flood risk and coastal protection works each year. Work with partners to deliver actions in the Local Flood Risk Management Plan 2016 - 2022


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and deliver a programme of flood risk and coastal protection works each year. Local Flood Risk Management Plan 2016 – 2022 – work with partners to deliver the actions in the plan.	 In Progress	75%	31-Mar-2023	No specific schemes were identified for Formartine. Routine inspection/maintenance as required.


4.07 Develop and deliver a programme of flood risk and coastal protection works each year. Work with partners to deliver actions in the Local Flood Risk Management Plan 2016 - 2022

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and deliver a programme of flood risk and coastal protection works each year. The revenue funded programme will consist of primarily maintenance activities, with capital projects funded by the Harbours, Coast & Flooding capital rolling programme, subject to available budget. Local Flood Risk Management Plan 2016 – 2022 – work with partners to deliver the actions in the plan	 In Progress	75%	31-Mar-2023	The following works were approved by Committee: Kemnay – Standby contractor at Kembhill Park for temporary flood protection barrier deployment Automated Warning Sign and barriers B977 Kintore Northern Road Kintore, Network Rail culvert improvement contribution Strath Burn Flood Protection Works


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Flood risk and coastal protection works				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and deliver a programme of flood risk and coastal protection works each year.	 Overdue	50%	31-Mar-2022	Design work is progressing for a number of minor flood protection works. Tarland Road Culvert and Whitehills works are under construction.


Deliver actions in Flood Risk Management Plan 2016 - 2022				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Local Flood Risk Management Plan 2016 – 2022 – work with partners to deliver the actions in the plan	 Overdue	90%	31-Mar-2022	The five flood protection studies for Ellon, Inverurie, Port Elphinstone, Insch, Stonehaven Bay, and Ballater have been completed. The outputs from these studies will be considered for national prioritisation and potential funding for the next cycle. Surface water management plans identified for this cycle are being progressed along with Aberdeenshire-wide actions

Deliver Tay Estuary and Montrose Basin Local Flood Plan 2016 - 2022				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Delivery of the Tay Estuary and Montrose Basin Local Flood Plan 2016- 2022 - work with the partners to implement the actions agreed in the plan for Aberdeenshire.	 Overdue	83%	31-Mar-2022	Surface water management plans identified for this cycle are being progressed along with Aberdeenshire-wide actions.


3.18 Stonehaven flood protection scheme- progress with construction works

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Stonehaven flood protection works - progress with construction works	 In Progress	75%	31-Mar-2023	<p>Bridgefield Road Bridge - White Bridge Area</p> <p>Piling on the north side is complete and work is underway to construct a large culvert that will sit out of sight, under the gardens of Cameron Street. The programme for this area is as follows;</p> <p>North Side Culvert complete - Summer 2022</p> <p>South Side Piling and construction - Summer/ Winter 2022</p> <p>Installation of self-raising barriers - Spring 2023</p> <p>Garden reinstatements starting - Spring 2023</p> <p>White Bridge - Summer 2023</p>


4.07 Develop and deliver a programme of flood risk and coastal protection works each year and delivery of the Tay Estuary and Montrose Basin Local Plan 2016- 2022

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and deliver a programme of flood risk and coastal protection works each year. Delivery of the Tay Estuary and Montrose Basin Local Plan 2016- 2022 - work with the partners to implement the actions agreed in the plan for Aberdeenshire.	 In Progress	75%	31-Mar-2023	<u>PARENT ACTION</u>


4.081 Develop and deliver a programme of flood risk and coastal protection works each year

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Ensuring that residents and business across Aberdeenshire are prepared to adapt to effects of climate change	 In Progress	75%	31-Mar-2023	The following works were approved by Committee:


including the risk of flooding - develop and deliver a programme of flood risk and coastal protection works each year. The revenue funded programme will consist of primarily maintenance activities, with capital projects funded by the Harbours, Coast & Flooding capital rolling programme, subject to available budget.				<p>Huntly Flood Protection Scheme – Reservoir Inspections and Maintenance</p> <p>Waterside at Strathdon – Study to assess existing Rock Armour and flood risk</p> <p>Burnside Road, Tarland - Rock Armour repairs</p> <p>Ballater Additional Flood Study</p> <p>Aboyne - Tarland Road Culvert Replacement</p>
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4.082 Work with partners to deliver actions in the Local Flood Risk Management Plan 2016 – 2022				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Ensuring that residents and business across Aberdeenshire are prepared to adapt to effects of climate change including the risk of flooding - Local Flood Risk Management Plan 2016 – 2022 – work with partners to deliver the actions in the plan.	 In Progress	75%	31-Mar-2023	<p>The following works were approved by Committee:</p> <p>Huntly Flood Protection Scheme – Reservoir Inspections and Maintenance</p> <p>Waterside at Strathdon – Study to assess existing Rock Armour and flood risk</p> <p>Burnside Road, Tarland - Rock Armour repairs</p> <p>Ballater Additional Flood Study</p> <p>Aboyne - Tarland Road Culvert Replacement</p>

5.05 Adaptation Scotland – Climate Ready Localities Project: Climate Ready Strathdon - Leading community engagement and development of community plans


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Net Zero/Energy Transition - Adaptation Scotland – Climate Ready Localities Project: Climate Ready Strathdon - Leading community engagement and development of community plans	 Completed	100%	30-Sep-2022	This project is now completed. A final report was prepared by Adaptation Scotland which has recommendations for consideration going forward. Climate Ready Aberdeenshire will also utilise the information gained from this project and consider how the outcomes and recommendations can feed into the regional strategy and action plan.


Placemaking to meet the current and future needs of communities through Participatory Budgeting and Asset Transfer


4.07 Create Community Garden / Social Farm for long term food production				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Healthier communities and active lives. Supports reviewed Food Strategy. Create Community Garden / Social Farm for long term food production	 In Progress	30%	30-Nov-2022	Macduff - Rotary Club of Banff chasing LHA for draft Letter of Agreement (additional legal work has been required ref access thru the former Fife St School site - the subject of a recent Asset Transfer application to the Banff, Macduff & District Mens Shed where Lease for site still under preparation)


4.08 Refurbish/re-build Broch Skate Park				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Active young lives-Locality Action Plan. Refurbish/re-build Broch Skate Park	 In Progress	70%	31-Mar-2023	Construction starts 24th May 2022

4.09 Install painted artworks by PS children, at Fraserburgh promenade, to enrich the wider coastal path experience for all				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY


Active young lives-Locality Action Plan. Install painted artworks by PS children, at Fraserburgh promenade, to enrich the wider coastal path experience for all	 Overdue	25%	30-Jun-2021	Numerous challenges around installation at esplanade so now to be installed within the landscaping at the external approach to the main door at the Frasers Sports & Comm Centre. Plans to utilise Community Payback Team for install & funding for materials being sought.
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4.10 Area specific strategic needs assessments will be undertaken				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - undertake Area specific strategic needs assessments to be undertaken	 Overdue	55%	31-Aug-2021	Work will commence in the summer of 2022 to create separate statistical profiles for each of Aberdeenshire's 59 Intermediate Zones. These will be saved in a shared file. This will allow users to pick and choose from the list of profiles in order to build an evidence base suitable for most place-based initiatives.

4.11 Working with Area Teams supporting Community Impact Assessments.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - working with Area Teams supporting Community Impact Assessments.	 Completed	100%	31-Aug-2021	The second community impact assessment was considered and approved by full council on 23 September 2021.

4.01 Area specific strategic needs assessments will be undertaken in Mintlaw				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		25%	31-Aug-2021	

Engage effectively with customers and residents to provide the best services - undertake Area specific strategic needs assessments in Mintlaw (August 2021)	Overdue			Work will commence in the summer of 2022 to create separate statistical profiles for each of Aberdeenshire's 59 Intermediate Zones. These will be saved in a shared file. This will allow users to pick and choose from the list of profiles in order to build an evidence base suitable for most place-based initiatives.
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4.02 Working with Area Teams supporting Community Impact Assessments				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - working with Area Teams supporting Community Impact Assessments.	 Completed	100%	31-Oct-2021	Updated CIA for Aberdeenshire considered by Full Council September 2021. Ward and area specific assessments available for Ward 4, 5 and 6 which will be shared with Local Community Planning Group to determine any impact on actions and focus within the Buchan Community Plan.

4.10 Commissioning of projects and services through targeted funding streams including Developer Obligations, Crown Estates Funding and Area Committee Budgets				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Successful, inclusive, resilient communities with the confidence, capability, and capacity to tackle the things that matter to them - commissioning of projects and services through targeted funding streams including Developer Obligations, Crown Estates Funding and Area Committee Budgets	 Completed	100%	31-Mar-2022	<p>Area Committee Grants:</p> <p>A further round of grants was awarded on 5th October 2021 by Buchan Area Committee.</p> <p>Buchanhaven Heritage Group (awarded £4,337) had been unable to move forward with their project and their award was de-committed. A total of £23,524 was therefore awarded as follows:</p>


			<p>Apex Church - Install fire escape so building can be used to full potential</p> <p>Aberdeenshire Sailing Trust - A new trailer for taking boat out of the water and storage</p> <p>New Deer Community Association - Refurbish Men's toilets as part of larger project to create office space</p> <p>Peterhead and District Mens Shed - Buy a new planer</p> <p>Fetterangus Community Trust - Feasibility for floodlights</p> <p>Cruden Bay Community Association - Picnic Tables and Benches for Mill Park</p> <p>Macbi Mintlaw - Landscaping works for new Nursery Area</p> <p>Resource Centre Maud - Youth Engagement Initiative</p> <p>Port Errol Hall - Replacement Windows</p> <p>On 15th March the award to the Kemp Hall, Old Deer (£5000) was also decommitted due to the specification and costs of the project increasing substantially, after taking further specialist advice.</p> <p>The Area Manger was delegated to reallocate these funds in consultation with the Chair and Vice-chair. The £5000 was allocated to Mintlaw and District Men's Shed to support the installation of a kitchen into Gardeners Cottage, Aden Country Park.</p> <p>Project extension agreements were reached with Apex Church, Boddam Community Council, Longside Football Club, New Deer Community Association and Port Errol Hall to enable them to complete their projects.</p>
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			<p>A large number of community applicants experienced challenges with delivering projects in financial year 2021/22 due to cost increases and contractor availability.</p> <p>Coastal Communities Buchan Grants:</p> <p>The grant award of £5838 to ArtVenture was decommitted on March 15th by 2022 Buchan Area Committee and reallocation was delegated to the Area Manager in consultation with the Chair and Vice-chair.</p> <p>The funding was reallocated to the Coast Project – managed by the Environment Planning Team – to support specific Coast projects in Buchan.</p> <p>Coastal Communities Commissioning Strategy Buchan:</p> <p>Buchan Area Committee considered the draft strategy for 2022 to 2027 in December 2021. A workshop with Elected Members took place in February and the Strategy was to go before the Buchan Area Committee in April 2022.</p> <p>Developer Obligations:</p> <p>In March 2022 Developer Obligations funding the following projects had Developer Obligations allocated:</p> <p>Cruden Bay: Mill Park Drainage/Goals NEW</p> <p>Cruden Bay: Sports Facilities NEW</p>
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			<p>Fetterangus: Hall Refurbishment</p> <p>Longhaven: Longhaven Hall</p> <p>Mintlaw: 2 x Full Size Pitches</p> <p>Mintlaw: MACBI Additional Rooms</p> <p>Mintlaw: MACBI Library</p> <p>Mintlaw: MACBI Remote Lighting</p> <p>Mintlaw: Recycling Bulk Point</p> <p>New Deer: New Deer Village Hall</p> <p>New Deer: Play Equipment</p> <p>Peterhead: Admiralty Gateway Sports Hall Flooring NEW</p> <p>Peterhead: Clerkhill School FC Storage NEW</p> <p>Peterhead: Landale Road Garden Benches</p> <p>Peterhead: PACT Sports Project</p> <p>Peterhead: Proposed Community Sports Hub Catto Park</p> <p>Peterhead: Town Centre Mural Project</p> <p>Peterhead: Waste & Recycling Bulking Point</p> <p>St Fergus: St Fergus Hall</p> <p>B Strichen: Town House Upgrade</p>
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				<p>Funding totalling £146,298.32 was also available for allocation in several communities</p> <p>Officers continue to meet quarterly as a minimum to monitor progress on allocated funding and identify additional eligible projects.</p>
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4.11 Community Capacity Building through support for asset transfer, participation in engagement, participation requests and refreshed community action plans or Local Place Plans


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Successful, inclusive, resilient communities with the confidence, capability, and capacity to tackle the things that matter to them - Community Capacity Building through support for asset transfer, Participation in engagement Participation requests Refreshed community action plans or Local Place Plans (Planning (Scotland) Act)	 In Progress	40%	31-Mar-2023	<p>Asset Transfer workshop delivered.</p> <p>A representative from the Scottish Land Commission also attended the event to raise awareness of opportunities for the diversification of Land Ownership.</p> <p>In addition a representative from the Community Ownership Support Service attended a meeting of the Aden Development Group to explore the topics of Asset Transfer and community participation.</p>

4.12 Coordination of place plans

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Buchan will be recognised as a great place to live, work, invest with opportunity for all - coordination of Place Plans	 In Progress	56%	31-Mar-2023	<p>Peterhead & Environs</p> <p>Having completed the desktop analysis of engagement, plans, projects and investment, the officer group progressing the development of the Peterhead Plan 2040 is now drawing together the information, along with the masterplanning work undertaken by Henning Larsen as part of the design concept for the community campus and a visioning session with Peterhead Development Partnership to allow for a briefing with Buchan Councillors on 21</p>


				<p>June. Over Summer an engagement strategy will be designed with the intention of commencing public engagement in September 2022 to allow the first iteration Peterhead Plan to be fully developed and agreed by March 2023.</p> <p>Mintlaw & Environs</p> <p>Strategic Needs Assessment and Town Centre Health Check, expected during the latter half of 2022 will kick off the process for developing a place based plan.</p>
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4.16 Supporting delivery of the Buchan Community Plan				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Buchan will be recognised as a great place to live, work, invest with opportunity for all - supporting delivery of the Buchan Community Plan	 In Progress	25%	31-Mar-2023	2nd March 2022 - The Buchan Local Community Planning Group agreed to an extension of the current Community Plan to 2025, and the Co-ordination Hubs are assisting with a light touch review of priorities and actions. The new Strategic Needs Assessments being developed through the Council and Partnership Analysts for the 59 statistical profiles of the intermediate zones across Aberdeenshire will also be considered for this area when these are made available.


4.03 Work with resilience groups to develop Terms of Reference to ensure clarity around responsibilities, communication, and develop an information hub to allow easy access to relevant and most recent information				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
To support communities to be resilient - work with resilience groups to develop Terms of Reference to ensure clarity around responsibilities, communication, and develop an information hub to allow	 In Progress	20%	31-Mar-2023	Communities coming forward post Storm Arwen seeking assistance to develop resilience plans. Working with the Risk and Resilience team to progress.

easy access to relevant and most recent information				
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4.04 Area specific strategic needs assessments will be undertaken in Ellon, Oldmeldrum and Turriff

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - undertake Area specific strategic needs assessments in Ellon (1 June 2021) Oldmeldrum (11 February 2022) and Turriff (to be agreed)	 In Progress	66%	31-Mar-2023	Work will commence in the summer of 2022 to create separate statistical profiles for each of Aberdeenshire's 59 Intermediate Zones. These will be saved in a shared file. This will allow users to pick and choose from the list of profiles in order to build an evidence base suitable for most place-based initiatives.

4.05 Continue to undertake Community Impact Assessments


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - continue to undertake Community Impact Assessments.	 Completed	100%	31-Mar-2023	The second CIA was considered and approved by full council on 23 September 2021.

5.01 Engagement with communities, partners and Cllrs to develop town plans, feasibility studies and seek funding to support implementation


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Support the development of Town Centre Action Plans to ensure our town centres are vibrant and well supported - engage with communities, partners and Cllrs to	 In Progress	30%	31-Mar-2023	Town Plans have reached the final stages development by an external consultant.

develop town plans, feasibility studies and seek funding to support implementation.				
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5.02 Support communities to explore and develop projects through the Participatory Budgeting process

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Support communities to explore and develop projects through the Participatory Budgeting process - events held as required.	 In Progress	10%	31-Mar-2023	Initial discussion with services and early exploration with communities


5.06 Support Trust to deliver Newburgh Links Car Park (Rural Tourism Infrastructure)


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Support Trust to deliver Newburgh Links Car Park (Rural Tourism Infrastructure)	 Completed	100%	30-Apr-2022	100% funding has now been secured by the Trust and construction is underway.

6.07 Provide support and guidance to community groups prior to commencing with a Community Asset Transfer


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Support community groups to promote capacity building prior to commencing with an Asset Transfer - assist groups by providing the guiding them through the process and providing them with the tools to ensure that their policies and procedures are in place and robust, to allow them to progress to full asset transfer.	 In Progress	75%	31-Mar-2023	Community groups considering an Asset transfer are supported with general advice and information. They receive further advice and information at Expression of Interest stage and through to an Asset transfer request should they progress. AT Policy is currently under review.


3.01 Support delivery of Local Place Plans by community groups in Garioch


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Communities are empowered and supported to develop and deliver a vision for their local area - support delivery of Local Place Plans by community groups in Garioch	 Overdue	50%	31-Mar-2022	Local Place Plan Regulations came into force on 22 January 2022. The delivery of LPPs is the has been co-ordinated, so far, by the Planning Service supported by the six Area offices. The Area Office has supported the engagement with the community councils and community groups to receive expressions of interest in an LPP. In Garioch, expressions of interest have been received from Inverurie CC and Kintore and District CC. Guidance has no been published and we have a website page for registered LPPs. Local Place Plans - Aberdeenshire Council


3.02 Develop Inverurie Master/Town Plan - phased project in three stages – 1.scope of plan 2. engagement strategy in place. 3. delivery strategy in place				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Communities are empowered and supported to develop and deliver a vision for their local area - Inverurie Master/Town Plan. 3 stages to the project:- 1. scope of plan 2. engagement strategy in place. 3. delivery strategy in place	 Overdue	20%	31-Mar-2022	The development is still in phase 1. The application for external funding was not successful. Following engagement with local elected members, the project is being scoped further with Heads of Service. The local SCIO Evolving Inverurie has been approached for support in terms of leading the community through the process in partnership with the Council. Internal funding and budget arrangements are still to be identified and considered. Area Manager is engaging with Heads of Service to progress via a project charter.


4.01 Supporting community groups to produce/refresh and maintain community resilience plans in Inverurie/Port Elphinstone Kemnay Kintore				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY

Supporting community groups to produce/refresh and maintain community resilience plans in Inverurie/Port Elphinstone Kemnay Kintore	 Overdue	80%	31-Mar-2022	Since Storm Arwen in November 2021 and Storms Corrie and Malik in January and February 2022, there has been a significant amount of work done with the community councils and community groups as part of the Winter Storms impact assessment. As well as an internal debrief, there was a community engagement process undertaken. A range of community groups and the community councils from Inverurie and Kintore were involved, they responded to the questionnaire and took part in the community forums. Response planning toolkits have been supplied, support is available from the area office. Kintore has a plan, which is being updated and Inverurie CC has a subgroup that is focusing on producing a draft plan.
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4.03 Area specific strategic needs assessments will be undertaken or Inverurie and District, Kintore and Kemnay				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - undertake Area specific strategic needs assessments in Inverurie and District (2021), Kintore and Kemnay (2022)	 Overdue	80%	28-Feb-2022	The Strategic Needs Assessment for Inverurie which also covers Kintore and Insch was agreed by the Garioch Local Community Planning Group in March 2022. The Kemnay SNA is ongoing.


4.04 Working with Garioch Area Teams supporting Community Impact Assessments				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - working with Garioch Area Teams supporting Community Impact Assessments.	 Completed	100%	31-Mar-2023	Phases 1 and 2 of the Community Impact Assessment have been delivered. Full Council and Community Planning Board have endorsed the assessment. A next phase is under consideration.


Support the delivery of the 17 Community Place Plans				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Support the development of the 17 Community Place Plans, covering the whole of Aberdeenshire; Use of Masterplans to promote development delivery	 Overdue	30%	31-Mar-2022	Aberdeenshire Council responded to the Draft Development Plan Regulations (December 2021) in March 2022 and previous to that the Consultation on Local Place Plans (June 2021). Local Place Plan Regulations came into force on 22 January 2022. The Council is required to maintain a register which has been created and made available on the Council's website . There are no registered LPPs at this time. that The Service issued a call to Community Councils seeking initial expressions of interest in preparing a LPP for their area. Currently some interest has been expressed by some community councils & groups with regards preparing a LPP. The Service have been engaging with these groups and working with the Area Managers as to how Aberdeenshire Council will be taking LPPs forward with interested groups. Finalised/formal LPP Guidance is awaited from the Scottish Government.


4.02 Area specific strategic needs assessments will to be undertaken in Laurencekirk and Stonehaven				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - undertake Area specific strategic needs assessments in Laurencekirk (2021) and Stonehaven (2022).	 Overdue	99%	31-May-2022	Work will commence in the summer of 2022 to create separate statistical profiles for each of Aberdeenshire's 59 Intermediate Zones. These will be saved in a shared file. This will allow users to pick and choose from the list of profiles in order to build an evidence base suitable for most place-based initiatives.

4.03 Continue to undertake Community Impact Assessments				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY


Engage effectively with customers and residents to provide the best services - continue to undertake Community Impact Assessments.	 Completed	100%	31-Mar-2023	A decision on whether a further CIA as result of Covid is still to be taken.
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4.08 Support and evaluate Community Impact Assessment (CIA)				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage with communities through a number of different means including surveys and ward meetings	 In Progress	75%	31-Mar-2023	CIA session held 14 March 2022 following Storms Arwen, Corrie and Malik. All information gathered being collated and will determine next steps for resilience group and updating LCP

4.09 Build on effective internal and external partnerships to develop Place Plans				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Build on effective internal and external partnerships to develop Place Plans	 In Progress	10%	31-Mar-2023	The Town and Country Planning(Local Place Plan)(Scotland) Regulations 2021 have been laid before parliament and detailed guidance is expected to be published by Q2, 2022. Community Councils have been engaged by the Planning Service and Area Team as part of the LPP consultation during 2020. Details of those Community Council's that responded to the consultation and have expressed an interest in participating in the LPP process have been collated.


4.10 Work to identify gaps in services and needs based in Formartine				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		75%	31-Mar-2023	

Working in partnership to support our communities to alleviate food insecurity, reduce barriers to access and understand the best model for each community with an identified need. Work with relevant partners.	In Progress			Development of community ladders into more widely focused community hubs has begun. In partnership with KDP and others, focusing work on utilising existing community groups/structures to develop into a community hub which can offer a range of support to the community. Three community hubs forming at present, with aim to roll out more widely upon learning gained.
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5.08 Support communities to explore and develop projects through the Participatory Budgeting process.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Support communities to explore and develop projects through the Participatory Budgeting process - events held as required.	 In Progress	50%	31-Mar-2023	LLA are currently carrying out a PB exercise for Stonehaven regarding sports and recreational facilities. A wide variety of community groups have been involved throughout the process so far include a number on the Reference Group. It is intended that the voting exercise will take place in February 2022. This exercise is very trial for future PB exercises in Aberdeenshire.

6.03 Provide support and guidance to community groups prior to commencing with a Community Asset Transfer				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Provide support and guidance to community groups prior to commencing with a Community Asset Transfer - assist the group by guiding them through the process and providing them with guidance to allow them to progress to successful asset transfer.	 In Progress	50%	31-Mar-2023	This is an ongoing process and key part of Area Team work. Support is currently being given to a number of groups who are different stages in the process.


1.09 Area Office supporting community group around asset transfer of Towie Hall

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
To ensure local community groups have the skills and resources to support their communities - Area Office supporting community group around asset transfer of Towie Hall.	 In Progress	25%	31-Mar-2023	Group still in SCIO process


1.10 Support the community to explore care needs and possible options in Ballater


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
To ensure local community groups have the skills and resources to support their communities - support the community to explore care needs and possible options in Ballater	 In Progress	20%	31-Mar-2023	Continuing discussions as to how best to take this forward


2.27 Implement a Marr food project focusing on growing and cooking skills across the community


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
To ensure the Reducing Child Poverty Action Plan is implemented in Marr - implement a Marr food project focusing on growing and cooking skills across the community	 In Progress	30%	31-Mar-2023	Huntly Food Hub starting June 2022 to act as pilot for Marr


2.28 Implement the Talking Support Men initiative


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
To raise awareness of men's health and wellbeing - implement the Talking Support Men initiative	 In Progress	30%	31-Mar-2023	CLD to access funding to progress the initiative

2.30 Run the Knit a Cosy Bosie initiative				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
To reduce feelings of isolation in communities - run the Knit a Cosy Bosie initiative	 Completed	100%	31-Mar-2023	Winter 21/22 postponed due to Covid restrictions.



2.31 Support and promote the activities of community sheds in Marr				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Support and promote the activities of community sheds in Marr	 In Progress	50%	31-Mar-2023	Sheds continue to participate in ward forums, and promoted throughout their communities



2.32 Enable communities to develop allotments				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
To promote use of allotments, linked to Council's Growing Strategy - enable communities to develop allotments	 In Progress	25%	31-Mar-2023	Aboyne actively looking for land. Lumphanan creating growing area

4.03 Area specific strategic needs assessments will be undertaken in Aboyne, Alford & Huntly				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - undertake Area specific strategic needs assessments in Aboyne, Alford and Huntly.	 Overdue	50%	30-Nov-2021	Work to collect the data for the profiles has begun. The creation of the separate statistical profiles for each of Aberdeenshire's 59 Intermediate Zones will start in the summer of 2022. These will be saved in a shared file. This will allow users to pick and choose from the list of profiles in order to build an evidence base suitable for most place-based initiatives.



4.04 Continue to undertake Community Impact Assessments				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - continue to undertake Community Impact Assessments.	 Completed	100%	30-Apr-2022	



A location of choice that has a diverse economic base of innovative companies with a skilled workforce and return to full employment



PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
3.1 SPI1 CM06b - Through assistance provided by the Business Gateway: The number of business start-ups per year.	548	542.52	520.6	460	 Red	 Getting Worse		Value	Target
							2019/20	649	548
							2020/21	587	548
							2021/22	460	548
Summary									
Fewer start-ups were supported and this is likley for a number of reasons. Issues around Covid continued to be a concern for many people considering starting a business. In addition unemployment reduced over this period which meant some people chose employed work trading for themselves plus there became an additional hurdle in being able to find the right staff.									



PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
				89				Value	Target



3.2 Quality of service provided by Business Gateway Contractor					Data Only	Improving			
							2019/20	83	
							2020/21	90	
							2021/22	89	
Summary									

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
3.8 ECON5 - Number of Business Gateway Start-ups per 10,000 Population	16.41	16.25	15.59	17	 Green	 Getting Worse		Value	Target
							2019/20	25.54	16.41
							2020/21	22.89	16.41
							2021/22	17	16.41
Summary									
An updated mid year population estimate is expected in June. This figure is based on last year's estimate of 260,780. The number has fallen this year which is the result of a number of factors: an expected smaller number of start-ups owing to coronavirus uncertainty and labour market factors. In addition, more support is available online so the need to contact an Business Gateway adviser has reduced.									

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
3.11 ECON8 - The proportion of properties receiving superfast broadband	93.8%	92.86%	89.11%	83.75%	 Red	 Improving		Value	Target
							2019/20	82%	93.27%
							2020/21	83.4%	93.8%
							2021/22	83.75%	93.8%
Summary									
Note the target is based on the Scottish Average and will be updated when the data for 2021/2022 is published. The logic behind having such a target is not clear, the Council has little control over the delivery of this project. Openreach currently have a monopoly of infrastructure in the North East.									


PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
7.8 SPI1 CM06ai - Availability of Marketable Employment Land	60	59.4	57	237	 Green	 Getting Worse		Value	Target
							2019/20	281	60
							2020/21	281	60
							2021/22	237	60
Summary									
Figure from the Employment Land Audit 2020/2021. The marketable land supply has decreased by 16% to 237h which is the net effect of some sites moving into the constrained supply and others having been developed over the two year period since the last audit. The take up of sites has also resulted in a reduction of 13% to the land classed as immediately available land within the marketable supply. Between April 2019 and April 2021 almost 9h had been built out and at April 2021 construction was underway on a further 1.2h.									

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
7.9 SPI1 CM06aii - Housing Land Audit - AHMA (years)	5	4.95	4.75	7.1	 Green	 Getting Worse		Value	Target
							2019/20	7.2	5
							2020/21	7.1	5
							2021/22		
Summary									
Housing Land Audit 2022 underway and due to be published in Summer 2022.									


PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
7.10 SPI1 CM06aiii - Housing Land Audit - RHMA	5	4.95	4.75	5.4	 Green	 Getting Worse		Value	Target
							2019/20	5.5	5
							2020/21	5.4	5
							2021/22		
Summary									

Housing Land Audit 2022 underway and expected to be published in Summer 2022.


5.07 Continue with marketing and disposal of development sites at; Canal Park, Banff Tarlair Ind Estate, Macduff Fairney Business Park, Fraserburgh Kessock Ind Estate, Fraserburgh South Harbour Road, Fraserburgh

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A location of choice that has a diverse economic base of innovative companies with a skilled workforce and return to full employment, efficient and fit for purpose - continue with marketing and disposal of development sites at; Canal Park, Banff Tarlair Ind Estate, Macduff Fairney Business Park, Fraserburgh Kessock Ind Estate, Fraserburgh South Harbour Road, Fraserburgh	 In Progress	50%	31-Mar-2023	Marketing of development sites continues, disposal of Canal Park progressing through legal process with prospective purchaser progressing with Planning Application. Site at South Harbour Road under offer and progressing through legal process.


5.03 Continue with marketing and disposal of development sites at; Catto Drive, Peterhead Dales Ind Estate, Peterhead


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A location of choice that has a diverse economic base of innovative companies with a skilled workforce and return to full employment, efficient and fit for purpose - continue with marketing and disposal of development sites at Catto Drive, Peterhead Dales Ind Estate, Peterhead	 In Progress	50%	31-Mar-2023	Marketing of development sites in Dales continue. At time of update, site at Catto Drive remained under offer.


5.06 Re-election process for Rediscover Peterhead Business Improvement District facilitated

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		50%	31-Dec-2022	


Place investment/regeneration - re-election process for Rediscover Peterhead Business Improvement District facilitated	In Progress			The BID process is being followed and preparations being made between Rediscover Peterhead and Aberdeenshire Council for the re election
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5.09 Seafood Transformation Project				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Business Growth - Seafood Transformation Project	 Completed	100%	31-Dec-2022	Preparations and work ongoing into processes, costs, implication


5.10 Partner to North East Greenport bid				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Business Growth - partner to North East Greenport bid	 Overdue	30%	31-Dec-2021	The formal process for applying for Freeport or Greenport status in Scotland has not yet been launched. Aberdeenshire Council continues to support the partnership developing the bid.


5.03 Continue with marketing and disposal of development sites at Balmacassie, Ellon and wider Formartine area as sites are identified				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A location of choice that has a diverse economic base of innovative companies with a skilled workforce and return to full employment, efficient and fit for purpose - continue with marketing and disposal of development sites	 In Progress	50%	31-Mar-2023	Marketing of a number of development sites at Balmacassie continues, plots 16 and 17 sold


5.01 Continue with marketing and disposal of development sites at Muiryheadless, Insch				
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DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A location of choice that has a diverse economic base of innovative companies with a skilled workforce and return to full employment, efficient and fit for purpose - continue with marketing and disposal of development sites at Muiryheadless, Inch	 In Progress	50%	31-Mar-2023	Following marketing, and setting closing date, development land at Muiryheadless is under offer and progressing through legal process


5.02 Re-election process for We Are Inverurie Business Improvement District facilitated				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Place investment/Regeneration - re-election process for We Are Inverurie Business Improvement District facilitated	 In Progress	71%	31-Dec-2022	Preparations for the election process are underway.

Review Outcomes From LGBF				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Review outcomes from the LGBF data each year. Develop action plans to improve performance of key measures.	 Overdue	35%	31-Mar-2022	<p>The LGBF National Overview 2020/21 was considered at SLT on 6 April.</p> <p>It was agreed by SLT that each DMT should consider its data and any improvements that are required for indicators in quartiles 3 and 4, particularly where these are linked to Council priorities. Improvements are to be included in Directorate and Area Plans and reported to Policy and Area Committees before the summer recess.</p> <p>The Directorate and Area improvement plans will be collated by the corporate performance team and incorporated in the LGBF report to Audit Committee on 29 June and the Annual Performance Report for Full Council on 29 September.</p>

Develop new Economic Development Service Plan				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop new Economic Development Service Plan setting out new priorities and actions in line with the new Council Plan and Priorities and revised Medium Term Financial Strategy. Seek approval for Plan from Committee then implement agreed actions.	 Completed	100%	31-Mar-2022	The Service Plan was considered and approved by ISC on 17-06-2021 and is now in the implementation phase


5.01 Continue with marketing and disposal of development sites at Linton Business Park, Gourdon				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
A location of choice that has a diverse economic base of innovative companies with a skilled workforce and return to full employment, efficient and fit for purpose - continue with marketing and disposal of development sites at Linton Business Park, Gourdon	 In Progress	50%	31-Mar-2023	Marketing of development sites at Gourdon continues

The gap between economic, environmental and social outcomes in Banff, Macduff, Fraserburgh and Peterhead and the Aberdeenshire average is closed and other towns at risk have avoided becoming regeneration priorities


5.01 Delivery of the Fraserburgh 2021 Project				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Deliver regeneration projects in Banff, Macduff and Fraserburgh. Seek funding from the National Heritage Lottery Fund and from other external sources to	 Overdue	95%	31-Dec-2021	The project is in its final stages with physical work due to complete at the end of June and final paperwork due at the end of July.; The scheme has been selected as a finalist in the Royal Town Planning Institute Scotland Awards for Planning Excellence.

support some of the projects identified. Delivery of the Fraserburgh 2021 Project.				
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5.02 Delivery of Bridge Street Public Realm improvements


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Deliver regeneration projects in Banff, Macduff and Fraserburgh. Seek funding from the National Heritage Lottery Fund and from other external sources to support some of the projects identified. Delivery of Bridge Street Public Realm improvements	 Completed	100%	31-Oct-2021	

5.03 Delivery of Fraserburgh Public Realm improvement


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Deliver regeneration projects in Banff, Macduff and Fraserburgh. Seek funding from the National Heritage Lottery Fund and from other external sources to support some of the projects identified. Delivery of Fraserburgh Public Realm improvement	 Overdue	85%	31-Oct-2021	The scheme funders agreed an extension to the project timescale to take account of expected delays with arrival of materials and covid restrictions. Physical works are due to compete by the end of June 2022.

5.09 Feasibility investigation into the practicality of seaweed production on the North Coast


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
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Feasibility investigation into the practicality of seaweed production on the North Coast	 Completed	100%	30-Sep-2021	The feasibility is complete and public briefing complete. The study has been released for public consumption and several stakeholders are interested in taking the work forward.
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5.10 Fraserburgh Vision and Action Plan

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Fraserburgh Vision and Action Plan	 Completed	100%	31-Oct-2021	Final finger-post installed as part of Kirk Brae public realm works. Signage package now complete.


5.11 Seafood Centre of Excellence - Create Centre of Excellence in Fraserburgh

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Seafood Centre of Excellence - Create Centre of Excellence in Fraserburgh	 In Progress	75%	31-Mar-2023	The funding bid for Scottish Seafood Centre of Excellence to UK Seafood Fund is being finalised and will be submitted by Scottish White Fish Producers Association on 14 June. 27 letters of support have been received from a variety of stakeholders.


5.16 Working with owners of private property at Deveronside, Banff and High St., Fraserburgh to develop market information to be pitched in sales/lease collateral on the open market

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Working with owners of private property at Deveronside, Banff and High St., Fraserburgh to develop market information to be pitched in sales/lease collateral on the open market.	 In Progress	0%	31-Mar-2023	Ongoing discussions with owner and end-user options being updated since market change ref C19.


5.17 The Banff Vinery project - working with partners to deliver digital upskilling & a range of courses designed to enable people to return to the work market

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Place investment & Regeneration - Banff Vinery: Banff Vision and Action Plan / Environmental Planning - working with partners to deliver digital upskilling & a range of courses designed to enable people to return to the work market	 Overdue	50%	31-Mar-2022	The Common Good process is now complete and final stages underway to hand the building over to Aberdeen Foyer, once the main build is complete. Aberdeen Foyer have recruited 5 staff to manage the project.


5.01 Deliver regeneration projects in Peterhead - work with Economic Development to develop a heritage led regeneration scheme for Peterhead's historic core and Conservation Area.

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Deliver regeneration projects in Peterhead. Seek funding from the National Heritage Lottery Fund and from other external sources to support some of the projects identified. Work with Economic Development to develop a heritage led regeneration scheme for Peterhead's historic core and Conservation Area. Application for funding during 2021	 In Progress	10%	31-Mar-2023	Buildings are being identified that will be part of the bid, although this process involves multiple partners and has been more time consuming than expected. The bid will complement the Levelling Up bid.

5.02 Deliver regeneration projects in Peterhead - Delivery of Coast Aberdeenshire Project and projects arising from it


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		10%	31-Mar-2023	

Deliver regeneration projects in Peterhead. Seek funding from the National Heritage Lottery Fund and from other external sources to support some of the projects identified - delivery of Coast Aberdeenshire Project and projects arising from it.	In Progress			<p>Peterhead: Initial focus is now on the Levelling Up Funds; work with other funders will recommence later this year.</p> <p>Coastal Aberdeenshire Project: Coastal Path Forum and cross-service officers' group to support project activities have both been established.</p>
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5.04 Peterhead Vision and Action Plan / Refurbishment of Drummers Corner				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Place investment and regeneration - Peterhead Vision and Action Plan / Refurbishment of Drummers Corner	 Overdue	85%	31-Jul-2021	The last electrical connection is being installed over the next few weeks, groundworks are near completion and the planned treatment and final coating of the steel is planned. The glass artworks have been technically problematic and supply chain limitations have proved difficult for this element, but plans are place to solve this.

5.05 Peterhead Vision and Action Plan / Redevelopment of Clerkhill Shopping area public realm				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Place investment and regeneration - Peterhead Vision and Action Plan / Redevelopment of Clerkhill Shopping area public realm	 In Progress	30%	30-Sep-2022	Engagement with the local community, businesses and users of the retail area will commence in May and the feedback will be used to inform the design of the public realm. Funding from the 2022 Place Based Investment Programme has been secured to support the redevelopment.



5.11 Continue to partner in Invest in Peterhead

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Business Growth - continue to partner in Invest in Peterhead - a proactive two-year campaign to market Peterhead's town centre investment opportunities both locally and nationally. The aim of this joint working is not only to fill the vacant units of Peterhead, but the overall campaign also intends to be the catalyst to change perceptions of Peterhead and will be used as a communication tool.	 In Progress	70%	31-Dec-2022	This is ongoing work. Invest in Peterhead are moving forward with very successful work on bringing properties back into use. notable reductions in vacancy level as a result of partnership action.



Delivery of Transition Plan for the 4 Towns in North Aberdeenshire


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Delivery of transition plans for the four towns, moving away from the previous strategy to a more sustained partnership and co-designed set of priorities	 Overdue	10%	31-Mar-2022	A transition framework has been produced for multiple partners to develop in order to ensure collaboration and join up our transition activities.


Consumers are assured that businesses are conforming to regulations. Businesses are supported to ensure compliance with legislation, economic diversification and energy transition


PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
1.8 SPI 1SP08a Ashire - Percentage of High Risk Premises visited within the timescales (Trading Standards)	95.0%	94.0%	90.3%	.0%	 Red	 Getting Worse		Value	Target
							2019/20	81.3%	95.0%
							2020/21	32.0%	95.0%
							2021/22	.0%	95.0%


Summary
Because of Covid restrictions only 3 high risk premises were visited during the year. It is expected that a programme of planned inspections will be developed now that restrictions are easing.


PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
2.5 - SPI1 SP08b Percentage of Type-A private water supplies samples completed in accordance with statutory sampling programme	100.0%	99.0%	95.0%	58.0%	 Red	 Getting Worse		Value	Target
							2019/20	97.3%	100.0%
							2020/21	58.0%	100.0%
							2021/22		
Summary									
Due to Covid restrictions officers were unable to carry out visits									

Deliver a Trading Standards/Customer Advice Service to Citizens and Businesses				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
<p>Deliver a Trading Standards/consumer advice service to citizens and businesses within Aberdeenshire through:-</p> <p>(i) Provision of advice and assistance to consumers.</p> <p>(ii) Provision of advice and assistance to businesses to help them comply with the law.</p> <p>(iii) Ascertaining and securing compliance with the law through identifying potential infringements and seeking to remedy them by appropriate means.</p>	 Completed	100%	31-Mar-2022	<p>The second half of 2021/23 saw COVID restrictions ease and Trading Standards return to pre Covid duties. Animal Health and Welfare functions were successfully integrated into the Trading Standards Team with four existing vacancies within the Animal Health and Welfare Team being filled in the final quarter of 2021/22.</p>


Provide a comprehensive Environmental Health Service to citizens and businesses in Aberdeenshire				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Provide a comprehensive Environmental Health Service to citizens and businesses within Aberdeenshire involving food safety and standards, public health, waste, built environment, workplace health and safety, animal health and welfare and pollution control.	 Completed	100%	31-Mar-2022	The Second half of 2021/23 saw an easing of COVID restrictions and the Environmental Health Team returns to Pre-COVID duties. The Food inspection program which had been suspended during COVID recommenced in October 2021. In addition to recommencing pre-covid duties there are additional demands on existing resource due to additional duties such as supporting businesses through COVID recovery, Ukrainian Resettlement, introduction of short term lets licensing. There remains a number of vacancies which need to be filled in order to continue to provide a high level of service. There remains a national shortage of EHO and food competent officers. This is being addressed in part in Aberdeenshire with three officers entering their final year of their Environmental Health Degree and the enrolment of another officer onto the new Higher Certificate in Food. The additional demands and ongoing vacancies will be addressed in the Protective Services review which is programmed in for first half of 2022/23.


Take action to improve standards in the private rented sector.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Take action to improve standards within the private rented sector through routine compliance checks, routine advertising checks and Below Tolerable Standards Checks.	 Completed	100%	31-Mar-2022	We aim to carry out around 10% (approx. 300) routine checks each year. The check ensures that landlords are complying with the required property and safety standards in the private rented sector. This year we exceeded our target and carried 721 routine checks. From those checks carried out 664 (92%) of landlords ultimately complied with the standards with a very small number 57 (8%) were referred to a Housing Officer for further action. This exercise has proved to be very worthwhile because we are seeing a year on year decrease in the number of landlords not complying.

Regulation of new energy efficiency standards in the private rented sector				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Assist with regulating the new energy efficiency requirements in the private rented sector.	 Overdue	1%	31-Mar-2022	<p>The Scottish Government had previously committed to the introduction of regulations to ensure properties in the private rented sector reach an EPC D by 2022. However, following the recent publication of the Heat in Buildings Strategy which consolidates the Governments approach to the zero-emissions heat transition and confirms their approach to the introduction of a regulatory framework for energy efficiency and heat supply and in recognition that the private rented sector has been significantly affected by the ongoing COVID-19 pandemic, the Scottish Government have made a commitment to work with the sector to introduce regulations in 2025 requiring all private rented sector properties to reach a minimum standard equivalent to EPC C by 2025 where technically feasible and cost-effective, at change of tenancy, with a backstop of 2028 for all remaining existing properties. The previous option to introduce a standard of EPC D will not now be taken forward.</p>


Ensure compliance with Buildings (Scotland) Act 2003				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
In accordance with requirements contained within the Buildings Scotland Act 2003 carry out enforcement actions to ensure compliance.	 Completed	100%	31-Mar-2022	<p>The Building Standards service has met or exceeded each of its targets during 2021/22:</p> <ul style="list-style-type: none"> - 96% of building warrant amendment applications were assessed for compliance with technical standards within 20 working days (target 95%) - 96% of building warrants and amendment applications were issued within 10 working days (target 90%) - 100% of potentially dangerous buildings were risk assessed within 4 hours from notification (target 100%)


				<p>- 95% customer satisfaction rate (target 90%)</p> <p>- 8.1 national customer satisfaction rate on a scale of 1 to 10 (target to meet or exceed 7.5).</p>
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Scottish Housing Regulator				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Carry out a self-assessment of performance against the criteria set out by the Scottish Housing Regulator. Present to Communities Committee to be signed off then forward to the Scottish Housing Regulator.	 Completed	100%	31-Mar-2022	The annual Assurance Statement was submitted for approval to the Communities Committee at its meeting of 14th October 2021 (item 9) before being submitted to the SHR on 26/10/21. Appendix 3 of the report to the Committee contained an evidence statement for each identified outcome and legal obligation, explaining how Aberdeenshire Council performs in comparison to the required standard, and identifying where any improvements are required. This document was developed following a self-assessment of Housing performance against the standard and was not be submitted to the Regulator.

Building Standards Customer Services accreditation				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Prepare for and undergo independent audit assessment as part of the Customer Services Accreditation. This Standard tests Building Standards against 57 components with a particular focus on delivery, timeliness, information and professionalism.	 Overdue	50%	31-Mar-2022	Building Standards verify building warrants and enforce to ensure compliance with building regulations. The team will process around 2,200 building warrants in any given year. They are responsible for responding to dangerous buildings. The Building Standards service generates an income to the Council. Building Standards benchmark their performance across Scotland, are typically in the top 3-5 performers across most measures, and take part in the Customer Service Excellence accreditation process. They achieved Customer Services Excellence last summer and will be working to retain this for 2022/23.

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2.05 Deliver area-based scheme for private sector housing				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Energy Efficiency and Fuel Poverty - deliver area-based scheme for private sector housing.	 Completed	100%	31-Mar-2023	<p><i>Completion date for the Area Based Scheme has been extended by Scottish Government to the end June 2022. We are confident we will fully utilise our funding.</i></p> <p>Energy Efficiency measures such as External Wall <i>Insulation</i> have been installed in Stonehaven and various other measures including Hard to Treat Cavity, Underfloor Insulation and Loft insulation in various settlements throughout K&M in 2021/22.</p>

2.05 Deliver 275 cavity wall installations through Area-Based Scheme for Private Sector Housing				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Energy Efficiency and Fuel Poverty - Deliver 275 cavity wall installations through Area-Based Scheme for Private Sector Housing	 Completed	100%	31-Mar-2023	<p>The bid for 20/21 Energy Efficient Scotland:Area Based Scheme (ABS) funding resulted in £3.22 million being awarded to install energy efficiency measures in private sector housing throughout Aberdeenshire.</p> <p>This funding would enable a total of 489 energy efficiency measures including: External Wall Insulations (EWI), Hard To Treat Cavities (HTTC) Q-bot underfloor insulation (Q-bot), injected bead internal wall insulation (IWI) boiler replacements and loft insulation installations.</p> <p>The energy efficiency measures have been installed throughout Aberdeenshire, including Marr. A range of energy efficiency measures including loft insulation, underfloor insulation, cavity wall</p>



			<p>insulation, boiler replacement and external wall insulation have been installed in the settlements of Banchory, Huntly, Monymusk and Strachan. These measures will increase the energy efficiency of each property, reduce carbon emissions, reduce fuel costs and improve the thermal comfort for the householders. In addition, the measures installed in Marr will contribute to the overall target for Aberdeenshire as a whole.</p> <p>The energy efficiency installation works were terminated for a second time in January 2021 in line with COVID guidance, with only outdoor work continuing to complete any external wall insulation which had already commenced. No surveys or indoor installations were undertaken during this period.</p> <p>Surveys and installations of all energy efficiency measures resumed again on 26 April 2021, ensuring all relevant guidelines issued by the Scottish Government were adhered to. The Scottish Government extended the timeline, in which to complete all works, to the end of October 2021.</p> <p>The installation of energy efficiency measures has been challenging due to the COVID 19 pandemic. Not only have contractors had to adhere to the COVID restrictions, which drastically slowed down the process of installing measures, but as a result of the pandemic, sourcing building materials became difficult for all trades across all local authority areas.</p> <p>Aberdeenshire Council have been in regular contact with both their contractor and the Scottish Government regarding the matter and continue to monitor the situation closely.</p> <p>To date we have spent £2.5m and are reasonably confident a total of £3m will be spent once we have receipt of all final invoices for works undertaken. Unfortunately, we have been unable to fully utilise the total funding within the allocated timescale, but this has undoubtedly been as a result of the unprecedented circumstances surrounding the pandemic. This is the first time Aberdeenshire Council has been unable to spend their full ABS funding allocation.</p>
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				The health and safety of employees, householders and the general public will be at the forefront of considerations at all times.
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Develop existing partnerships and build new ones with our key stakeholders



2.16 Increase participation & hearing the “voice of the child” at Multi Agency Action Planning Meetings (MAAPM) at the Kemnay GIRFEC Group				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop existing partnerships and build new ones -increase participation & hearing the “voice of the child” at Multi Agency Action Planning Meetings (MAAPM) at the Kemnay GIRFEC Group	 Overdue	75%	30-Sep-2021	Evaluation completed for Upper Marr, and it has been agreed to implement a further test of change for Garioch which is now underway.

Community-based services are delivered in health and social care



PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
1a Number of emergency admissions 18+	16,714	16,881.14	17,549.7	16,462	 Green	 Improving		Value	Target
							2019/20	17,828	16,714
							2020/21	15,228	16,714
							2021/22	16,462	16,714
Summary									



1.5% below target comparing 2021/22 performance and baseline year. 2015/16 has been set as the baseline year as the reporting year in which Public Health Scotland commenced providing monthly data in relation to these objectives for HSCPs. Target to be reviewed in light of pandemic impact in last 2 years. Data for 2021/22 for indicator 1a remains provisional and may be subject to change and be affected by data completeness issues.


PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
2a Number of unscheduled hospital bed days; acute specialties 18+	144,766	146,213.66	152,004.3	124,890	 Green	 Improving		Value	Target
							2019/20	144,936	144,766
							2020/21	113,465	144,766
							2021/22	124,890	144,766
Summary									
14% below target comparing 2021/22 performance and baseline year. 2015/16 has been set as the baseline year as the reporting year in which Public Health Scotland commenced providing monthly data in relation to these objectives for HSCPs. Target to be reviewed in light of pandemic impact in last 2 years. Data for 2021/22 for indicator 2a remains provisional and may be subject to change and be affected by data completeness issues.									

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
2b Number of unscheduled hospital bed days; Mental Health specialties 18+	34,620	34,966.2	36,351	28,494	 Green	 Improving		Value	Target
							2019/20	32,362	34,620
							2020/21	26,114	34,620
							2021/22	28,494	34,620
Summary									
18% below target comparing 2021/22 performance and baseline year. 2015/16 has been set as the baseline year as the reporting year in which Public Health Scotland commenced providing monthly data in relation to these objectives for HSCPs. Target to be reviewed in light of pandemic impact in last 2 years. Data for 2021/22 for indicator 2b remains provisional and may be subject to change and be affected by data completeness issues.									

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
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3a A&E Attendances 18+	18,984	19,173.84	19,933.2	19,630	 Amber	 Getting Worse		Value	Target
							2019/20	22,135	18,984
							2020/21	16,979	18,984
							2021/22	19,630	18,984
Summary									
3.4% above target comparing 2021/22 performance and baseline year. 2015/16 has been set as the baseline year as the reporting year in which Public Health Scotland commenced providing monthly data in relation to these objectives for HSCPs.									

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
4 Delayed Discharge bed Days (all reasons)	16,334	16,497.34	17,150.7	8,435	 Green	 Improving		Value	Target
							2019/20	16,381	16,334
							2020/21	6,395	16,334
							2021/22	8,435	16,334
Summary									
48% below target comparing 2021/22 performance and baseline year. Due to substantial improvements in data quality and improvement work to reduce delayed discharges since 2014/15, the reporting year 2017/18 was considered a more appropriate baseline to measure progress against. Target to be reviewed in light of pandemic impact in last 2 years.									


2.24 Roll out of LIAM (lets introduce anxiety management) - All School Nurses in Banff and Buchan trained in LIAM				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Health Visitors - Local GIRFEC Groups. Roll out of LIAM (lets introduce anxiety management) - All School Nurses in Banff and Buchan trained in LIAM	 Completed	100%	31-Mar-2022	All school nurses have completed the training in LIAM, mentoring and consolidation of learning continues.

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2.25 Recruitment of activity coordinators for Care Homes.


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Introduction of activity coordinator/organiser at Durnhythe, Portsoy and Faithlie Care Home, Fraserburgh - recruitment of activity coordinators for Care Homes.	 Completed	100%	31-Aug-2021	Durnhythe and Faithlie have activities co-ordinators now in post and activities work ongoing.


2.26 Creation of the crisis intervention team -


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Creation of the crisis intervention team -	 Completed	100%	31-Aug-2021	Crisis intervention service up and running since July 2021 and progressing well.


2.27 Address stigma towards Mental Health issues in the workplace - research businesses to understand willingness to learn and train

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Address stigma towards Mental Health issues in the workplace - research sample of businesses (varying size, sector etc) to understand willingness to learn/train (Mgrs. and leaders) & make more sign-posting available in the workplace	 Completed	100%	30-Nov-2021	research complete. Outcome - create multi-partnership plan to run ad campaign through 2022


2.28 Roll-out Virtual ward rounds to reduce footfall				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Virtual ward rounds -reduce footfall. Use the DOME consultant - roll out to near vicinity	 Overdue	80%	31-Mar-2022	Virtual ward rounds have been taking place but it has been found that it has at times increased workload as GP still needed to attend. A more blended model is in operation currently


2.05 Development of a discharge pathway				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Work with Pharmacotherapy to ensure smooth discharge pathway from Turriff Hospital for Ellon patients (out of area patients): Development of discharge pathway	 Completed	100%	31-Mar-2022	We have been accepting out-of-area patients for several months now and worked out the issues with pharmacy.- J.S

2.06 Training Pack for LLA Staff				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Enhance and develop relationships with LLA staff to promote activities and wellbeing within Dawson Court and Westbank - Training pack for LLA staff	 Completed	100%	30-Sep-2021	Training pack 100% complete. LLA staff have returned to substantive posts


2.08 Homecare provision - inhouse homecare focusing on 4 pillars and ongoing engagement with private homecare providers				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Homecare provision - inhouse homecare focusing on 4 pillars and ongoing engagement with private homecare	 Completed	100%	30-Sep-2021	Work continues to engage with private care providers supporting existing and new providers to the area. Progress has been impacted to some degree due to significant demands on the system


providers - regular discussion with care management and home care team leaders about home care rotas in the Formartine area				however weekly meetings continue with Home Care and agencies to support transfer of clients where appropriate.
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2.09 Further implementation of digital technologies for residents to access virtual consultation services and maintain family links.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
During the pandemic technology has been introduced to support family contact and GP discussion - further implementation of digital technologies for residents to access virtual consultation services and maintain family links.	 Overdue	10%	30-Sep-2021	Lack of Wi-Fi/technology issues has presented difficulties in expanding use of digital technologies. Digital project manager post to be recruited to within Shire HSCP - will seek to agree new actions around digital agenda.

2.17 PCIP - Utilising the Advanced Clinical Practitioner resource more effectively - Advanced Clinical Practitioner recruited for Garioch				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
PCIP - Utilising the Advanced Clinical Practitioner resource more effectively - Advanced Clinical Practitioner recruited for Garioch and completing training & competency pathway.	 Overdue	50%	30-Jun-2021	ACP at Kemnay has completed their training. There is another ACP undergoing training in a Garioch practice, their substantive position is with the Hospital at Home team. Another part time trainee has been recruited, training practice TBC. The aim is to move to a hub and spoke model to allow for greater service provision across the Garioch and Formartine area.



2.18 Private providers develop support plans in partnership with service users to reflect how they will deliver care to meet their outcomes in Westhill				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY



Commissioning for outcomes - Westhill Test of Change - Private providers develop support plans in partnership with service users to reflect how they will deliver care to meet their outcomes in Westhill.	 Completed	100%	31-Dec-2021	The Aberdeenshire-wide care at home framework has now changed to Support at Home. Further work will be undertaken as part of wider mobilisation of the new framework across Shire - a HSCP project group has been established to lead on this.
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2.19 Implement Criteria Led Discharge in Donbank Ward, Inverurie				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Implement Criteria Led Discharge in Donbank Ward, Inverurie.	 Completed	100%	31-Aug-2021	This is implemented – some challenges with Covid and some adaptation to process made.

2.20 Support timeous discharges from hospital & streamline pathway for people in Garioch with care needs				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
ARI test of change - hospital discharges - PDCM - Light touch assessments - support timeous discharge from hospital & streamline pathway for people in Garioch with care needs: enabling them to go home with care before commencing a community assessment to establish their longer term needs.	 Completed	100%	31-Aug-2021	Completed and being done throughout Aberdeenshire. As a general point the there are serious ongoing pressures on health and social care services and these will increase as we head in to the winter period – this will impact on delivery of health and social care actions.


Person-centred care is delivered in a sustainable way


PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
5a Percentage of last 6 months of life spent in Community (all ages)	89.3	90.19	93.77	91.6	 Amber	 Getting Worse		Value	Target
							2019/20	90	89.3
							2020/21	91.9	89.3
							2021/22	91.6	89.3
Summary									
3% above target comparing 2021/22 performance and baseline year. 2015/16 has been set as the baseline year as the reporting year in which Public Health Scotland commenced providing monthly data in relation to these objectives for HSCPs. Target to be reviewed in light of pandemic impact in last 2 years. Data for 2021/22 for indicator 5a remains provisional and may be subject to change and be affected by data completeness issues.									

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
5b Number of days during last 6 months of life spent in the community (all ages)	367,183	363,511.17	348,823.85	410,957	 Green	 Getting Worse		Value	Target
							2019/20	396,685	367,183
							2020/21	428,002	367,183
							2021/22	410,957	367,183
Summary									
12% above target comparing 2021/22 performance and baseline year. 2015/16 has been set as the baseline year as the reporting year in which Public Health Scotland commenced providing monthly data in relation to these objectives for HSCPs. Target to be reviewed in light of pandemic impact in last 2 years. Data for 2021/22 for indicator 5b remains provisional and may be subject to change and be affected by data completeness issues.									

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
6 Balance of Care: Percentage of population 65+ living at home (supported and unsupported)	95.8	94.84	91.01	96.8	 Green	 Improving		Value	Target
							2019/20	96.4	95.8
							2020/21	96.8	95.8
							2021/22		



Summary
1% above target comparing 2020/21 performance and baseline year. 2020/21 figures for indicator 6 have just been released in June 2022 by Public Health Scotland.



2.31 Digital suitcase project - Provide programmes in care settings/ sheltered housing to reduce functional decline and prevent isolation				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
<p>Digital suitcase project - provide programmes in care settings/ sheltered housing to reduce functional decline and prevent isolation.</p> <p>Aberdeenshire Library Service loan reminiscence boxes to Care Homes and Very Sheltered Housing.</p> <p>Develop role of schools and other organisations in being part of these discussions post COVID-19</p>	 Overdue	5%	31-Oct-2021	<p>Progress against local HSCP service activities has been impacted by the continuing effects of the Covid-19 pandemic and other increased demands on the health and social care system locally. As demands return to more manageable levels updates from HSCP will be included in future reports.</p>

2.33 Continued development and use of Near Me in the prison (In hours and Out of Hours) to ensure that prisoners continued to have access to mental health services.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
<p>Near me is currently used by mental health services and was used during the pandemic to ensure that prisoners continued to have access to mental health services. We have been working to expand this to include the use of Near Me to undertake the Talk to Me Assessment. All prisoners who come to HMP Grampian are assessed using the Talk to Me Assessment. This is a tool used by the Scottish Prison Service to assess a</p>	 Overdue	10%	30-Jun-2021	<p>Progress has been delayed by the continuing impacts of the Covid-19 pandemic and other increased demands on the health and social care system locally.</p>



<p>prisoner's mental health and ensure that they have appropriate access to any medication etc when they are first detained and until a fuller health assessment can be undertaken. The Health Centre at the prison complete part of this assessment. As HMP Grampian covers the population of the North of Scotland we do on occasion have prisoners who arrive into the prison out of hours when there are no health staff available. We are looking to use Near Me technology to do this assessment virtually. The assessment will be completed by nursing colleagues based in the Minor Injury Unit in Fraserburgh. In hours, this assessment is completed by health centre staff on site.</p>				
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Appropriate support is provided for those who are facing homelessness

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	
Average Time to Resolve Homeless Cases	90	90.9	94.5	64.7	 Green	 Improving	
Summary							


PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
	50	2.5	5	48.7				Value	Target

LHS03.1: Percentage of Mainstream new tenancies let to Homeless Households					Green	Improving	2019/20	48.2	50
							2020/21	48.7	50
							2021/22		
Summary									
<p>While the Coronavirus Pandemic has had a significant impact on lets overall, the proportion of mainstream lets made to homeless households has remained within target tolerance for the year, with the proportion increasing slightly compared to last year. While there were significant restrictions on letting properties during the first lockdown, an exception was made for urgent cases, which included homeless applicants. This meant that homeless allocations could continue throughout the Pandemic, although there were challenges in matching households to suitable properties in some areas due to a reduction in turnover.</p> <p>In contrast to many other local authorities, the Coronavirus Pandemic resulted in a reduction in the number of homeless applications made to Aberdeenshire Council during 2020/21, most likely due to the restrictions on ending tenancies in the private rented sector. Similarly, Aberdeenshire Council has significantly reduced the number of open homeless cases in Aberdeenshire, with a reduction of 47% in 2020/21, from 340 to 162 cases.</p> <p>However, we anticipate an increase in homeless demand when the current eviction guidance expires and as the social and economic impacts of the pandemic continue to be felt. We are monitoring this and continuing to build on existing partnership working to ensure that we work together to prevent homelessness or to identify appropriate sustainable housing options.</p>									


PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
LHS03.2: Average time in temporary accommodation	100	101	105	91.6	 Green	 Improving		Value	Target
							2019/20	112.4	100
							2020/21	91.6	100
							2021/22		80
Summary									
The average days spent in Temporary Accommodation improved significantly in 2020/21, falling by approximately 20 days on average to 91.6 days. This represents a significant reduction in the time spent in Temporary Accommodation by Homeless Households, and reflects the ongoing work on Aberdeenshire Council's Rapid Rehousing Transition Plan.									

The improvement in time spent in Temporary Accommodation is matched by a significant reduction in the number of homeless households occupying Temporary Accommodation at any time, with 119 fewer households in Temporary Accommodation in March 2021 than in April 2020. Another significant achievement is the complete cessation of the use of Bed and Breakfast accommodation in 2020/21, with no placements being made in the year. This has been a significant priority for the service, particularly with the extension of the Unsuitable Accommodation Order to all households.



We anticipate an increase in homeless demand when the current eviction guidance expires and as the social and economic impacts of the pandemic continue to be felt. We are monitoring this and continuing to build on existing partnership working to ensure that we work together to prevent homelessness or to identify appropriate sustainable housing options.

Delivery of the Rapid Rehousing Transition Plan				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Delivery of the Rapid Rehousing Transition Plan & Action Plan 2019 – 2024.	 Overdue	70%	31-Mar-2022	<p>This was developed in 2018 after the Homeless and Right Sleeping Action Group (HARSAG) developed recommendations to end homeless and transform temporary accommodation. Local Authorities were required to develop a 5-year rapid rehousing plan (RRTP) to demonstrate how they were going to meet HARSAG recommendations.</p> <p>Regular updates on progress with the Aberdeenshire Plan are provided to the Committee with the next one to be provided in June. The team have seen improved performance as a result of initiatives trailed as part of the plan including a significant reduction in homeless people in Aberdeenshire and discontinued use of B&Bs. The team have seen a reduction in repeat homeless presentations due to housing support and Housing First. Overall the RRTP continues to progress well with progress across all actions.</p>



Provide outreach support to help prevent homelessness				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY


Provide out-reach housing support to meet the needs of people who require help to prevent homelessness and keep people living independently in their tenancies.	 Overdue	90%	31-Mar-2022	Under the Housing First initiative officers engage with small numbers of clients who have been through homeless service repeatedly. Many of the people supported may have more chaotic lifestyles. Without this engagement and support which is provided by Housing in partnership with a number of other agencies they are unlikely to sustain their tenancy. The aim is to provide them with settled accommodation in an area where they have sufficient support and links to ensure sustainability. Once in settled accommodation, improvements to health and wellbeing should be seen leading to a reduction in the use of other services too.
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Everyone having access to appropriate accommodation and housing support where required

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
								Value	Target
LHS01.1: Number of social rented properties completed per year	225	202.5	191.25	154	 Red	 Getting Worse	2019/20	249	225
							2020/21	143	225
							2021/22	154	225
Summary									
<p>Completions During the period April 2021 to March 2022 A total of 154 units were completed. 51 units across the Council New Build programme and 90 units across our RSL partners New Build programme. This includes developments across the following locations Banff, Peterhead, Newburgh, Kintore, Newtonhill, St Cyrus, Marykirk, Laurencekirk, Kincardine O'Neil and Banchory. There were also 13 properties acquisitioned for social rent through the Council across the following settlements – Rosehearty, Macduff, Mintlaw, Peterhead, Ellon, Inverurie, Stonehaven, Banchory, Tarland and Huntly. Of these 154 units, 49 were suitable for particular needs of which 22 units were wheelchair accessible.</p>									


Meantime work has commenced on site for 334 social rent units of which 144 are being delivered through the Council's New Build programme, the remaining 190 through our RSL partners. This includes developments across the following locations Fraserburgh, Peterhead, Inch, Ballater, Rothienorman, Ellon, Oldmeldrum, Tarves, Inverurie, Huntly, Inchmarlo, Sauchen, Portlethen and Johnshaven. Of these 334 units 79 are suitable for particular needs including 29 for wheelchair users.

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
LHS04.1: Number and percentage of new build properties developed and fully accessible for clients with a particular need	15%	13.5%	12.75%	33.14%	 Green	 Improving		Value	Target
							2019/20	21%	15%
							2020/21	26.71%	15%
							2021/22	33.14%	15%
Summary									
The total of 33.14% of homes built for Particular Needs (PN) Clients exceeds the 15% target and includes 10.53% fully wheelchair accessible homes exceeding the target of 10% yearly. The Improvement exercise for the Planning and Delivery of PN Housing continues to keep a focus on ensuring the needs of PN Clients are identified through collaboration between AHSCP and Housing. The evidence provided from AHSCP is fed into the Strategic Housing Investment Plan (SHIP) and allows strategic planning and investment for PN housing.									


2.01 Improvements to Fraserburgh Library (Window Replacement and Roof Upgrade)				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Improvements to Fraserburgh Library (Window Replacement and Roof Upgrade)	 Overdue	30%	31-Mar-2022	Work is due to commence in late June, with completion by October. During construction a library service will be delivered at the Community Centre.


4.13.2 To continually review effective use of Discretionary Housing Payment Budget to the benefit of the residents of Aberdeenshire who are in receipt of Housing Benefit or Housing Support through their Universal Credit award 2022/23				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		20%	31-Mar-2023	

Engaging with customers and residents appropriately to encourage application for Discretionary Housing Payments: To continually review effective use of Discretionary Housing Payment Budget to the benefit of the residents of Aberdeenshire who are in receipt of Housing Benefit or Housing Support through their Universal Credit award	In Progress			<p>The Scottish Government has allocated £1,505,365.00 to the DHP budget for the year 2022/23. The majority of the Budget is to help mitigate the Welfare reforms relating to Social Sector Size Criteria (Bedroom Tax) and the Benefit Cap.</p> <p>Budget spend continues to be monitored and awards are as previously stated demand led. Currently £126,886 has already been awarded with a further £742.431 committed</p>
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2.01 Reduce void turn around time				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Maximise available affordable housing - reduce void turn around time	 In Progress	70%	31-Mar-2023	<p>Following void process review workshops which enabled staff to critically examine the void process and identify barriers to better performance a revised Lettable Standard was developed to provide a better balance between relet timescales and the fit for let standard. The revised lettable standard was approved by the Communities Committee in September 2020. A revised voids procedure has now been developed and introduced. Because of the pandemic it has proven difficult to measure the full impact of the changes but following the easing of Covid restrictions there has been some indications that the new procedure is having a positive impact in reducing relet times.</p> <p>Huge improvement in turnaround time through the introduction of a new process, new computerised system for change of tenancy inspections, a revised lettable standard and a restructured team with functional responsibility for voids across Aberdeenshire. Total number of voids in this part of the process is now well below 100, which is fantastic when on average there are 40 new voids each week.</p> <p>The introduction of Virtual Sign Ups as a response to the Covid 19 pandemic has been continued as a method to ensure faster turn-</p>


				<p>around of new tenancy sign ups. The team continue to work with Options and Asset Management colleagues to facilitate the Voids process.</p> <p>The team are working to reduce the backlog of properties ready to let that have built up due to the restrictions throughout the pandemic. The introduction of a Choice Based Lettings (CBL) system is having an impact with increased letting even of some hard to let properties.</p>
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2.03 Deliver 20 homes in Peterhead. Start on site for a further 99 homes in Mintlaw and Peterhead				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Affordable Housing -Deliver 20 homes in Peterhead. Start on site for a further 99 homes in Mintlaw and Peterhead.	 In Progress	13%	31-Mar-2023	<p>The completion of the 20 social rent properties at Sovereign Gate, Peterhead is progressing well. 4 x 3 bed houses were completed and handed over to the Council in January 2022 with the remaining 16 units expected to be completed by September 2022. It is anticipated that the start date on site for 73 units in Mintlaw will now be August 2022, with the first 20 units having an estimated completion date of 2024.</p> <p>Discussions are still ongoing for a further 26 units to be built in Peterhead.</p>


2.04 Deliver Housing Improvement Programme, bring forward EESSH2 work into HIP year 4 where possible				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Energy Efficiency and Fuel Poverty - Deliver Housing Improvement	 In Progress	65%	31-Mar-2023	Contractors continue to work throughout the restrictions to maximise compliance however are being restricted by Covid social

Programme, bring forward ESSH2 work into HIP year 4 where possible.				distancing and access to resources materials and staff. As a result the contract has been delayed with completion has moved from May to December 2022
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2.01 Deliver or start on site 142 homes in Newburgh, Rothienorman, Blackdog, Ellon, Oldmeldrum and Pitmedden.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Affordable Housing - Delivery of 142 affordable housing units in Newburgh, Rothienorman, Blackdog, Ellon, Oldmeldrum and Pitmedden.	 In Progress	20%	31-Mar-2023	<p>Work has started on the sites in Blackford Avenue Rothienorman - 12 units and Chapel Park Oldmeldrum – 18 units with estimated completion dates August and September 2022.</p> <p>Discussions continue with the developer with regards to Blackdog and likewise with Pitmedden, details as yet to be confirmed.</p> <p>Work started in September 2021 on the Former Academy site in Ellon with an estimated completion date of 2024. The first phase comprises of 40 units and the second phase 23 units.</p>

2.02 Reduce void turn around time - maximise HRA income				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Maximise available affordable stock - reduce void turn around time	 In Progress	70%	31-Mar-2023	<p>Following void process review workshops which enabled staff to critically examine the void process and identify barriers to better performance a revised Lettable Standard was developed to provide a better balance between relet timescales and the fit for let standard. The revised lettable standard was approved by the Communities Committee in September 2020. A revised voids procedure has now been developed and introduced. Because of the pandemic it has proven difficult to measure the full impact of the changes but following the easing of Covid restrictions there has</p>


				<p>been some indications that the new procedure is having a positive impact in reducing relet times.</p> <p>Huge improvement in turnaround time through the introduction of a new process, new computerised system for change of tenancy inspections, a revised lettable standard and a restructured team with functional responsibility for voids across Aberdeenshire. Total number of voids in this part of the process is now well below 100, which is fantastic when on average there are 40 new voids each week.</p> <p>The introduction of Virtual Sign Ups as a response to the Covid 19 pandemic has been continued as a method to ensure faster turn-around of new tenancy sign ups. The team continue to work with Options and Asset Management colleagues to facilitate the Voids process.</p> <p>The team are working to reduce the backlog of properties ready to let that have built up due to the restrictions throughout the pandemic. The introduction of a Choice Based Lettings (CBL) system is having an impact with increased letting even of some hard to let properties.</p>
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2.04 Deliver Housing Improvement Programme, bring forward EESSH2 work into HIP year 4 where possible and deliver area-based scheme for private sector housing.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Energy Efficiency and Fuel Poverty - Deliver Housing Improvement Programme, bring forward EESSH2 work into HIP year 4 where possible.	 In Progress	65%	31-Mar-2023	Contractors continue to work throughout the restrictions to maximise compliance however are being restricted by Covid social distancing and access to resources materials and staff. As a result the contract has been delayed with completion has moved from May to December 2022


4.14 Continually review effective use of Discretionary Housing Payment Budget to the benefit of the residents of Aberdeenshire who are in receipt of Housing Benefit or Housing Support through their Universal Credit award

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging with customers and residents appropriately to encourage application for Discretionary Housing Payments: Continually review effective use of Discretionary Housing Payment Budget to the benefit of the residents of Aberdeenshire who are in receipt of Housing Benefit or Housing Support through their Universal Credit award	 In Progress	65%	31-Mar-2023	<u>PARENT ACTION</u>

2.03 Affordable Housing - Deliver 27 homes in Kintore and Inverurie. Start a further 28 homes on site in Inch and Kintore.


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Affordable housing - deliver 27 homes in Kintore and Inverurie. Start a further 28 homes on site in Inch and Kintore.	 In Progress	50%	31-Mar-2023	<p>The 24 units at Forrest Road, Kintore were completed in January 2022.</p> <p>South Road, Inch - Development progressing onsite with completion expected by June 2022.</p> <p>Town Park, Kintore - Appeal dismissed</p> <p>Osprey Heights, Inverurie - Development of 20 units progressing with expected completion in November 2022.</p>

2.04 Reduce void turnaround times


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		70%	31-Mar-2023	


Maximise available affordable housing stock - reduce void turnaround times	In Progress			<p>Following void process review workshops which enabled staff to critically examine the void process and identify barriers to better performance a revised Lettable Standard was developed to provide a better balance between relet timescales and the fit for let standard. The revised lettable standard was approved by the Communities Committee in September 2020. A revised voids procedure has now been developed and introduced. Because of the pandemic it has proven difficult to measure the full impact of the changes but following the easing of Covid restrictions there has been some indications that the new procedure is having a positive impact in reducing relet times.</p> <p>Huge improvement in turnaround time through the introduction of a new process, new computerised system for change of tenancy inspections, a revised lettable standard and a restructured team with functional responsibility for voids across Aberdeenshire. Total number of voids in this part of the process is now well below 100, which is fantastic when on average there are 40 new voids each week.</p> <p>The introduction of Virtual Sign Ups as a response to the Covid 19 pandemic has been continued as a method to ensure faster turnaround of new tenancy sign ups. The team continue to work with Options and Asset Management colleagues to facilitate the Voids process.</p> <p>The team are working to reduce the backlog of properties ready to let that have built up due to the restrictions throughout the pandemic. The introduction of a Choice Based Lettings (CBL) system is having an impact with increased letting even of some hard to let properties.</p>
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2.06 Deliver Housing Improvement Programme, bring forward EESSH2 work into HIP year 4 where possible, and deliver area-based scheme for private sector housing


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Deliver Housing Improvement Programme, bring forward EESSH2 work into HIP year 4 where possible, and deliver area-based scheme for private sector housing.	 In Progress	65%	31-Mar-2023	Contractors continue to work throughout the restrictions to maximise compliance however are being restricted by Covid social distancing and access to resources materials and staff. As a result the contract has been delayed with completion has moved from May to December 2022


4.10.1 Continually review effective use of Discretionary Housing Payment Budget to the benefit of the residents of Aberdeenshire who are in receipt of Housing Benefit or Housing Support through their Universal Credit award 2021/22


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
-- enter action details here --	 Completed	100%	31-Mar-2023	<p>Discretionary Housing Payments are demand led and the budget is constantly monitored as appropriate month on month.</p> <p>At the moment ASAT is concentrating on rolling over those applications relating to the Social Sector Size Criteria (Bedroom Tax) and any Benefit Cap Cases for the year 2022/23.</p>

Provide repairs and maintenance service to tenants				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Provide an efficient and responsive repairs and maintenance service to tenants.	 Overdue	50%	31-Mar-2022	There are approximately 45,000 repairs undertaken each year to council houses with most of this work is undertaken by the in-house Housing Repairs Team. During the Covid pandemic works were restricted to emergency works only but with the lifting of restrictions more normal levels of working have returned and work has been on-going to work through the back-log of non-essential repairs that built up.


				A new HardFM contract through FES Ltd is now in operation for maintenance and servicing of all Council Houses, this amounts to more than 30,000 services happening each year across the Council Housing portfolio to ensure that all properties remain healthy, safe and secure at all times.
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Deliver H&S improvements in relation to fire detection				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Deliver programme Health and Safety improvements in relation to fire detection in council houses.	 Overdue	70%	31-Mar-2022	Completed. The contractors worked throughout the Covid restrictions to maximise compliance by Feb 2022.


Meet Energy Efficiency Standards for Scottish Social Housing (EESH 1)				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Meet the Energy Efficiency Standards for Scottish Social Housing (EESH 1) as part of the Housing Improvement programme (HIP).	 Overdue	65%	31-Mar-2022	The programme fell behind schedule due to contractor issues and the effects of the pandemic. Work has been rescheduled and reprioritised and since the contractors were able to work without restrictions good progress has been made. Outstanding works from Year are nearly completed and Year 3 is progressing well. There remain issues over rising costs, availability of essential materials such as the Dimplex heaters and issues with getting new meters fitted by the energy suppliers. Programme expected to be completed by December 2022.


Develop and implement a programme of works for EESH 2				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and implement a programme of works in relation to the Energy Efficiency Standard for Social Housing 2 (EESH2)	 Overdue	20%	31-Mar-2022	Under EESH 2 the Government has set out deadlines for all council housing to meet an Energy Performance Certificate (EPC) Band D standard by 2025. If houses do not meet this standard,

				<p>then they are not able to be let. Further to this all council houses are to EPC Band B by 2032.</p> <p>A programme of work is being developed to meet these standards. Based on the data provided by Housing the Property Service are working with specialist consultants to model the programme. As part of their analysis the consultants are considering alternative forms of heating, the potential costs of each alternative and potential carbon savings. This modelling will be flexible and will be updated if any assumptions change.</p> <p>It is likely that some assumptions will change because the Government is about to commence a national review of EESSH2 which is to be completed by 2023, this has been brought forward from 2025 and is likely to change EESSH2 to align more directly with Net Zero. It is anticipated that significant investment will be required as we move toward EESSH2. £160m has been committed beyond that already in HIP for HIP2 to 2027.</p>
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Deliver Housing Improvement Programme (HIP)				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Deliver the Housing Improvement Programmes in partnership with colleagues in Property and private contractors.	 Overdue	55%	31-Mar-2022	<p>A small number of properties still require some upgrades to be carried out in order to complete the Year 2 programme, however the majority of the work is now being carried out on Year 3. One contractor is expected to move onto Year 4 work shortly with the other 3 contractors moving on to Year 4 early in July if they are able to demonstrate sufficient progress with their remaining works from Year 2.</p> <p>Arcadis have undertaken a review of HIP 1 and have produced a lessons learnt report which will feed into the development of HIP2. The Council is working with the consultants Arcadis and</p>

				<p>Changeworks to develop the HIP 2 programme. The results of their analysis is expect at the end of summer 2022.</p> <p>Rising prices, difficulties in sourcing materials, long lead-in times and shortages of labour continue to impact on the programme.</p>
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Improve Void turnaround times				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Improve the time to relet vacant properties (Void turnaround)	 Overdue	70%	31-Mar-2022	<u>Tenancy Services</u> - Teams continue to work with colleagues in Asset Management and Options & Homelessness in order to improve performance.


Prepare and submit Strategic Housing Investment Plan (SHIP) each year				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
In accordance with regulations prepare and submit a Strategic Housing Investment Plan (SHIP) to the Scottish Government each year.	 Completed	100%	31-Mar-2022	<p>The Strategic Housing Investment Plan 2022 – 2027 was approved by the Communities Committee at its meeting of 9 December 2021 (item 11). The SHIP was submitted to the Scottish Government 29th October 2021 subject to comment and approval by Communities Committee in line with Scottish Government timelines.. The SHIP sets out the investment priorities for affordable housing over a five year period to achieve the outcomes set out in the Local Housing Strategy. Essentially the SHIP:</p> <ul style="list-style-type: none"> • Sets out key investment priorities for affordable housing • Demonstrates how these will be delivered

				<ul style="list-style-type: none"> Identifies the resources required to deliver these priorities <p>Enables involvement of key partners.</p>
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Deliver actions in relation to affordable housing				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Deliver actions in the Local Housing Strategy 2018 – 2023 in relation to affordable housing	 Overdue	84%	31-Mar-2022	<p>Completions During the period April 2021 to March 2022</p> <p>A total of 209 units were completed. 51 units across the Council New Build programme and 90 units for social rent, 27 for Shared Equity and 25 for Mid-Market across our RSL partners. This includes developments across the following locations Banff, Peterhead, Newburgh, Kintore, Newtonhill, Chapleton, St Cyrus, Marykirk, Laurencekirk, Kincardine O'Neil and Banchory. There were also 13 properties acquisitioned for social rent through the Council across the following settlements - Rosehearty, Macduff, Mintlaw, Peterhead, Ellon, Inverurie, Stonehaven, Banchory, Tarland and Huntly. There were also 3 units for Low Shared Equity in Ellon & Stonehaven. Of these 209 units, 67 were suitable for particular needs of which 22 units were wheelchair accessible.</p> <p>Meantime work has commenced on site for 334 social rent units of which 144 are being delivered through the Council's New Build programme, the remaining 190 through our RSL partners. This includes developments across the following locations Fraserburgh, Peterhead, Inch, Ballater, Rothienorman, Ellon, Oldmeldrum, Tarves, Inverurie, Huntly, Inchmarlo, Sauchen, Portlethen and Johnshaven. Of these 334 units 79 are suitable for particular needs including 29 for wheelchair users. Work has also commenced on site for 30 units for Mid-Market Rent and 8 units for Shared Equity by an RSL at Chapleton and 5 units for Low-Cost Shared Equity in</p>


				Tarves and Inverbervie. Meantime 3 acquisitions are currently in progress for properties in Fraserburgh, Kemnay and Stonehaven.
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Deliver actions in relation to fuel poverty, sustainability and energy efficiency				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Deliver actions in the Local Housing Strategy 2018 – 2023 in relation to fuel poverty, sustainability and energy efficiency.	 Overdue	50%	31-Mar-2022	Fuel Poverty remains a real concern for the future in regards to cost of living crisis with many more tenants becoming fuel poor, despite all the upgrades to make the houses more energy efficient.


Deliver actions in relation to independent living				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Deliver actions in the Local Housing Strategy in relation to Independent living	 Completed	100%	31-Mar-2022	<p>Equipment and adaptations make an important contribution to supporting older people and disabled people to live safely, comfortably and independently in their own homes. Local Authorities have a duty under the Housing (Scotland) Act 2006 to provide financial assistance in the form of a grant to homeowners who have a disability and require their home to be adapted to meet their needs and enable independent living. The Council supports independent living through offering eligible owner-occupiers and tenants of private landlords who live within Aberdeenshire, advice and assistance with repairs, improvements and adaptations.</p> <p>In a typical year the team deals with around 300 referrals and facilitate over 200 adaptations. Grant is awarded to fund between 80% and 100% of the cost of any structural adaptations. During Covid the number of applications for disabled adaptations fell but now, as the country emerges from the pandemic demand for the</p>

				service has increased. The OT service has been working through a backlog of referrals. Housing continues to work closely and in partnership with them to ensure that we streamline our processes where we can and prioritise the cases that are in most need.
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Deliver actions in relation to minority ethnic communities				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Deliver actions in the Local Housing Strategy in relation to minority ethnic communities	 Overdue	50%	31-Mar-2022	Upgrade works at Aikey Brae, Maud, are almost complete which have provided occupants access to Wi-Fi, play equipment for the children on the site, education through play and additional facilities. Residents on Greenbanks Site in Banff also have access to Wi-Fi.


Deliver actions in relation to the private sector.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Deliver actions in the Local Housing Strategy 2018 – 2023 in relation to the private sector	 Overdue	50%	31-Mar-2022	<p>The bid for 20/21 Energy Efficiency Scotland:ABS funding resulted in £3.22 million being awarded to install energy efficiency measures in private sector housing throughout Aberdeenshire.</p> <p>Because of the Covid lock-down last year works for the 20/21 programme did not commence until late October 2020. However, further COVID restrictions resulted in all works, apart from outdoor work where surveys had previously been completed, ceasing once more. Surveys and installations of all energy efficiency measures resumed again on 26 April 2021, ensuring all relevant guidelines issued by the Scottish Government are adhered to.</p> <p>The Scottish Government extended the timeline, in which to complete all works to accommodate the challenging and unprecedented times the Pandemic has resulted in. Not only have contractors had to adhere to the COVID restrictions, which has</p>

				<p>drastically slowed down the process of installing measures, but as a result of the Pandemic, sourcing building materials has now become difficult for all trades across all local authority areas.</p> <p>In addition to energy efficiency improvements managed by Housing information and advice is available to all homeowners and private tenants across Aberdeenshire in relation to repairs, maintenance and energy efficiency to their homes. Information and advice is provided via Telephone, Aberdeenshire Council web page, e-mail, sign posting to other agencies, provision of leaflets and attendance at events & seminars.</p> <p>Communities Committee reviewed and approved the new Below Tolerable Standard and Housing Renewal Area Policies on 1 April 2021.</p> <p>Practical assistance is offered to all homeowners and private tenants across Aberdeenshire in relation to repairs, maintenance and improvement to their homes. Practical assistance is provided through home visits to help identify works and source contractors and help identify sources of funding. Further practical assistance will be provided to those who are over 60 and/or disabled in order to improve and adapt their home, to complete small repairs by providing grants to help promote independent living within people's own homes.</p>
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Procure and implement repairs and maintenance on-line reporting system.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Repairs and Maintenance – procure and implement an on-line repairs system for tenants to report repairs.	 Overdue	80%	31-Mar-2022	<i>Housing Online was launched in April 2021, providing customers with the ability to register and monitor housing applications online. Advanced housing application related features such as choice based letting (with online virtual tours) and auto bidding (for those with limited access to IT) have been added over the last couple of months.</i>


				<p><i>Housing Online also includes additional functionality for our existing tenants, such as the ability to query rent balances and tenancy agreements.</i></p> <p><i>In December 2021, the capability to log and monitor repair requests will be added to Housing Online. The advanced graphical repair logging capability called Interfinder will follow sometime in the first half of 2022.</i></p>
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Implement choice-based letting				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Implement the revised allocations policy based around Choice Based Letting	 Completed	100%	31-Mar-2022	CBL now fully implemented Should you have any queries, please contact performance@aberdeenshire.gov.uk , alternatively, if this relates to an Area Plan action, please contact alan.morris@aberdeenshire.gov.uk


Implement Housing On-Line system				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Implement new on-line housing application system to replace Apply-4-Homes. As part of the project develop a housing options loading page to enable applicants to access lists and apply for Housing with all relevant landlords in the North East.	 Completed	100%	31-Mar-2022	On the 12th April 2021 the NPS Housing On-Line portal went live replacing the previous Apply For Homes System. This system provides an on-line channel for submitting and progressing social housing applications and also includes a "rent-on-line" portal that allows tenants to directly manage their rent balances and payments.


Consider long-term rent strategy and review business plan


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Set up an officer-member working group to consider the longer-term rent strategy in the light of the Covid pandemic. Consider outcomes as part of the regular review of the 30-year business plan	 Overdue	50%	31-Mar-2022	<p>Housing operates a 30 year HRA Business Plan which ensures the viability of on-going capital investment in new build homes and improvements to the existing portfolio including energy efficiency measures. The Business Plan is subject to on-going monitoring and is formally reviewed on a 3-year basis. The outcome of the last review was reported to the Communities Committee on 3 June 2021 (item 10).</p> <p>A key element of the Business Plan is the Housing Rent Strategy. During 2020 a Rent Strategy Member Officer Working Group was set up to consider the impact of Covid 19 on the Rent Strategy and make recommendations for the 2021/22 financial year. Following approval of the proposed Rent Strategy for 2021/22 it was agreed that the work of the group would continue to establish an approach for 2022/23 given the on-going impact of the pandemic. The final recommendations of the Group were reported to the Communities Committee on the 3 February 2022 (Item 7). The outcomes recommended rent increases for 2022/23 (1.5%) with notional levels for 2023/24 (2.5%) and 2024/25 (3%). These recommendations will inform the on-going review of the Business Plan.</p>

Implement review of Sheltered Housing				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Consult on an implement the review of Sheltered Housing. Continue to review the balance of sheltered housing and very sheltered housing.	 Overdue	50%	31-Mar-2022	Significant savings in terms of staffing have already been generated by the review. However significant delays have occurred in progressing other aspects of the review due to Covid. It is still hoped to complete to complete the review within the 2 year time frame.


Consult on proposed changes to Housing management structure and implement


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Consult on the proposed changes to the management arrangements within Housing and implement new structure.	 Overdue	75%	31-Mar-2022	Options & Homeless and Asset Management changes now implemented Should you have any queries, please contact performance@aberdeenshire.gov.uk , alternatively, if this relates to an Area Plan action, please contact alan.morris@aberdeenshire.gov.uk

Building Standards Customer Services accreditation				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Prepare for and undergo independent audit assessment as part of the Customer Services Accreditation. This Standard tests Building Standards against 57 components with a particular focus on delivery, timeliness, information and professionalism.	 Overdue	50%	31-Mar-2022	Building Standards verify building warrants and enforce to ensure compliance with building regulations. The team will process around 2,200 building warrants in any given year. They are responsible for responding to dangerous buildings. The Building Standards service generates an income to the Council. Building Standards benchmark their performance across Scotland, are typically in the top 3-5 performers across most measures, and take part in the Customer Service Excellence accreditation process. They achieved Customer Services Excellence last summer and will be working to retain this for 2022/23.


Benchmark the Housing Service, develop and implement improvement actions as a result				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Take part in annual benchmarking exercises through Scottish Housing Network and Housemark. Develop actions to address areas of improvement	 Completed	100%	31-Mar-2022	All benchmarking and performance returns were submitted as required in the year, with the last return (Scottish Housing Regulator Covid-19 return for Quarter 4) submitted on 29/04/2022. Feedback sessions with Scotland's Housing Network and

identified through the benchmarking. Monitor and report on progress with the improvement actions to committee every six months.				Housemark were also completed as planned. Information from these returns has also been used to provide a national context in our performance reporting to Communities Committee this year. Our next major submission will be the Annual Return on the Charter, which is due for completion by the 31st of May, which will be followed by submissions to Scotland's Housing Network and Housemark.
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Undertake annual self-assessment using agreed methodology				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Take part in annual self-assessment using appropriate methodology to identify areas for improvement. Agree actions to address identified issues and monitor progress with actions on a regular basis.	 Overdue	10%	31-Mar-2022	Progress with this action has been delayed by a corporate decision to move away from the How Good is Our Council methodology and instead to use the Public sector Improvement Framework (PSIF) methodology developed by the Improvement Service. A corporate programme of self-assessments has been developed and a pilot undertaken. Housing will be the first service to undergo the self-assessment within E&IS. This is due to commence in June 2022.


2.01 Delivery of 242 affordable housing in Laurencekirk, Ury (Stonehaven), Carlton (Stonehaven), Johnshaven, St Cyrus, Marykirk, Newtonhill and Chapelton				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Delivery of affordable housing units starting with units at Carlton, Stonehaven and Johnshaven	 In Progress	65%	31-Mar-2023	<u>PARENT ACTION</u>


2.02 Reduce void turn around time				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY


Maximise available affordable stock - reduce void turn around time	 In Progress	70%	31-Mar-2023	<p>Following void process review workshops which enabled staff to critically examine the void process and identify barriers to better performance a revised Lettable Standard was developed to provide a better balance between relet timescales and the fit for let standard. The revised lettable standard was approved by the Communities Committee in September 2020. A revised voids procedure has now been developed and introduced. Because of the pandemic it has proven difficult to measure the full impact of the changes but following the easing of Covid restrictions there has been some indications that the new procedure is having a positive impact in reducing relet times.</p> <p>Huge improvement in turnaround time through the introduction of a new process, new computerised system for change of tenancy inspections, a revised lettable standard and a restructured team with functional responsibility for voids across Aberdeenshire. Total number of voids in this part of the process is now well below 100, which is fantastic when on average there are 40 new voids each week.</p> <p>The introduction of Virtual Sign Ups as a response to the Covid 19 pandemic has been continued as a method to ensure faster turn-around of new tenancy sign ups. The team continue to work with Options and Asset Management colleagues to facilitate the Voids process.</p> <p>The team are working to reduce the backlog of properties ready to let that have built up due to the restrictions throughout the pandemic. The introduction of a Choice Based Lettings (CBL) system is having an impact with increased letting even of some hard to let properties.</p>
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2.04 Deliver Housing Improvement Programme, bring forward EESSH2 work into HIP year 4 where possible

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
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Energy Efficiency and Fuel Poverty - Deliver Housing Improvement Programme, bring forward EESSH2 work into HIP year 4 where possible.	 In Progress	65%	31-Mar-2023	Contractors continue to work throughout the restrictions to maximise compliance however are being restricted by Covid social distancing and access to resources materials and staff. As a result the contract has been delayed with completion has moved from May to December 2022
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4.12 Continually review effective use of Discretionary Housing Payment Budget to the benefit of the residents of Aberdeenshire who are in receipt of Housing Benefit or Housing Support through their Universal Credit award				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging with customers and residents appropriately to encourage application for Discretionary Housing Payments: Continually review effective use of Discretionary Housing Payment Budget to the benefit of the residents of Aberdeenshire who are in receipt of Housing Benefit or Housing Support through their Universal Credit award	 Completed	100%	31-Mar-2023	Discretionary Housing Payments are demand led and the budget is constantly monitored as appropriate month on month. At the moment ASAT is concentrating on rolling over those applications relating to the Social Sector Size Criteria (Bedroom Tax) and any Benefit Cap Cases for the year 2022/23.

2.01 Delivery of affordable housing in Ballater, Kincardine O'Neil, Banchory, Aboyne, Braemar and Huntly				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Delivery of affordable housing units	 In Progress	40%	31-Mar-2023	<u>PARENT ACTION</u>



2.02 Reduce void turnaround times				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		70%	31-Mar-2023	



Maximise available affordable stock - reduce void turn around time	In Progress			<p>Following void process review workshops which enabled staff to critically examine the void process and identify barriers to better performance a revised Lettable Standard was developed to provide a better balance between relet timescales and the fit for let standard. The revised lettable standard was approved by the Communities Committee in September 2020. A revised voids procedure has now been developed and introduced. Because of the pandemic it has proven difficult to measure the full impact of the changes but following the easing of Covid restrictions there has been some indications that the new procedure is having a positive impact in reducing relet times.</p> <p>Huge improvement in turnaround time through the introduction of a new process, new computerised system for change of tenancy inspections, a revised lettable standard and a restructured team with functional responsibility for voids across Aberdeenshire. Total number of voids in this part of the process is now well below 100, which is fantastic when on average there are 40 new voids each week.</p> <p>The introduction of Virtual Sign Ups as a response to the Covid 19 pandemic has been continued as a method to ensure faster turn-around of new tenancy sign ups. The team continue to work with Options and Asset Management colleagues to facilitate the Voids process.</p> <p>The team are working to reduce the backlog of properties ready to let that have built up due to the restrictions throughout the pandemic. The introduction of a Choice Based Lettings (CBL) system is having an impact with increased letting even of some hard to let properties.</p>
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2.04 Deliver Housing Improvement Programme, bring forward EESSH2 work into HIP year 4 where possible.


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Energy Efficiency and Fuel Poverty - Deliver Housing Improvement Programme, bring forward EESSH2 work into HIP year 4 where possible.	 In Progress	65%	31-Mar-2023	Contractors continue to work throughout the restrictions to maximise compliance however are being restricted by Covid social distancing and access to resources materials and staff. As a result the contract has been delayed with completion has moved from May to December 2022

Tenancies are sustained/community capacity building Communities feel empowered and enabled


PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
LHS02.2: Energy efficiency measures installed in the social sector housing	2,500	2,475	2,250	1,981	 Red	 Improving		Value	Target
							2019/20	1,680	3,654
							2020/21	1,981	2,500
							2021/22		
Summary									
<p>The coronavirus (COVID-19) has created an unprecedented environment which has and is impacting on the progress of the Housing Improvement Programme. As part of the broad range of actions to support the public health response to the pandemic, activity paused in the four areas from 23 March 2020 until restrictions were lifted by the Scottish Government on 10 June 2020. From June 2020 contractors entered a soft start period, progressively returning the original workforce to optimum capacity in August 2020, before ceasing the opening of any new upgrade's week commencing 14 December 2020, prior to closure for the festive period. The Scottish Government then announced a further lockdown, resulting in the contractors not returning to work in January 2021. Restrictions were subsequently lifted again on 26 April 2021, with contractors now in a soft start period, slowly returning the workforce to full capacity over May and the beginning of June.</p> <p>The number of energy efficiency measures installed in social sector housing during 2020/21 was 1,981, which included:- 393 gas boiler upgrades; 15 oil boiler upgrades; 341 Quantum Heating installs; 478 Photovoltaic systems; 93 internal wall insulation installations; 48 external wall insulation installations; 4 cavity wall insulation installations, 244 external door upgrades and 365 window upgrades.</p>									

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
LHS04.2.5: Average days between assessment of need and delivery/completion of the required adaptation for Local Authority	186	187.86	195.3	80.9	 Green	 Improving		Value	Target
							2019/20	108	186
							2020/21	119	186
							2021/22	80.9	186
Summary									
The number of adaptations has increased significantly as we endeavoured to resume normal business and deal with the backlog generated from the covid-19 pandemic. Limited staffing resources and materials continued to present challenges but adaptations have been given priority over other repair work to prevent hospital admission and allow hospital discharge.									


2.29 Process applications effectively and within expected timescales				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging with applicants of the Scottish Welfare Fund to provide financial support to people who are facing a crisis or need help to live in the community.	 In Progress	60%	31-Mar-2023	PARENT ACTION

2.30 Assist residents in maximising income, budgeting support and debt management				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging with residents of Aberdeenshire who have approached the service (or been referred) for money and welfare advice.	 In Progress	30%	31-Mar-2023	The Money Advise statics are now fully operational on the new system. In the month of April 22 98 referrals were made for Financial Help. Financial gain for the year for those clients amounted to £111669.31. Included in this figure is one off home heating grants amounting to over £30,000.


2.02 Manage the impact of Covid 19 on rent- maximise income

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Manage the impact of Covid-19 on rent - maximise income	 In Progress	75%	31-Mar-2023	The Housing Service prioritised the support of tenants throughout the Covid 19 pandemic. Proposals arising from the Rent Strategy Member Officer Working Group in respect of a revised rent increase were approved by Council for 2022/23 reflecting Cost of Living pressures. The Tenant Grant Fund was successfully distributed to tenants, providing an opportunity to reduce rent debt for those that struggled as a result of the pandemic. Significant levels of external grant funding has also been obtained, with the assistance of Tackling Poverty & Inequalities. This task remains incomplete due to current pressures on tenants given Cost of Living impacts


2.03 Manage the impact of Covid-19 on rent

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Maximise Income: Manage the impact of Covid-19 on rent - maximise income	 In Progress	75%	31-Mar-2023	The Housing Service prioritised the support of tenants throughout the Covid 19 pandemic. Proposals arising from the Rent Strategy Member Officer Working Group in respect of a revised rent increase were approved by Council for 2022/23 reflecting Cost of Living pressures. The Tenant Grant Fund was successfully distributed to tenants, providing an opportunity to reduce rent debt for those that struggled as a result of the pandemic. Significant levels of external grant funding has also been obtained, with the assistance of Tackling Poverty & Inequalities. This task remains incomplete due to current pressures on tenants given Cost of Living impacts


2.16 Process application effectively and within expected timescales

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging with applicants of the Scottish Welfare Fund to provide financial support to people who are facing a crisis or need help to live in the community: To process applications effectively and within expected timescales.	 In Progress	60%	31-Mar-2023	<u>PARENT ACTION</u>

2.17 Assist residents in maximising income, budgeting support and debt management


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging with residents of Aberdeenshire who have approached the service (or been referred) for money and welfare advice: assist residents in maximising income, budgeting support and debt management	 In Progress	30%	23-Mar-2023	The Money Advice statics are now fully operational on the new system. In the month of April 22 98 referrals were made for Financial Help. Financial gain for the year for those clients amounted to £111669.31. Included in this figure is one off home heating grants amounting to over £30,000.

2.05 Manage the impact of Covid-19 on rent


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Seek to maximise rental income- Manage the impact of Covid-19 on rent	 In Progress	25%	31-Mar-2023	<p>The Scottish Government has recently launched a Tenant Grant Fund, a multi-tenure arrangement designed to offset tenant rent arrears for those impacted by the pandemic. Rent collection levels in the Marr area continue to exceed Scottish averages.</p> <p>Rent affordability is also a key consideration for the Housing Service with a Rent Strategy Member Officer Working Group overseeing detailed financial modelling and economic data to ensure a balance between tenancy sustainment and the objectives of the Housing Revenue Account Business Plan</p>

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2.29.1 Process applications effectively and within expected timescales 2021/22

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging with applicants of the Scottish Welfare Fund to provide financial support to people who are facing a crisis or need help to live in the community: Process applications effectively and within expected timescales	 Completed	100%	31-Mar-2023	<p>The Scottish Government have published the stats up to and including Quarter 3 2021/22 and they details as follows;</p> <p>Crisis Grants - Quarter 2 reported 96% of claims being decided on day of receipt. Quarter 3 reports that 95% were decided on day of receipt.</p> <p>Community Care Grants - Quarter 2 reported that 91% of applications were decided within 15 working days and Quarter 3 reported that 90% of claims were decided within 15 working days</p>


2.30 Assist residents in maximising income, budgeting support and debt management.


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging with residents of Aberdeenshire who have approached the service (or been referred) for money and welfare advice: To assist residents in maximising income, budgeting support and debt management.	 In Progress	50%	31-Mar-2023	The Money Advise statics are now fully operational on the new system. In the month of April 22 98 referrals were made for Financial Help. Financial gain for the year for those clients amounted to £111669.31. Included in this figure is one off home heating grants amounting to over £30,000.

Provide pre-tenancy support to prospective tenants


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		80%	31-Mar-2022	


Provide pre-tenancy support to new tenants in advance of them taking up their tenancy.	Overdue			The introduction of revised void procedures has resulted in a review of pre-tenancy support with a focus now being placed on 'new tenancy' support. Staffing ratios have been reviewed in the immediate post Covid 19 restriction period in order to ensure that support levels are maximised. It is anticipated that levels of tenancy support will require to increase given the impact of RRTP and current risks associated with mental health in particular.
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Provide support to people who run into rent arrears to manage debt				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Provide support to people who run into rent arrears to manage their debt and pay back the arrears once they are able	 Overdue	90%	31-Mar-2022	Housing's response to the Covid 19 pandemic has included the development of a comprehensive system of support for tenants experiencing issues with rent arrears. This approach will continue given current cost of living pressures. Early intervention has been prioritised in order that assistance can ensure that opportunities to sustain tenancies are maximised. Rent Arrears performance remains strong compared with other authorised whilst Scottish Government support to tenants experiencing rent arrears as a result of the pandemic has been maximised


Community Safety - supporting tenants affected by criminal and anti social behaviour				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Improve links with individual communities and with Community Safety Partners and others to ensure that a comprehensive and coordinated approach is offered to tenants, particularly when criminal and anti-social activities are involved.	 Completed	100%	31-Mar-2022	The Community Safety Team continue to work with partner agencies including Housing, Criminal Justice, HSCP and the Police to address risks associated with antisocial behaviour and criminality. Objectives are set within a Community Safety Strategy and progress is monitored by the Community Safety Partnership, Initiatives progressed include the implementation of a 'Noise App' that aims to assist with cases involving noise nuisance, and


				Community Safety 'Days of Action', designed to target the perpetrators of organised crime and to provide support to victims.
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Actions to empower tenants and users to have a say in delivery of services.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Empowering tenants and service users to have a real say in delivery of services. Carry out a tenant satisfaction survey using a telephone-based model to allow greater engagement with tenants and explore the reasons for their dissatisfaction.	 Overdue	90%	31-Mar-2022	Significant progress has been achieved in respect of the implementation of Tenant Scrutiny Groups following comprehensive consultation. The Tenant Participation Advisory Service are assisting with a review of the structure in place. Tenant Representatives have participated in training in respect of the mechanics of the Housing Revenue Account in order to assist with empowerment. Tenant representatives have been recently been engaged in the Rent Strategy Member Officer Working Group ensuring valuable input into recommendations made to Council. Tenant Participation roadshows are scheduled for summer 2022 in order to rebuild connections with local communities.


2.03 Manage the impact of Covid-19 on rent				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Maximise income: Manage the impact of Covid-19 on rent	 In Progress	75%	31-Mar-2023	The Housing Service prioritised the support of tenants throughout the Covid 19 pandemic. Proposals arising from the Rent Strategy Member Officer Working Group in respect of a revised rent increase were approved by Council for 2022/23 reflecting Cost of Living pressures. The Tenant Grant Fund was successfully distributed to tenants, providing an opportunity to reduce rent debt for those that struggled as a result of the pandemic. Significant levels of external grant funding has also been obtained, with the

				assistance of Tackling Poverty & Inequalities. This task remains incomplete due to current pressures on tenants given Cost of Living impacts
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2.34 Assist residents in maximising income, budgeting support and debt management				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging with residents of Aberdeenshire who have approached the service (or been referred) for money and welfare advice: Assist residents in maximising income, budgeting support and debt management	 Neglected	0%	31-Mar-2023	

2.35 Process applications effectively and within expected timescales				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging with applicants of the Scottish Welfare Fund to provide financial support to people who are facing a crisis or need help to live in the community: Process applications effectively and within expected timescales	 Completed	100%	31-Mar-2023	<p>The Scottish Government have published the stats up to and including Quarter 3 2021/22 and they details as follows;</p> <p>Crisis Grants - Quarter 2 reported 96% of claims being decided on day of receipt. Quarter 3 reports that 95% were decided on day of receipt.</p> <p>Community Care Grants - Quarter 2 reported that 91% of applications were decided within 15 working days and Quarter 3 reported that 90% of claims were decided within 15 working days</p>

2.03 Manage the impact of Covid-19 on rent

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Manage the impact of Covid-19 on rent - maximise income	 In Progress	75%	31-Mar-2023	The Housing Service prioritised the support of tenants throughout the Covid 19 pandemic. Proposals arising from the Rent Strategy Member Officer Working Group in respect of a revised rent increase were approved by Council for 2022/23 reflecting Cost of Living pressures. The Tenant Grant Fund was successfully distributed to tenants, providing an opportunity to reduce rent debt for those that struggled as a result of the pandemic. Significant levels of external grant funding has also been obtained, with the assistance of Tackling Poverty & Inequalities. This task remains incomplete due to current pressures on tenants given Cost of Living impacts



People are supported to live healthy active lifestyles focused on Live Life Outdoors, Live Life Well and Live Life at home



PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
27.1 Aberdeenshire: Live Life Aberdeenshire - total number of participants (usage) with services across SPA and Culture	1,157,856	1,042,070.4	984,177.6	751,872	 Red	 Improving		Value	Target
							2019/20	4,285,028	4,555,000
							2020/21	584,747	4,285,028
							2021/22	2,398,257	2,434,888
Summary									
Total number of participants (usage) with services across SPA and Culture increased in 2021 /22 from 584,747 in 2020/21 to 2,398,257. An increase of 1,813,510.									

The pandemic continued to impact on the ability to fully open facilities, with the first 6 months seeing a phased approach to reopening facilities, albeit with restrictions in place that limited capacity. Restrictions were kept under review and gradually eased inline with Scottish Government guidance, with all facilities back to normal operation by October 2021.

The attendance figures saw steady increases each quarter, which reflects the gradual easing of restrictions and confidence in users returning to use facilities.

Throughout the year, staff absences due to covid led to several unplanned closures at venues.

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
27.2 Aberdeenshire: Live Life Aberdeenshire - average number of members of services across SPA and Culture	30650	27585	26053	16822	 Red	 Improving		Value	Target
							2019/20	30948	32500
							2020/21	7179	30948
							2021/22	9732	25006
Summary									
The average number of members of services across SPA and Culture increased in 2021/22 from 7179 in 2020/21 to 9732. An increase of 35.6% (2552).									
The pandemic continued to impact on the ability to fully open facilities, with the first 6 months seeing a phased approach to reopening facilities. For the first seven months of this reporting period Direct Debit Memberships were paused and were relaunched in December 2021, therefore the first 6 months reported figures consists solely of Active Library users.									
The average number of members figures saw steady increases each quarter, which reflects the gradual easing of restrictions and confidence in users returning to use facilities.									

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
								Value	Target
27.3 Aberdeenshire: Live Life Aberdeenshire - number of attendances by participants	1,149	1,034.1	976.65	1,607	 Green	 Improving			
							2019/20	5,611	5,200

who are taking part in targeted programmes							2020/21	851	5,611
							2021/22	474	4,421
Summary									
<p>Targeted participation decreased in 2021/22 from 851 in 2020/21 to 474, a reduction by 44.3%</p> <p>Targeted participation work was impacted by a reduction in service delivery due to Covid-19 measures being in place. The reported figure of 474 consists of targeted participation that took place at Macduff Marine Aquarium 248 of which were part of a Summer of Play ticket giveaway offer, which was targeted to children and families in need, including children with additional support needs and those who are care experienced.</p> <p>Health and Wellbeing continued to deliver online classes, with 2648 attendance in Quarter 1 and 1180 attendances in Quarter 2, these were combination of targeted and non-targeted participation. Due to how online classes were recorded it was not possible to split these figures.</p> <p>A review of targeted programmes was undertaken during Quarter 3 and Quarter 4, with updated programmes being reported on from Quarter 1 2022/23.</p>									

2020/21	851	5,611
2021/22	474	4,421



Summary

Targeted participation decreased in 2021/22 from 851 in 2020/21 to 474, a reduction by 44.3%

Targeted participation work was impacted by a reduction in service delivery due to Covid-19 measures being in place. The reported figure of 474 consists of targeted participation that took place at Macduff Marine Aquarium 248 of which were part of a Summer of Play ticket giveaway offer, which was targeted to children and families in need, including children with additional support needs and those who are care experienced.

Health and Wellbeing continued to deliver online classes, with 2648 attendance in Quarter 1 and 1180 attendances in Quarter 2, these were combination of targeted and non-targeted participation. Due to how online classes were recorded it was not possible to split these figures.

A review of targeted programmes was undertaken during Quarter 3 and Quarter 4, with updated programmes being reported on from Quarter 1 2022/23.

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
27.4 Aberdeenshire: Live Life Aberdeenshire - To determine level of customer satisfaction experience (excellence) when participating in services	70.00%	59.00%	50.00%	N/A	 Green	 Improving		Value	Target
							2019/20	65.55%	70.00%
							2020/21	N/A	70.00%
							2021/22	N/A	70.00%
Summary									
Due to the operational challenges of Covid, the Service has not implemented the normal survey process for gathering customer satisfaction.									
The service re-established customer satisfaction surveys in March 2022, these are live and will be updated in Q1 2022/23.									

Date Range 1		
	Value	Target
2019/20	65.55%	70.00%
2020/21	N/A	70.00%
2021/22	N/A	70.00%

Summary



Due to the operational challenges of Covid, the Service has not implemented the normal survey process for gathering customer satisfaction.


The service re-established customer satisfaction surveys in March 2022, these are live and will be updated in Q1 2022/23.

Performance Measure	Target	Amber Threshold	Red Threshold	Value	Status	Long Trend	Date Range 1		
								Value	Target
	4684.25	4215.82	3981.61	3172.50	<div></div>	<div></div>			

Date Range 1		
	Value	Target


27.5 Aberdeenshire: Live Life Aberdeenshire - number of volunteer hours LLA has provided/benefited from					Red	Improving	2019/20	17988.50	4900.00
							2020/21	1146.00	17988.50
							2021/22	8685.25	13778.00
Summary									
Total number of volunteer hours increased in 2021/22 from 1,146.00 in 2020/21 to 8,685.25. An increase of 7,539.25.									
The pandemic continued to impact on operations during Quarter 1 and Quarter 2, reducing the opportunities to volunteer across our services.									
As restrictions eased the use of volunteers to support activities across LLA increased, this is reflected in the successive increases for Quarter 3 and Quarter 4 in the number of volunteer hours that LLA provided/benefited from.									

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
27.6 Aberdeenshire: Live Life Aberdeenshire - the impact of LLA activities/experiences on people's physical and mental health	90.00%	75.00%	60.00%	DIV/0	 Unknown			Value	Target
							2019/20	87.24%	90.00%
							2020/21	DIV/0	90.00%
							2021/22	DIV/0	90.00%
Summary									
Due to operational challenges of Covid the normal arrangements for gathering customer feedback on the impact of the service could not be implemented, as the focus has been on providing safe operational delivery. Throughout the year the Service has however made great efforts to develop and support the community through online offerings including Live Life at Home.									
The service intends to re-establish this process in 2022/23.									


2.01 Improvements to Fraserburgh Library (Window Replacement and Roof Upgrade)				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		30%	31-Mar-2022	

Improvements to Fraserburgh Library (Window Replacement and Roof Upgrade)	Overdue			Work is due to commence in late June, with completion by October. During construction a library service will be delivered at the Community Centre.
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2.17 Improved library and community facility in Fraserburgh

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing. Disinvest in others where there is no requirement. Improved library and community facility in Fraserburgh.	 Overdue	30%	31-Dec-2021	Work is due to commence at end of June and is expected to be completed by end October. During this period a library service will be delivered at the Community Centre

2.18 Improved library and community facility in Macduff


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing. Disinvest in others where there is no requirement. Improved library and community facility in Macduff.	 Overdue	90%	31-Dec-2021	Library refurbishment complete, snagging issues being addressed. Soft opening to take place on 2nd May 2022. Currently looking to work with Dial-A-Bus to provide services to those being transported to Macduff. Further talks with LINA regarding provision from Macduff Library. Meeting room now available as a bookable space for community groups and partners.

2.19 Actively promote the area's tourism offer and develop a programme of events at Macduff Marine Aquarium


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		100%	31-Mar-2023	

Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing. Disinvest in others where there is no requirement. Actively promote the area's tourism offer and develop a programme of events at Macduff Marine Aquarium	Completed			The easing of Covid restrictions as allowed for Macduff Marine Aquarium to take forward a variety of programmes and activities that promote the facility and wider tourism offer available in the area. Stay at home guidance and lack of international travel has benefited the facility and uptake in programmes
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2.20 Introduce interpretation, exhibit and accessibility improvements at Macduff Marine Aquarium.


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing. Disinvest in others where there is no requirement. Introduce interpretation, exhibit and accessibility improvements at Macduff Marine Aquarium.	 Completed	100%	31-Mar-2022	New wall displays, interactive exhibits and visual interpretation were introduced at the aquarium at the start of the 2021 season. This work was funded by NESFLAG Coastal Communities Challenge fund, corporate sponsorship and Friends of Macduff Marine Aquarium.


2.21 Develop flexible staff structure that facilitate delivery of activity in 'spoke' locations eg Rosehearty


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop flexible staff infrastructures that facilitate delivery of activity in 'spoke' locations - staff delivering cultural and physical activities in a range of locations in smaller settlements. E.g., Rosehearty.	 Completed	100%	30-Sep-2021	The library activities which would be delivered within the identified areas would be primarily served by our mobile electric vehicle team. Recruitment for the mobile electric vehicle team is complete. Branding and modification of vehicles to make more accessible is in progress. Vehicle is being used for doorstep deliveries around Aberdeenshire.

2.22 Increase access to e-bikes & promote green travel in Fraserburgh


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Developing infrastructures that promote Cultural and Physical activity -increase access to e-bikes & promote green travel with statin at Fraserburgh.	 Completed	100%	31-Aug-2021	Training delivered and launch of Ebikes planned for 2nd of April 2022

2.23 Art on the Fly: creativity for resilience programme in Fraserburgh				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Developing infrastructures that promote Cultural and Physical activity -Art on the Fly: creativity for resilience programme in Fraserburgh.	 Completed	100%	31-Dec-2021	Pilot complete. Initiative has been on hold due to staff member leaving the service in summer 2021. Initiative to be reviewed once a new member of staff is in place.

2.20 Art on the Fly: creativity for resilience programme in Peterhead				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Live Life Well: Art on the Fly: creativity for resilience programme in Peterhead	 Completed	100%	31-Dec-2021	Pilot complete. Initiative has been on hold due to staff member leaving the service in summer 2021. Initiative to be reviewed once a new member of staff is in place.


2.21 Creative Learning programmes for primary age children through collaboration with professional artists and schools in Peterhead & Mintlaw				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Live Life Well: Creative Learning programmes for primary age children through collaboration with professional artists and schools in Peterhead & Mintlaw	 Completed	100%	31-May-2021	Scotland in Focus – Peterhead Academy Funded by Creative Learning Network (CLN) funding, a creative practitioner (storyteller and Doric speaker), was engaged to work in

			<p>collaboration with a Social Studies teacher developing a new Scottish Studies course, and in particular the Scotland in Focus (SCQF level 4) unit. Piloted in 2018-2019 and then further developed in 2020-2021 although owing to covid the practitioner's input had to be online.</p> <p>Scottish Opera – Song Cycle</p> <p>Funded by Arts Alive (Scottish Booktrust), Scottish Opera were engaged to work with all primary schools in the Mintlaw CSN to compose and perform a collection of songs to form a Song Cycle. Intended to bring upper stages and in particular P7s together as a “transition” event, the objective was to produce a recording which could be “gifted” to the school and wider community as a way of bringing them together following the isolation of lockdown. Ongoing issues around singing in school during April 2021 meant that it had to be delivered online, but nevertheless over 200 pupils were involved in composing the songs with three professionals from Scottish Opera.</p>
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2.22 Development of new partnerships and collaborations to support the introduction of youth awards in theatre tech services, event planning, promotion, and music production in Mintlaw & Peterhead				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Live Life Well: Development of new partnerships and collaborations to support the introduction of youth awards in theatre tech services, event planning, promotion, and music production in Mintlaw & Peterhead	 Completed	100%	31-Mar-2022	Placement underway with S6 student from Old Meldrum Academy. Work placement lasts 6 sessions of 4 hours each session. Engagement with secondary schools to promote this opportunity will be actioned again for term 3.

				Theatre tech, event planning and music production have been postponed due to Covid-19 and staffing matters. This will be progressed in 2022.
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2.23 Relocate all media production and sound recording services to Aberdeenshire Recording Studio at Aden, Mintlaw as part of estate modernisation

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Live Life Well: Relocate all media production and sound recording services to Aberdeenshire Recording Studio at Aden, Mintlaw as part of estate modernisation	 Completed	100%	31-Mar-2021	This is now largely complete. 2 pianos and 2 electric organs remain at other sites - pending decisions as to where they may best be kept. Everything else is now at Aden

2.24 Establish library service in new MACBI community facility


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing. Disinvest in others where there is no requirement - Establish library service in new MACBI community facility	 Completed	100%	31-May-2021	

2.25 Improve Provision in Catto Park for outdoor sport and physical activity through pitch development and extra storage


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing. Disinvest in others where there is no requirement - improve Provision in Catto Park for outdoor sport and physical	 Overdue	80%	30-Sep-2021	Container is expected on site imminently, anticipated by end of May

activity through pitch development and extra storage				
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2.26 Develop Arbuthnot Museum and Library building to ensure it can meet the Cultural needs of Peterhead

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing. Disinvest in others where there is no requirement - develop Arbuthnot Museum and Library building to ensure it can meet the Cultural needs of Peterhead	 Overdue	15%	31-Mar-2022	LLA are now looking at this project in conjunction with the Economic Development unit to identify if the opportunities presented by the levelling up fund can create a possible 'cultural quarter' in Peterhead.

2.27 Improve heating facilities in the Peterhead Rescue Hall


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing. Disinvest in others where there is no requirement - improve heating facilities in the Peterhead Rescue Hall	 Completed	100%	30-Sep-2021	Heating upgrade delivered in Summer 2021

2.28 Staff delivering cultural and physical activities in a range of locations in smaller settlements. E.g., New Deer, Maud, Strichen


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop flexible staff infrastructures that facilitate delivery of activity in 'spoke' locations - staff delivering cultural and physical activities in a range of locations in smaller settlements. E.g., New Deer, Maud, Strichen	 Completed	100%	31-Aug-2021	Recruitment for mobile electric vehicle team is complete. Branding and modification of electric vehicles to make them more accessible is being progressed. Vehicles being used for doorstep deliveries around Aberdeenshire.

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2.29 Increase access to e-bikes & promote green travel in Mintlaw and Peterhead

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Live Life Outdoors: Increase access to e-bikes & promote green travel in Mintlaw and Peterhead	 Completed	100%	31-Aug-2021	Ebikes awaiting installation of smart locks. Staff training required and will take place early 2022. Website and booking procedures in place.


2.30 Co-operative working spaces in our libraries

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Offer opportunities to develop career pathways and enhance life skills by reducing barriers to access - co-operative working spaces in our libraries.	 Completed	100%	30-Apr-2022	Ongoing discussions with Library Innovation Network Aberdeenshire (LINA). Funding recently secured for three cohorts of 'Women into Business' sessions. These will be hybrid events with face to face sessions planned to take place in Peterhead Library from May 2022.


1.02 Development of the Meldrum HQ (ALIS) Public Library & Media

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Development of the Meldrum HQ (ALIS) Public Library & Media - project managed by Property and Facilities Management	 In Progress	60%	31-Oct-2022	Officers are now delivering a public library service in Meldrum HQ (ALIS), although discussions are ongoing with architects about the longer term development of ALIS to ensure the ability to deliver in the long term.


2.11 Establish library service in Meldrum Base combining with current HQ

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing. Disinvest in others - establish library service in Meldrum Base combining with current HQ.	 Completed	100%	31-May-2021	Plans developed by staff to offer a public library with open browsing as well as Click & Collect from beginning April 2022, based on 15 hrs/week provision. Outreach activities also planned and in place including fortnightly Book bug sessions, Reading Group and Book to Research sessions in Local Studies.


2.12 Improve existing Turriff Swimming Pool and Sports Centre facilities

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Improve existing Turriff Swimming Pool and Sports Centre facilities	 Completed	100%	30-Sep-2021	Playgroup has now been relocated to the primary school, which has now created some additional useable space in the Gateway centre.

2.13 Deliver cultural and physical activities in a range of locations in smaller settlements. ie Balmedie, Methlick.


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop flexible staff infrastructures that facilitate delivery of activity in 'spoke' locations - staff delivering cultural and physical activities in a range of locations in smaller settlements. ie Balmedie, Methlick.	 In Progress	50%	31-Mar-2023	Progress has been made including budget realignment and recruitment, with the offering of permanent and temporary contracts to staff to deliver activities in smaller settlements.

2.14 Increase access to e-bikes and promote green travel in Ellon


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop flexible staff infrastructures that facilitate delivery of activity in 'spoke'	 Completed	100%	31-Aug-2021	Ebikes awaiting installation of smart locks. Staff training required and will take place early 2022. Website and booking procedures in place.

locations - increase access to e-bikes and promote green travel in Ellon				
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2.01 Kellands Park Playing Field. Pitch delivery for use by Education and Community

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
People are supported to live healthy active lifestyles focused on Live Life Outdoors, Live Life Well and Live Life at home - Kellands Park Playing Field. Pitch delivery for use by Education and Community	 In Progress	0%	31-Mar-2023	As per previous note - officers are awaiting the completion of the Community Campus synthetic pitches before moving forward with this project.

2.22 Develop a new pavilion in Kintore to meet local demand


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing. Disinvest in others where there is no requirement. - develop a new pavilion in Kintore to meet local demand	 Overdue	0%	31-Mar-2022	The project was unsuccessful in obtaining planning permission. This project will be re-evaluated once the current appeals period is over.

2.23 Improve customer facing aspects of Westhill Pool


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing. Disinvest in others where there is no	 Completed	100%	31-Oct-2021	Investment has focussed on improving the changing rooms, external surrounds and foyer area.

requirement. - improve customer facing aspects of Westhill Pool				
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2.24 Develop a combined community/LLA community pavilion in Inverurie

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing. Disinvest in others where there is no requirement. - develop a combined community / LLA community pavilion in Inverurie	 In Progress	5%	31-Mar-2023	As per previous note, officers will continue to work with the Garioch Rugby Club on this project, which is supported through the Live Life Aberdeenshire Capital Plan.


2.25 Staff delivering cultural and physical activities in a range of locations in smaller settlements, specifically Blackburn and Insch


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop flexible staff infrastructures that facilitate delivery of activity in 'spoke' locations - staff delivering cultural and physical activities in a range of locations in smaller settlements. ie Blackburn, Insch	 In Progress	50%	31-Mar-2023	Progress has been made including budget realignment and recruitment, with the offering of permanent and temporary contracts to staff to deliver activities in smaller settlements


2.27 Improve the health and wellbeing of the fishing and farming community through provision of information supporting health and well-being of Garioch residents, through Health Information stands at Thainstone Mart events


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Improve the health and wellbeing of the fishing and farming community through provision of information supporting health	 Completed	100%	31-Dec-2021	Seafit initiative has supported members of the fishing community across Aberdeenshire, there has been limited engagement within Garioch at this stage as almost all of those engaged at


and well-being of Garioch residents, through Health Information stands at Thainstone Mart events. Provision of information to support health and well-being to Garioch residents				Aberdeenshire's harbours and fishing fleet have been based in or around coastal towns.
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2.23 Invest in Stonehaven Open Air Pool so that it can provide a sport and physical activity service and attract visitors to Stonehaven				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Invest in Stonehaven Open Air Pool so that it can provide a sport and physical activity service and attract visitors to Stonehaven	 Completed	100%	31-May-2021	LLA has now invested a significant sum in Stonehaven Open Air Pool, together with support from the Friends of Stonehaven Open Air Pool. The 2021 season went ahead successfully - following £50,000 investment in a new water slide and in excess of £40,000 invested in the infrastructure of the pool by LLA. It is anticipated that there will be an investment scheme for 2022 as well shortly

2.24 Develop a partnership approach with community to ensure high quality library provision in Newtonhill				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop a partnership approach with community to ensure high quality library provision in Newtonhill.	 Completed	100%	31-Mar-2022	LLA are now delivering a service at the Bettridge Centre.


2.25 Invest in customer facing aspect of Portlethen Pool				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Invest in customer facing aspect of Portlethen Pool	 Overdue	20%	30-Sep-2021	Officers have now designed a plan , which will shortly be costed up by the architects section.

2.26 Agree a major capital investment for the town of Stonehaven through partnership working and using a participatory budgeting approach				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Agree a major capital investment for the town of Stonehaven through partnership working and using a participatory budgeting approach.	 Completed	100%	30-Apr-2022	The PB vote was completed in Feb 2022. A paper was presented to The Communities Committee in March outlining the process and results. The Committee agreed a paper be brought to K&M Area Committee to acknowledge and implement the results of the public vote.


2.27 Improve Mearns Synthetic Pitch				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Improve Mearns Synthetic Pitch	 Overdue	0%	31-Jul-2022	Officers have recently applied to the SFA for a £100,000 grant to potentially resurface the existing pitch this summer. This would be an alternative to the planned 'rejuvenation' that was originally anticipated for summer 2022. In the event that the bid is unsuccessful - officers anticipate continuing with the original plan of a 'rejuvenated' pitch in 2022

2.28 Improvement to customer facing element of Inverbervie Sports Centre				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Improvement to customer facing element of Inverbervie Sports Centre	 Overdue	0%	31-Jan-2022	Officers anticipate the works being undertaken during summer 2022, on the caveat that tenders are affordable.


2.29 Book Bug in the pool, storytelling with actions in the pool				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY

Book Bug in the pool, storytelling with actions in the pool	 Overdue	0%	30-Jun-2021	Recruitment still in progress and action will be reviewed when successful candidate has been appointed and in place.
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2.32 Exercising with LLA - actions to increase participation levels

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Benchmark how many people complete exercise with LLA Map what could be offered Map what people would like Develop specific exercise sessions for people with a learning disability	 Overdue	10%	31-Oct-2021	Progress has been delayed by the continuing impacts of the Covid-19 pandemic and other increased demands on the health and social care system locally


3.10 Staff delivering cultural and physical activities in a range of locations in smaller settlements i.e. Inverbervie and Johnshaven

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop flexible staff infrastructures that facilitate delivery of activity in 'spoke' locations -	 In Progress	50%	31-Dec-2022	Progress has been made including budget realignment and recruitment, with the offering of permanent and temporary contracts to staff to deliver activities in smaller settlements


1.01 Carry out improvements to Alford Ski Slope

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
People are supported to live healthy active lifestyles focused on Live Life Outdoors, Live Life Well and Live Life at home - implement improvements to Alford Ski Slope	 Completed	100%	30-Jun-2021	Works to the ski slope were completed in Spring 2021, with the facility now delivering services on a new 'carpet' with much improved surrounds.


2.09 Develop a Synthetic Rugby / Football facility in Huntly

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing - develop a Synthetic Rugby / Football facility in Huntly	 Overdue	90%	31-Jul-2022	This project is expected to complete (subject to clement weather) before the end of the financial year.


2.10 Convert an existing small pitch facility into a football facility in Banchory

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing - convert an existing small pitch facility into a football facility in Banchory	 Overdue	40%	30-Sep-2021	No change from last update

2.11 Resurface Alford Ski Slope


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing - resurface Alford Ski Slope	 Completed	100%	01-May-2021	This facility has been resurfaced (June 2020) and is now in full operation.

2.12 Improve customer facing element of Huntly Nordic Ski slope


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing - improve customer facing element of Huntly Nordic Ski slope	 Overdue	10%	31-Mar-2022	Plans tabled encompass a wider delivery than currently feasible within available funds. Works to be looked at in phases to ensure the health and safety priorities are met in the first phase. Discussions with Snowsport Scotland held to confirm funding bit by

				1st Sept for facilities fund monies. Building has been painted and new carpet laid in communal area. Coffee machine in process.
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2.13 Staff delivering cultural and physical activities in a range of locations in smaller settlements. in Drumoak, Ballater, Strathdon

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop flexible staff infrastructures that facilitate delivery of activity in 'spoke' locations - staff delivering cultural and physical activities in a range of locations in smaller settlements. in Drumoak, Ballater, Strathdon	 Completed	100%	31-Mar-2022	Recruitment for the mobile electric vehicle delivery team is complete. Branding and modification of electric vehicles to make them more accessible in progress and vans being used for doorstep deliveries around Aberdeenshire.

2.15 Develop co-operative working spaces in our libraries


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Offer opportunities to develop career pathways and enhance life skills by reducing barriers to access - develop co-operative working spaces in our libraries.	 Completed	100%	30-Apr-2022	Talks with LINA underway to start returning to in-person delivery and support. Funding secured for three cohorts of 'Women into Business' sessions. These will be hybrid events with face to face activity in Banchory, Peterhead and Macduff Library from May 2022.

2.17 Virtual Lego clubs


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop audiences for cultural activity across Aberdeenshire - virtual Lego clubs	 Completed	100%	31-Mar-2023	Virtual Lego clubs were available in Banchory library during lockdown but as restrictions are removed, service is progressing towards providing physical clubs again.

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2.19 Base line for provision Telecare Group to update criteria for provision of Alexa Training of Care Home Staff Tool for collection of Data made accessible Links to Mental Health research made

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Digital first - trial of Alexes in Care Homes / VSH (across Marr). Base line for provision Telecare Group to update criteria for provision of Alexa Training of Care Home Staff . Tool for collection of Data made accessible Links to Mental Health research made	 Overdue	0%	28-Feb-2022	



2.20 Benchmark how many people complete exercise with LLA. Map what could be offered. Map what people would like



DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Ensure activities that promote physical and mental health and wellbeing - benchmark how many people complete exercise with LLA. Map what could be offered. Map what people would like	 Overdue	0%	30-Sep-2021	


3.26 Redesign of Banchory Library and Museum to create an incorporated cultural space


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and invest in sport and cultural facilities to ensure activities that promote physical and mental health and wellbeing. Disinvest in others where there is no requirement - redesign of Banchory Library and Museum to create an incorporated cultural space	 Completed	100%	31-Dec-2021	Works have been carried out, funded by Scottish Government Town Centre Initiative. Libraries services have resumed, snagging in museum being addressed with a view to new-look heritage offer for summer 2022.


Effective delivery of the Council's priorities through a programme of digital innovation and web based services


PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	
Average call wait times for Customer Services	5	5.05	5.25	4.26	 Green	 Improving	
Summary							


PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	
Customer Services call abandonment rate	22%	22.22%	23.1%	23.15%	 Red	 Improving	
Summary							

3.07 Wide Area Network programme implementation				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with customers and residents to provide the best services - Wide Area Network programme implementation	 Overdue	95%	30-Apr-2022	Three remaining sites have not reached the contracted capacity due to LES line (Openreach timescales) and extra civil works required on site, expected to be completed by September 2022. Sites were migrated to the new contract with interim capacity.


4.01 Reduce Cash in Transit Costs - remove cash/cheque payments from all Service Points				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop further the Digital Strategy and how customers pay for Council Services - remove cash/cheque payments from all Service Points.	 Completed	100%	31-Dec-2021	All cash/cheque payments have been removed from Service Points as of 31 July 2021.


4.03 Reopening of Service Point as restrictions are lifted and we emerge from Covid-19 Lockdown				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with customers and residents to provide the best services - reopening of Service Point as restrictions are lifted and we emerge from Covid-19 Lockdown.	 Completed	100%	31-Oct-2021	Service Points in all areas reopened on 26 April 2021 following the lifting of Covid-19 restrictions, and have continued to remain open since that date. This situation will remain as is, unless future lockdown restrictions are implemented.


4.04 Review customer interaction following pandemic and potential service provision				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with customers and residents to provide the best services - review customer interaction following pandemic and potential service provision.	 Overdue	75%	31-Mar-2022	Customer Services continues to monitor customer interaction. However, as all restrictions related to the pandemic have only recently been removed, it is not possible to make an informed decision on future service provision at this time.


4.05 The Contact Centre continuing to support customers across Aberdeenshire				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		100%	31-Mar-2023	


Engage effectively with customers and residents to provide the best services - the Contact Centre continuing to support customers across Aberdeenshire.	Completed			During the last quarter, Customer Services has successfully dealt with 31,574 customer queries by telephone, providing support on a range of queries to our customers across Aberdeenshire. We continue to improve on the previous abandonment rate of 40-50%, with successfully answered calls reaching 74% in the last quarter.
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4.12 To continually review effective routes of communication and digital services to aid application and the reporting of changes in circumstances				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging with customers and residents appropriately to ensure that the correct awards of Housing Benefit and Council Tax Reduction are made.	 In Progress	90%	31-Mar-2023	<p>ASAT are continually fine tuning the automation of UC notifications. With recent updates with our software providers being for those cases with Self Employed income to be updated on our system.</p> <p>Work on our Workflow System is just about to start, with recent migration from old servers to new servers taking place.</p> <p>ASAT will continue to work on Digital Improvements.</p>


5.18 Maintain stakeholder relationships around the Scottish Government's Reaching 100 (R100) programme and 5G; and to support communities, businesses and residents to explore different solutions if R100 does not deliver for them.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Digital Connectivity and Inclusion - the creation of additional staff capacity through the City Region Deal to build and maintain stakeholder relationships around the Scottish Government's Reaching 100 (R100) programme and 5G; and to support communities, businesses and residents to explore different solutions if R100 does not deliver for them.	 In Progress	50%	31-Dec-2022	Economic Development has recently recruited to 3 new posts focussed on digital connectivity. Work plans for this team are being developed alongside the postholders' induction.


Improve Telephony Service				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
	 In Progress	75%	31-Mar-2023	Improved messaging across all lines has been updated and uploaded to the system. Call routing on all telephone lines has been updated to ensure customers get to the correct team/person quickly. Awaiting proposal from telephony supplier to determine if voice recognition is suitable for implementation.


Implement and Develop automated online customer chat				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
	 Completed	100%	31-Mar-2022	Automated online customer chat went live on Aberdeenshire Council's website on 23 March 2022.

Delivering Improved and broader range of online services for the benefit of customers				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
	 Completed	100%	31-Mar-2022	


Upgrade the Council's Wide Area Network (WAN)				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
	 Completed	100%	31-Mar-2022	

Develop a prioritised programme of key business systems to be reviewed to maximise functionality, upgrade or replace alignment with Aberdeenshire's Digital Strategy				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
	 Completed	100%	31-May-2021	


Develop learning opportunities supporting employees to build digital confidence utilising 0365				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
	 In Progress	80%	31-Mar-2023	<p>Funding secured to embed 0365 user capability.</p> <p>Two colleagues, Business Change/Learning & Development, were funded to complete a Digital Champion Accelerator Programme which concludes October 2021. This will inform further development of the Digital Champion programme.</p> <p>Creation of digital development roles to be recruited into the L&D team building capacity to support employees develop digital capability maximising return on the investment in 0365 and contributing to streamlining service delivery.</p>

3.02 Wide Area Network programme implementation				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with customers and residents to provide the best services - Wide Area Network programme implementation	 Overdue	96%	28-Feb-2022	Two remaining sites have not reached the contracted capacity due to extra civil works required on site, expected to be completed by September 2022. Sites were migrated to the new contract with interim capacity.


4.03 Reopening of Service Point as restrictions are lifted and we emerge from Covid-19 Lockdown

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with customers and residents to provide the best services - reopening of Service Point as restrictions are lifted and we emerge from Covid-19 Lockdown.	 Completed	100%	31-Oct-2021	Service Points in all areas reopened on 26 April 2021 following the lifting of Covid-19 restrictions, and have continued to remain open since that date. This situation will remain as is, unless future lockdown restrictions are implemented.


4.04 Review customer interaction following pandemic and potential service provision

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with customers and residents to provide the best services - review customer interaction following pandemic and potential service provision.	 In Progress	75%	31-Mar-2023	Customer Services continues to monitor customer interaction. However, as all restrictions related to the pandemic have only recently been removed, it is not possible to make an informed decision on future service provision at this time.


4.05 Customer Services continuing to support customers across Aberdeenshire 2021-2023


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services. Information relating to customer service provision, which considers telephone, face-to-face, email and web chat queries.	 In Progress	50%	31-Mar-2023	<u>PARENT ACTION</u>


4.06 Reduce Cash in Transit Costs - remove cash/cheque payments from all Service Points


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		100%	30-Sep-2021	


Develop further the Digital Strategy and how customers pay for Council Services - remove cash/cheque payments from all Service Points. We will continue to accept cash/cheque payments for up to 2 months to provide ample notice to customers who pay by this method to move to other methods such as card payment (online preferably), Direct Debit for our billing systems or a Bank Transfer. If they wish to continue paying by cash/cheque, they will need to do this at their local Post Office or PayPoint location.	Completed			All cash/cheque payments have been removed from Service Points as of 31 July 2021.
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5.07 Pilot town centre Wi-Fi initiative in Peterhead				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Digital connectivity and inclusion - pilot town centre Wi-Fi initiative in Peterhead	 Overdue	40%	13-Jun-2022	Peterhead Digital Inclusion Pilot Project - Update Report 14.04.22 v4 (TPI).pdf


5.14 Maintain stakeholder relationships around the Scottish Government's Reaching 100 (R100) programme and 5G; and to support communities, businesses and residents to explore different solutions if R100 does not deliver for them				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Digital Connectivity and Inclusion - The creation of additional staff capacity through the City Region Deal to build and maintain stakeholder relationships around the Scottish Government's Reaching 100 (R100) programme and 5G; and to support communities, businesses and residents to explore different solutions if R100 does not deliver for them.	 In Progress	50%	31-Dec-2022	Economic Development has recently recruited to 3 new posts to support access to digital connectivity. A work plan for this team is in development, alongside the induction of the team.

3.04 Wide Area Network programme implementation				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with customers and residents to provide the best services - Wide Area Network programme implementation	 Overdue	98%	30-Apr-2022	One remaining site has not reached the contracted capacity due to LES line (Openreach timescales) but expected for completion by September 2022. Site was migrated to the new contract with interim capacity.


3.05 City Region Deal full fibre rollout				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with customers and residents of Formartine to provide the best services: City Region Deal full fibre rollout	 Completed	100%	30-Apr-2022	All Sites completed as expected by 31/03/2022.

4.02 Reduce Cash in Transit Costs - remove cash/cheque payments from all Service Points				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop further the Digital Strategy and how customers pay for Council Services - remove cash/cheque payments from all Service Points. For Service Points that did not re-open, there are plans for the Service Point in Ellon to move to a library and possibly Turriff, as pilot schemes.	 Completed	100%	31-Dec-2021	All cash/cheque payments have been removed from Service Points as of 31 July 2021.


4.06 Reopening of Service Point as restrictions are lifted and we emerge from Covid-19 Lockdown				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY

Engaging effectively with customers and residents to provide the best services - reopening of Service Point as restrictions are lifted and we emerge from Covid-19 Lockdown.	 Completed	100%	31-Oct-2021	Service Points in all areas reopened on 26 April 2021 following the lifting of Covid-19 restrictions, and have continued to remain open since that date. This situation will remain as is, unless future lockdown restrictions are implemented.
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4.07 Review customer interaction following pandemic and potential service provision

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with customers and residents to provide the best services - review customer interaction following pandemic and potential service provision.	 Overdue	75%	31-Mar-2022	Customer Services continues to monitor customer interaction. However, as all restrictions related to the pandemic have only recently been removed, it is not possible to make an informed decision on future service provision at this time.


4.08 The Contact Centre continuing to support customers across Aberdeenshire


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - the Contact Centre continuing to support customers across Aberdeenshire.	 Completed	100%	31-Mar-2023	During the last quarter, Customer Services has successfully dealt with 31,574 customer queries by telephone, providing support on a range of queries to our customers across Aberdeenshire. We continue to improve on the previous abandonment rate of 40-50%, with successfully answered calls reaching 74% in the last quarter.

4.13 Continually review effective routes of communication and digital services to aid application and the reporting of changes in circumstances


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		80%	23-Mar-2023	


Engaging with customers and residents appropriately to ensure that the correct awards of Housing Benefit and Council Tax Reduction are made: Continually review effective routes of communication and digital services to aid application and the reporting of changes in circumstances.	In Progress			<p>ASAT are continually fine tuning the automation of UC notifications. With recent updates with our software providers being for those cases with Self Employed income to be updated on our system.</p> <p>Work on our Workflow System is just about to start, with recent migration from old servers to new servers taking place.</p> <p>ASAT will continue to work on Digital Improvements.</p>
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3.04 Wide Area Network programme implementation				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with customers and residents to provide the best services - Wide Area Network programme implementation	 Completed	100%	30-Apr-2022	The programme to install CRD dark fibre to council buildings in the Garioch area was completed during Q3 2021.

3.05 City Region Deal full fibre rollout				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
City Region Deal full fibre rollout - Engaging effectively with customers and residents of Formartine to provide the best services	 Completed	100%	30-Apr-2022	The programme to install CRD dark fibre to council buildings in the Garioch area was completed during Q3 2021


4.02 Reduce Cash in Transit Costs - remove cash/cheque payments from all Service Points				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY

Develop further the Digital Strategy and how customers pay for Council Services - remove cash/cheque payments from all Service Points. For Service Points that did not re-open, there are plans for the Service Point in Ellon to move to a library and possibly Turriff, as pilot schemes.	 Completed	100%	31-Dec-2021	All cash/cheque payments have been removed from Service Points as of 31 July 2021.
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4.05 Reopening of Gordon House Service Point as restrictions are lifted and we emerge from Covid-19 Lockdown				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with customers and residents to provide the best services - reopening of Gordon House Service Point as restrictions are lifted and we emerge from Covid-19 Lockdown.	 Completed	100%	31-Oct-2021	Service Points in all areas reopened on 26 April 2021 following the lifting of Covid-19 restrictions, and have continued to remain open since that date. This situation will remain as is, unless future lockdown restrictions are implemented.

4.06 Review customer interaction following pandemic and potential service provision				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with customers and residents to provide the best services - review customer interaction in Garioch following pandemic and potential service provision.	 In Progress	75%	31-Mar-2023	Customer Services continues to monitor customer interaction. However, as all restrictions related to the pandemic have only recently been removed, it is not possible to make an informed decision on future service provision at this time.


4.09 Continually review effective routes of communication and digital services to aid application and the reporting of changes in circumstances				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY

Engaging with customers and residents appropriately to ensure that the correct awards of Housing Benefit and Council Tax Reduction are made: Continually review effective routes of communication and digital services to aid application and the reporting of changes in circumstances	 In Progress	80%	31-Mar-2023	<p>ASAT automated processes relating to the receipt of Universal Credit information and in particular to changes of circumstances. These automations are working well and it has cut down in the amount of manual work required of processing staff.</p> <p>ASAT is awaiting the start of project work on our Workflow system.</p> <p>ASAT will hope to look at new processes for change of circumstances reporting in the coming year.</p>
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4.11 Customer Services continuing to support customers across Aberdeenshire

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - Customer Services continuing to support customers across Aberdeenshire.	 Assigned	0%	31-Mar-2023	


5.04 City Region Deal full fibre rollout - creation of staffing capacity

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
The creation of additional staff capacity through the City Region Deal to build and maintain stakeholder relationships around the Scottish Government's Reaching 100 (R100) programme and 5G; and to support communities, businesses, and residents to explore different solutions if R100 does not deliver for them.	 Completed	100%	31-Dec-2022	Digital staff team all recruited and in post as of 1st November 2021


2.30 Digital first - trial of Alexes in Care Homes / VSH, Stonehaven

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Digital first - trial of Alexes in Care Homes / VSH, Stonehaven. Telecare Group to update criteria for provision of Alexa. Training of Care Home Staff. Tool for collection of Data made accessible Links to Mental Health research made	 Overdue	10%	28-Feb-2022	Edenholme trialled the use of Alexas, however the wifi signal was not strong enough to support their use, therefore this project did not proceed.

2.31 Review of current activity provided by LLA staff at Edenholme Care Home, Stonehaven


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Edenholme Care Home, Stonehaven: Look at current activity provided by LLA staff Look at future provision & what can be achieved virtually	 Completed	100%	30-Sep-2021	Edenholme had significant support from LLA during the pandemic. All LLA staff have returned to their substantive posts however Edenholme continue to use the online resources and have a LLA member of staff support physical activities once per fortnight.

3.13 Wide Area Network programme implementation


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with customers and residents to provide the best services - Wide Area Network programme implementation	 Overdue	98%	30-Apr-2022	One remaining site has not reached the contracted capacity due to LES line (Openreach timescales) but expected for completion by September 2022. Site was migrated to the new contract with interim capacity.

3.14 City Region Deal full fibre rollout - Engaging effectively with customers and residents of Portlethen and Stonehaven to provide the best services


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
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City Region Deal full fibre rollout - Engaging effectively with customers and residents of Portlethen and Stonehaven to provide the best services	 Completed	100%	30-Apr-2022	
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4.01 Reduce Cash in Transit Costs - remove cash/cheque payments from all Service Points

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop further the Digital Strategy and how customers pay for Council Services - remove cash/cheque payments from all Service Points.	 Completed	100%	31-Dec-2021	All cash/cheque payments have been removed from Service Points as of 31 July 2021.


4.04 Implementation of a new Service Point at Viewmount, Stonehaven


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Implementation of a new Service Point at Viewmount, Stonehaven.	 In Progress	90%	30-Aug-2022	Consultation has commenced with affected employees, but until comments have been received it is difficult to determine a due date. The consultation might highlight issues to be addressed which could potentially delay the process. Due date is 30 August 2022, with an expectation that this will be expedited if no issues highlighted during consultation.

4.05 The Contact Centre continuing to support customers across Aberdeenshire


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services -	 Completed	100%	31-Mar-2023	During the last quarter, Customer Services has successfully dealt with 31,574 customer queries by telephone, providing support on a range of queries to our customers across Aberdeenshire. We


the Contact Centre continuing to support customers across Aberdeenshire.				continue to improve on the previous abandonment rate of 40-50%, with successfully answered calls reaching 74% in the last quarter.
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4.11 Continually review effective routes of communication and digital services to aid application and the reporting of changes in circumstances				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging with customers and residents appropriately to ensure that the correct awards of Housing Benefit and Council Tax Reduction are made: Review effective routes of communication and digital services to aid application and the reporting of changes in circumstances	 In Progress	80%	31-Mar-2023	<p>ASAT are continually fine tuning the automation of UC notifications. With recent updates with our software providers being for those cases with Self Employed income to be updated on our system.</p> <p>Work on our Workflow System is just about to start, with recent migration from old servers to new servers taking place.</p> <p>ASAT will continue to work on Digital Improvements.</p>

3.19 Wide Area Network programme implementation				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with customers and residents to provide the best services - Wide Area Network programme implementation	 Completed	100%	30-Apr-2022	Sites completed as planned by 31/03/2022.

4.01 Cashless payments - assist people who use the Huntly Service Point to move towards other methods of payment				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY


Develop further the Digital Strategy and how customers pay for Council Services - Huntly Service Point, when re-opened will continue to accept cash/cheque payments for up to 2 months to provide ample notice to customers who pay by this method to move to other methods such as card payment (online preferably), Direct Debit for our billing systems or a Bank Transfer. If they wish to continue paying by cash/cheque, they will need to do this at their local Post Office or Paypoint location. Depending on restrictions we hope to have removed cash/cheque payments from all Service Points prior to the 30/9/21.	 Completed	100%	31-Dec-2021	All cash/cheque payments have been removed from Service Points as of 31 July 2021. Customers who paid at the Huntly Service Point by cash/cheque prior to 31 July 2021 were advised on each visit when making payment between May and July of this change and the payment methods available to them moving forward. Information leaflets were also provided along with posters being displayed within the Service Point area. Any customer who wanted to discuss their payment options were contacted and the options explained to them. The website has been updated with current payment methods available and all bills being issued, including rent charges have also been updated.
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4.02 Reduce Cash in Transit Costs - remove cash/cheque payments from all Service Points				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop further the Digital Strategy and how customers pay for Council Services - remove cash/cheque payments from all Service Points.	 Completed	100%	31-Dec-2021	All cash/cheque payments have been removed from Service Points as of 31 July 2021.


4.05 Reopening of Service Point as restrictions are lifted and we emerge from Covid-19 Lockdown				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - reopening of Service Point as restrictions	 Completed	100%	31-Dec-2021	Service Points in all areas reopened on 26 April 2021 following the lifting of Covid-19 restrictions, and have continued to remain open since that date. This situation will remain as is, unless future lockdown restrictions are implemented.

are lifted and we emerge from Covid-19 Lockdown.				
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4.06 Review customer interaction following pandemic and potential service provision

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - review customer interaction following pandemic and potential service provision.	 In Progress	75%	31-Mar-2023	Customer Services continues to monitor customer interaction. However, as all restrictions related to the pandemic have only recently been removed, it is not possible to make an informed decision on future service provision at this time.


4.07 Customer Services continuing to support customers across Aberdeenshire.

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engage effectively with customers and residents to provide the best services - Customer Services, continuing to support customers across Aberdeenshire.	 Completed	100%	30-Apr-2022	During the last quarter, Customer Services has successfully dealt with 31,574 customer queries by telephone, providing support on a range of queries to our customers across Aberdeenshire. We continue to improve on the previous abandonment rate of 40-50%, with successfully answered calls reaching 74% in the last quarter.



4.12 Provide communities with information and advice



DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
To support communities to be resilient - provide communities with information and advice	 In Progress	50%	31-Mar-2023	Ongoing support via Marr Area Partnership bulletin

5.04 Maintain stakeholder relationships around the Scottish Government's Reaching 100 (R100) programme and 5G; and to support communities, businesses and residents to explore different solutions if R100 does not deliver for them.

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Digital connectivity & inclusion - the creation of additional staff capacity through the City Region Deal to build and maintain stakeholder relationships around the Scottish Government's Reaching 100 (R100) programme and 5G; and to support communities, businesses and residents to explore different solutions if R100 does not deliver for them.	 In Progress	50%	31-Dec-2022	Economic Development has recently recruited to 3 new posts focussed on digital connectivity. A work plan for the team is being developed alongside staff induction.


8. To protect and support public health, community mental and physical health and build community resilience as we adapt to live with COVID-19

PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
2.3 Ashire %age of Domestic Noise Complaints Settled Without Attendance				100.0%	 Unknown	 Improving		Value	Target
							2019/20	74.5%	70.0%
							2020/21	100.0%	70.0%
							2021/22	98.5%	
Summary									


PERFORMANCE MEASURE	TARGET	AMBER THRESHOLD	RED THRESHOLD	VALUE	STATUS	LONG TREND	Date Range 1		
2.4 Ashire - %age of Domestic Noise Complaints Settled With Attendance Not Under Part V				.0%	 Unknown	 Getting Worse		Value	Target
							2019/20	25.5%	30.0%

of the Antisocial Behaviour etc (Scotland) Act 2004							2020/21	.0%	30.0%
							2021/22	1.5%	
Summary									


2.07 Working with Community Planning Partnership to finalise the “Who / Where / How” leaflet for Formartine and then raise awareness / promote with the public

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Support our communities to tackle social isolation and mental health. Development of a “Who / Where / How” leaflet for Formartine. Working with Community Planning Partnership to finalise the leaflet and then raise awareness / promote with the public	 Completed	100%	31-Oct-2021	


2.15 Deliver the Farmers & Film project: a creative approach to discuss ‘hidden’ issues and stigma of poor mental health within Aberdeenshire’s farming community, including Turriff & Ellon

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop community rehabilitation and early intervention pathways for broad long-term health conditions - Farmers & Film: a creative approach to discuss 'hidden' issues and stigma of poor mental health within Aberdeenshire's farming community, including Turriff & Ellon	 Completed	100%	31-Mar-2022	Clay tile making workshop took place at National Farmers Union of Scotland stand at the Spring Show, Thainstone on 2 March 2022. Approx 140 visitors to the stand and over 30 tiles made by members of the farming community from all over Aberdeenshire. Raku pottery workshop to take place in Mintlaw in May.


2.28 Deliver the Farmers & Film project: a creative approach to discuss 'hidden' issues and stigma of poor mental health within Aberdeenshire's farming community, including Inch & Kintore

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop community rehabilitation and early intervention pathways for broad long-term health conditions - Farmers & Film: a creative approach to discuss 'hidden' issues and stigma of poor mental health within Aberdeenshire's farming community, including Inch & Kintore	 Completed	100%	31-Mar-2022	Clay tile making workshop took place at National Farmers Union of Scotland stand at the Spring Show, Thainstone on 2 March 2022. Approx 140 visitors to the stand and over 30 tiles made by members of the farming community from all over Aberdeenshire. Raku pottery workshops to take on a Kintore farm 5 & 19 May 2022.


2.19 With partners deliver a programme of learning and support to reduce social isolation of older adults

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
With partners deliver a programme of learning and support to reduce social isolation of older adults	 Completed	100%	31-Mar-2022	Through partnership working with LLA this group continues to meet reducing social isolation of older adults.


2.20 Support to North, South and Central Alcohol and Drugs Partnership Forums to ensure that community members can shape and influence the delivery of actions to promote recovery and participation in community life

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Support to North, South and Central Alcohol and Drugs Partnership Forums to ensure that community members can shape and influence the delivery of actions to promote recovery and participation in community life Grant award of £15,000 to be dispersed by end of financial year (2022).	 Completed	100%	31-Mar-2022	Physical Engagement Team which includes Long Term Health Conditions Team within LLA have been engaging with ADP as services and activities restart following removal of Covid 19 restrictions. This area of work will be further developed in 2022. Cultural Engagement Team have been delivering Art On The Fly to support North ADP Forum. Phase 1 was delivered remotely due to restrictions.


2.21 Carry out research across food banks and pantries to gather information on service users and their wider learning and support needs.

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Carry out research across food banks and pantries to gather information on service users and their wider learning and support needs.	 Completed	100%	30-Jun-2021	The research has been completed and the summary report has been finalised. The full report is in final editing.


2.33 Support our communities to access services to help with social isolation and mental wellbeing.

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Support our communities to access services to help with social isolation and mental wellbeing. Provide opportunities to access mental health training, including SMHFA, Mental Health Awareness, Stress Management and Resilience Awareness.	 In Progress	75%	31-Mar-2023	Loneliness and isolation remains focus of Connecting Communities group in K & M. Session held with Frodsham Bee Friends in Cheshire to share experiences and learning. Group meeting 10/05 to further determine way ahead.

3.15 Workspace priority (Carlton House/ Viewmount) - making best use of building space


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Workspace priority (Carlton House/ Viewmount) - map out where staff are based and what are the critical needs and how this will fit with building provision. Further promotion of home working	 Overdue	0%	31-Oct-2021	

2.16 Digital Suitcases project - Providing digital content to families and residents within care settings to promote reminiscing and allow families to share stories


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		50%	30-Sep-2021	

Provide programmes in care settings/sheltered housing to reduce functional decline and prevent isolation - digital Suitcases project - Providing digital content to families and residents within care settings to promote reminiscing and allow families to share stories	Overdue			Digital Suitcases project has not progressed further due to a changeover in staff in Headquarters and is in the process of being reviewed.
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2.18 2.18 Deliver the Farmers & Film project: a creative approach to discuss 'hidden' issues and stigma of poor mental health within Aberdeenshire's farming community, including Huntly

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop community rehabilitation and early intervention pathways for broad long term health conditions - Farmers & Film: a creative approach to discuss 'hidden' issues and stigma of poor mental health within Aberdeenshire's farming community, including Huntly	 Completed	100%	31-Mar-2022	Clay tile making workshop took place at National Farmers Union of Scotland stand at the Spring Show, Thainstone on 2 March 2022. Approx 140 visitors to the stand, and over 30 tiles made by members of the farming community from all over Aberdeenshire. Raku pottery workshops took place on a Drumblade farm 16 & 30 March 2022.

2.21 Embed triaging of patients by MIU at Jubilee Hospital


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Move the balance from unscheduled to scheduled care - embed triaging of patients by MIU at Jubilee Hospital	 Completed	100%	31-Mar-2023	Complete – triaging service now in place.

2.22 Rothieden Ward, Jubilee Hospital to participate in Health Improvement Scotland Dementia Collaborative project


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Reshaping Care: Rothieden Ward, Jubilee Hospital to participate in Health	 In Progress	10%	31-Mar-2023	Implementation delayed due to Covid but now in early stages of development.

Improvement Scotland Dementia Collaborative project.				
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2.23 Continued transformation of LD Day Services

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Partnerships – Develop Existing partnerships and build new ones - continued transformation of LD Day Services	 In Progress	80%	31-Mar-2023	Transformation of day services well underway. Community based activities embedded in Deeside with lots of volunteering supporting inter-care group support such as 'shopping buddies' providing a shopping service to care homes and very sheltered housing. Facility at Aboyne to be developed with accessible toilets to replace the Scolty service but plans well underway.


2.24 Reviewing and transforming MH Services


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Partnerships – Develop Existing partnerships and build new ones - reviewing and transforming MH Services	 In Progress	80%	31-Mar-2023	Grampian wide review of Mental Health and Learning Disability service delayed due to Covid. Locally a new Mental Health service provider Penumbra started on 1st April 2022. All Mental Health services have been mapped and information updated on wellbeing pages on council website. Partnership working in place with local community groups such as Branching Out to develop networks. Completion date requires to be revised to March 2023.

2.25 Review of services within Deeside


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Reshaping Care/Operation Home First - review of services within Deeside.	 In Progress	25%	31-Dec-2022	Delayed due to Covid but work on Strategic Needs Assessment now underway. Project Manager in post. Engagement with staff complete and results being analysed. Project plan in place

				including community engagement phase. Date for completion requires to be revised to Dec 2022.
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2.26 Improving the recording of 'Voice of the Child' in Health Visitor/School Nurse records				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Partnerships – Develop Existing partnerships and build new ones - improving the recording of 'Voice of the Child' in Health Visitor/School Nurse records	 In Progress	80%	31-Mar-2023	Ongoing as part of Aberdeenshire-wide initiative and being embedded in practice. Forthcoming inspection of children's services will inform ongoing development.

2.29 Disseminating the 'Who to Turn to In Marr' leaflet				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
To provide information about key services - disseminating the 'Who to Turn to In Marr' leaflet	 Completed	100%	31-Mar-2023	Huntly version completed April 2022


9. Open spaces that encourage active, healthy lifestyles

2.06 Develop and deliver a programme of maintenance and improvement works for open spaces each year.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and deliver a programme of maintenance and improvement works for open spaces each year.	 In Progress	80%	31-Mar-2023	On target.


2.07 In line with the Open Space Strategy implement initiatives such as the Greenspaces project to increase biodiversity across the public owned spaces in Aberdeenshire.


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
In line with the Open Space Strategy implement initiatives such as the Greenspaces project to increase biodiversity across the public owned spaces in Aberdeenshire.	 In Progress	70%	31-Mar-2023	The Greenspace Officer continues to work with stakeholders to review and increase the area of open space being utilised for biodiversity. The use of wild flowers has increased this year as we move to the 10% target by the end of this financial year.


5.04 Light the North Project


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Open Spaces that encourage active, healthy lifestyles - Light the North Project	 Completed	100%	31-Mar-2023	Completed


5.05 Delivery of Coast Aberdeenshire Project and projects arising from it

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Open Spaces that encourage active, healthy lifestyles - Delivery of Coast Aberdeenshire Project and projects arising from it.	 In Progress	50%	31-Mar-2023	Coastal Path Forum and cross service officers' group have both been established. Ongoing progress across various projects identified by AJA consultants in 2021 following public consultation. Development support for identified projects ongoing, in particular Invercairn – Fraserburgh Cycle Route (new route), Cullen-Portsoy coastal pathway (upgrade/repair) St Drostan's, New Aberdour (pilgrimage/Clan Baird Project). New Projects arising include Rosehearty heritage trail and Sandhaven – Rosehearty Coastal Pathway (repair/upgrade)


5.06 Delivery of the Historic Assets Management Project and projects arising from it (Macduff Cross)				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Delivery of the Historic Assets Management Project and projects arising from it (Macduff Cross).	 In Progress	45%	31-Mar-2023	Completion of contract 31/05/2023. Listed Building Consent approved, about to go out to tender. On site summer 2022.


2.05 Deliver area-based scheme for private sector housing in Peterhead, St Fergus and Crimond				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Energy Efficiency and Fuel Poverty - deliver area-based scheme for private sector housing in Peterhead, St Fergus and Crimond	 In Progress	98%	31-Mar-2023	<i>Completion date for the Area Based Scheme has been extended by Scottish Government to the end June 2022. We are confident we will fully utilise our funding.</i>


2.06 Develop and deliver a programme of maintenance and improvement works for open spaces each year				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Open spaces that encourage active, healthy lifestyles - develop and deliver a programme of maintenance and improvement works for open spaces each year.	 Completed	100%	31-Mar-2023	2021/2022 Works programme is now complete. 2022/2023 Works programmes have now been approved by the appropriate committees and are now under way.

2.07 In line with the Open Space Strategy implement initiatives such as the Greenspaces project to increase biodiversity across the public owned spaces in Aberdeenshire.				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		55%	31-Mar-2023	


Open spaces that encourage active, healthy lifestyles - In line with the <i>Open Space Strategy</i> implement initiatives such as the Greenspaces project to increase biodiversity across the public owned spaces in Aberdeenshire.	In Progress			Greenspace officers continue to interact and develop open spaces for biodiversity, the extension of their contract for another year will assist.
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2.08 Burial Grounds: Peterhead – The Grange, phase 1 extension Cruden Bay -phase 2 of 2 construction				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Burial Grounds: Peterhead – The Grange, phase 1 extension Cruden Bay -phase 2 of 2 construction	 In Progress	92%	31-Mar-2023	The capital plan has an allowance to build this section.


2.09 Aden Country Park, National Lottery Heritage Fund project - Delivery of the 5 year project				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Aden Country Park, National Lottery Heritage Fund project - Delivery of the 5 year project	 In Progress	66%	31-Mar-2023	Works are progressing well with the resin surface due to go down shortly, unfortunately the lake walkway is too expensive so we are looking to no longer progress those works.

2.10 Aden Country Park, Changing Places Facility at Aden Country Park				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Aden Country Park, Changing Places Facility at Aden Country Park	 Overdue	42%	31-Mar-2022	works have started and are due to finish around the end of July.


3.06 Develop and deliver a programme of maintenance and improvement works for open spaces each year				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY

Open spaces that encourage active, healthy lifestyles - develop and deliver a programme of maintenance and improvement works for open spaces each year.	 Completed	100%	31-Mar-2023	The works programme for 2021/22 is now complete
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3.07 In line with the Open Space Strategy implement initiatives such as the Greenspaces project to increase biodiversity across the public owned spaces in Aberdeenshire

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Open spaces that encourage active, healthy lifestyles - in line with the Open Space Strategy implement initiatives such as the Greenspaces project to increase biodiversity across the public owned spaces in Aberdeenshire.	 Completed	100%	31-Mar-2023	The works programme for 2021/22 is now complete and with the extension to the Greenspace officers contracts will assist in 2022/23


3.08 Burial Ground Improvements in Ellon and Turriff

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Phase 1 of the new Cemetery in Ellon		35%	31-Mar-2022	same as the 9th May
Phase 1 of the new Cemetery in Turriff (access Road)	Overdue			


3.09 Playparks - renew and replace apparatus in various local parks

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Various Playparks – renewal of equipment	 Completed	100%	31-Mar-2022	The works programme for 2021/22 is now complete but supplier issues around installers continues to be impacted due to demand.


3.10 Balmedie Country Park – upgrading of boardwalk to allow for greater access for protected groups


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Balmedie Country Park – upgrading of boardwalk to allow for greater access for protected groups	 Overdue	52%	31-Mar-2022	we have completed phase 1 which was the removal of the boardwalk on the main walk and construction of the hardstanding footpath. We have the funds in this years revenue to complete Phase 2, which are the areas of boardwalk that are in a good condition, but not part of the main path network on the information maps.


2.02 New build Midmill Changing Pavilion and pitches


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Open spaces that encourage active, healthy lifestyles - new build Midmill Changing Pavilion and pitches	 Overdue	0%	31-Mar-2022	This project is linked to action 2.22 (new pavilion in Kintore Town Park) and will be reviewed as per update to 2.22.

2.07 Develop and deliver a programme of maintenance and improvement works for open spaces each year


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Open spaces that encourage active, healthy lifestyles - develop and deliver a programme of maintenance and improvement works for open spaces each year. This is linked to the Service Work Programmes and will be updated with Garioch specific information	 Completed	100%	31-Mar-2022	Improvement work is difficult to evaluate due to frontline persistent staffing shortages and removal of non-routine budget works. Grass cutting has now stopped and cyclical maintenance on hard and soft landscaping has started as per the winter programme.

2.08 In line with the Open Space Strategy implement initiatives such as the Greenspaces project to increase biodiversity across the public owned spaces in Garioch				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Open spaces that encourage active, healthy lifestyles - in line with the Open Space Strategy implement initiatives such as the Greenspaces project to increase biodiversity across the public owned spaces in Garioch	 In Progress	25%	31-Mar-2023	<p>Greenspace/biodiversity proposals progressing with remainder to be undertaken over the coming weeks & months as we move into the planting season - The 2 Greenspace Officers continue to work with communities to increase biodiversity but this was a challenge during Covid restrictions. Plans are being drawn up to show the locations and also to update our mapping system to reflect the position of the sites.</p> <p>The 2 officers have had their fixed term contracts extended until the 31st March to continue with the liaison with stakeholders.</p> <p>We are also working with ECL and Housing to have their greenspace managed in a sustainable way to increase biodiversity.</p>


Develop and Deliver Open Space Maintenance Programme each year				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Develop and deliver a programme of maintenance and improvement works for open spaces each year.	 Completed	100%	31-Mar-2022	Works programmes for 2021/22 now complete

Implement initiatives such as the Green Spaces Project to increase biodiversity				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
In line with the Open Space Strategy implement initiatives such as the Greenspaces project to increase biodiversity across the public owned spaces in Aberdeenshire.	 Completed	100%	31-Mar-2022	Works programmes for 2021/22 now complete and the continuing funding of the Greenspace Officer will assist for the next financial year.


2.06 Develop and deliver a programme of maintenance and improvement works for open spaces each year.

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Open spaces that encourage active, healthy lifestyles - develop and deliver a programme of maintenance and improvement works for open spaces each year.	 Overdue	66%	31-Mar-2022	<u>PARENT ACTION</u>

2.07 In line with the Open Space Strategy implement initiatives such as the Greenspaces project to increase biodiversity across the public owned spaces in Aberdeenshire


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Open spaces that encourage active, healthy lifestyles - In line with the <i>Open Space Strategy</i> implement initiatives such as the Greenspaces project to increase biodiversity across the public owned spaces in Aberdeenshire.	 In Progress	45%	31-Mar-2023	<p>Greenspace/biodiversity proposals progressing with remainder to be undertaken over the coming weeks & months as we move into the planting season - The 2 Greenspace Officers continue to work with communities to increase biodiversity but this was a challenge during Covid restrictions. Plans are being drawn up to show the locations and also to update our mapping system to reflect the position of the sites.</p> <p>The 2 officers have had their fixed term contracts extended until the 31st March to continue with the liaison with stakeholders.</p> <p>We are also working with ECL and Housing to have their greenspace managed in a sustainable way to increase biodiversity.</p>

2.08 Playparks - renew and replace apparatus in 3 local parks


DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
New and/or replacement apparatus; . Inverbervie – Caravan Park (£100k) . Fettercairn – Playpark (£30k)	 Overdue	0%	31-Mar-2022	

. Drumoak – Keithmuir (£25k)				
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2.09 Develop ground at Hillside for community use

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Increase in useable community space for a variety of uses.	 In Progress	0%	31-Mar-2023	


2.06 Develop and deliver a programme of maintenance and improvement works for open spaces each year

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Open spaces that encourage active, healthy lifestyles - develop and deliver a programme of maintenance and improvement works for open spaces each year.	 Completed	100%	31-Mar-2022	<u>PARENT ACTION</u>


2.07 In line with the Open Space Strategy implement initiatives such as the Greenspaces project to increase biodiversity across the public owned spaces in Aberdeenshire.

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Open spaces that encourage active, healthy lifestyles - In line with the <i>Open Space Strategy</i> implement initiatives such as the Greenspaces project to increase biodiversity across the public owned spaces in Aberdeenshire.	 In Progress	75%	31-Mar-2023	Progress on this strategy has slowed slightly due to staff absences in recent months but the area Greenspace Officer will continue to work with stakeholders in 2022/23 to review and increase the area of open space being utilised for biodiversity.

2.33 Supporting Huntly Orchard group to develop a sustainable model of community food production

DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
		50%	31-Mar-2023	

Open spaces that encourage active, healthy lifestyles - supporting Huntly Orchard group to develop a sustainable model of community food production	In Progress			Huntly Community Orchard looking to buy orchard for the community from the Council
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3.01 Tarland Cemetery – New Extension Phase 1				
DESCRIPTION	STATUS	PROGRESS	DUE DATE	SUMMARY
Engaging effectively with residents to provide the best services- Tarland Cemetery – New Extension Phase 1.	 Completed	100%	31-Mar-2022	Phase 1 contract works now 90% complete but final completion (topsoil preparation) delayed due to ongoing wet ground conditions. Works now scheduled for Spring 2022, after which Phase 2 (seeding, fencing, gates) will commence.