

REPORT TO FULL COUNCIL – 29 SEPTEMBER 2022

ABERDEENSHIRE ANNUAL PERFORMANCE REPORT 2021/22

1 Executive Summary/Recommendations

1.1 This report provides an assessment of progress in delivering the Council Plan. It is a key report within the Council's Performance Management Framework for measuring and reporting performance. The report covers the period 1 April 2021 to 31 March 2022. Performance is measured against the Council Plan 2020-22 which was agreed on [7 October 2020](#). The performance report summarises the performance of the Council based on data such as key performance indicators, risks, financial management and external scrutiny.

1.2 Full Council is recommended to:

1.2.1 Scrutinise the progress being made with the delivery of the Council Plan for the period 1 April 2021 to 31 March 2022; and

1.2.2 Approve the Annual Performance Report 2021/22 attached as Appendix 1 to this Report.

2 Decision Making Route

2.1 An annual report on performance is prepared each autumn covering performance for the previous financial year. It provides a progress report on the Council's performance against the Council Plan which is a key document in the Council's strategic framework. This is achieved by analysing the indicators and actions in the Council Plan and Directorate and Area Plans against their agreed targets and performance thresholds.

3 Discussion

3.1 The Council agreed a new Council Plan in October 2020. Performance reporting on the refreshed Strategic Priorities commenced in November 2021 across Policy and Area Committees following development of performance indicators across the organisation.

3.2 It is encouraging that performance against all our priorities is on target. Good progress has been made despite some challenging events.

4 Council Priorities, Implications and Risk

4.1 This report helps deliver all six of the Council's Strategic Priorities.

Pillar	Priority
<i>Our People</i>	<i>Education Health & Wellbeing</i>
<i>Our Environment</i>	<i>Infrastructure Resilient Communities</i>
<i>Our Economy</i>	<i>Economy & Enterprise Estate Modernisation</i>

Underpinning the Priorities are a number of key principles. They are: right people, right places, right time; responsible finances; climate and sustainability; Community Planning Partnership Local Outcome Improvement Plans; human rights and public protection; tackling poverty and inequalities; digital infrastructure and economy.

4.2 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed.

Subject	Yes	No	N/A
Financial		x	
Staffing		x	
Equalities and Fairer Duty Scotland			x
Children and Young People's Rights and Wellbeing			x
Climate Change and Sustainability			x
Health and Wellbeing			x
Town Centre First			x

4.3 There are no staffing and financial implications as a result of this report.

4.4 The screening section as part of Stage One of the Integrated Impact Assessment process has not identified the requirement for any further detailed assessments to be undertaken as the report is presenting performance information to Council and does not have any impact on groups with protected characteristics.

4.5 The following [Corporate Risks](#) have been identified as relevant to this matter on a Corporate Level:

- ACORP004 – business and organisation change (including ensuring governance structures support change; managing the pace of change)
- ACORP006 – reputation management including social media

5 Scheme of Governance

5.1 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and their comments are

incorporated within the report and are satisfied that the report complies with the Scheme of Governance and relevant legislation.

- 5.2 The Council is able to consider and take a decision on this item in terms of paragraph A.5.2 of Part 2A of the Scheme of Governance as it relates to the review and approval of the Council Plan and Priorities, including consideration of the annual performance report on progress.

Ritchie Johnson, Director of Business Services

Report prepared by Fiona McCallum, Business Strategy Manager
Date 12 September 2022

List of Appendices –

Appendix 1: Annual Performance Report 2021/22



From mountain to sea

Aberdeenshire Council:

Annual Performance Report

If you need a copy of this document in an alternative language or in large print or in Braille please telephone 01467 536139.

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Welcome:



Jim Savege
Chief Executive

Aberdeenshire's Annual Performance Report is an integral part of our ongoing commitment to provide clear and consistent information to tell you how we have performed.

This report covers the period from 1 April 2021 to 31 March 2022 and highlights our key successes as well as areas where we have identified that we need to make improvements. Regular performance reporting on our Directorate and Area Plans commenced in November 2021 and it is encouraging to see the progress being as we work to deliver our Council Plan.

There has been an increased focus on performance as we work to deliver and embed the recommendations highlighted by Audit Scotland in the Best Value report. We have developed training modules and delivered sessions to Officers and Councillors to really drive and promote a culture of continuous improvement.

The Audit Scotland [Aberdeenshire Council Annual Audit Plan 2021/22](#) notes the significant progress that we've made in responding to the recommendations in the Best Value Assurance Report published in 2020. However, we are not complacent and acknowledge the further work that is required to enable a culture of continuous improvement to be demonstrated and supported.

As Covid 19 restrictions eased, the year brought new challenges. Our community spirit and partnership working once again demonstrated the resilience we are renowned for in Aberdeenshire as we responded to storm events and international crises including the war in Ukraine. Our residents and communities, partners and staff continually demonstrate adaptability and agility, and I am immensely proud of what we have all achieved.

I hope the report provides a clear insight into where we have performed well over the past 12 months as well as where we can improve.

Introduction: *Our Council Plan*

In October 2020 Aberdeenshire Council agreed the new Council Plan. The plan is centred around three pillars, Our People, Our Environment and Our Economy. Under those sit strategic priorities that are supported by directorate and area plans. This means everyone understands their part in the delivery of the new priorities and what we can do to help make a difference.

Our strategic priorities reflect the challenges being faced by the Council and inform the new Medium-Term Financial Strategy,

The strategic priorities set out have provided Aberdeenshire Council with the best chance of meeting our ambitions.

Each of the council's service priorities sit within each of the strategic priorities and the following demonstrate how they align.

Our People

- Education
- Health & Wellbeing

Our Environment

- Infrastructure
- Resilient Communities

Our Economy

- Economy & Enterprise
- Estate Modernisation

People:
Education

- To secure continuous improvement in outcomes for ALL children and young people
- To have better, integrated working arrangements in pursuit of improved outcomes for children and young people
- Efficient and effective business support, advice and regulation
- People are supported to live healthy active lifestyles focused on Live Life Outdoors, Live Life Well and Live Life at home

People:
Health & Wellbeing

- To secure continuous improvement in outcomes for ALL children and young people
- To have better, integrated working arrangements in pursuit of improved outcomes for children and young people
- Efficient and effective business support, advice and regulation
- Our workforce plans are sustainable, affordable and supports employee wellbeing
- To protect and support public health, community mental and physical health and build community resilience as we adapt to live with COVID-19
- Open spaces that encourage active, healthy lifestyles
- A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities
- Waste and recycling service which supports our attractive environment and reduces emissions
- It's easy and safe to move around local areas using good-quality active travel routes, streets and roads
- Consumers are assured that businesses are conforming to regulations.
- Businesses are supported to ensure compliance with legislation, economic diversification and energy transition
- Develop existing partnerships and build new ones with our key stakeholders
- Community-based services are delivered in health and social care
- Person-centred care is delivered in a sustainable way
- Appropriate support is provided for those who are facing homelessness
- Everyone having access to appropriate accommodation and housing support where required
- Tenancies are sustained/community capacity building Communities feel empowered and enabled
- People are supported to live healthy active lifestyles focused on Live Life Outdoors, Live Life Well and Live Life at home

Environment: Infrastructure

- A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities
- Ensuring that residents and business across Aberdeenshire are prepared to adapt to effects of climate change including the risk of flooding
- Waste and recycling service which supports our attractive environment and reduces emissions
- Keeping communities connected through the provision of an affordable, reliable and well-connected passenger transport service
- It's easy and safe to move around local areas using good-quality active travel routes, streets and roads
- Safeguard the built and natural environment

Environment: Resilient Communities

- Effective delivery of the Council's priorities through a programme of digital innovation and web based services
- To protect and support public health, community mental and physical health and build community resilience as we adapt to live with COVID-19
- Open spaces that encourage active, healthy lifestyles
- A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities
- Ensuring that residents and business across Aberdeenshire are prepared to adapt to effects of climate change including the risk of flooding
- Placemaking to meet the current and future needs of communities through Participatory Budgeting and Asset Transfer and other ways of supporting communities to help themselves, enabling community wealth building that supports local economic opportunities
- A location of choice that has a diverse economic base of innovative companies with a skilled workforce and return to full employment
- 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
- Consumers are assured that businesses are conforming to regulations.
- Businesses are supported to ensure compliance with legislation, economic diversification and energy transition
- Develop existing partnerships and build new ones with our key stakeholders
- Community-based services are delivered in health and social care
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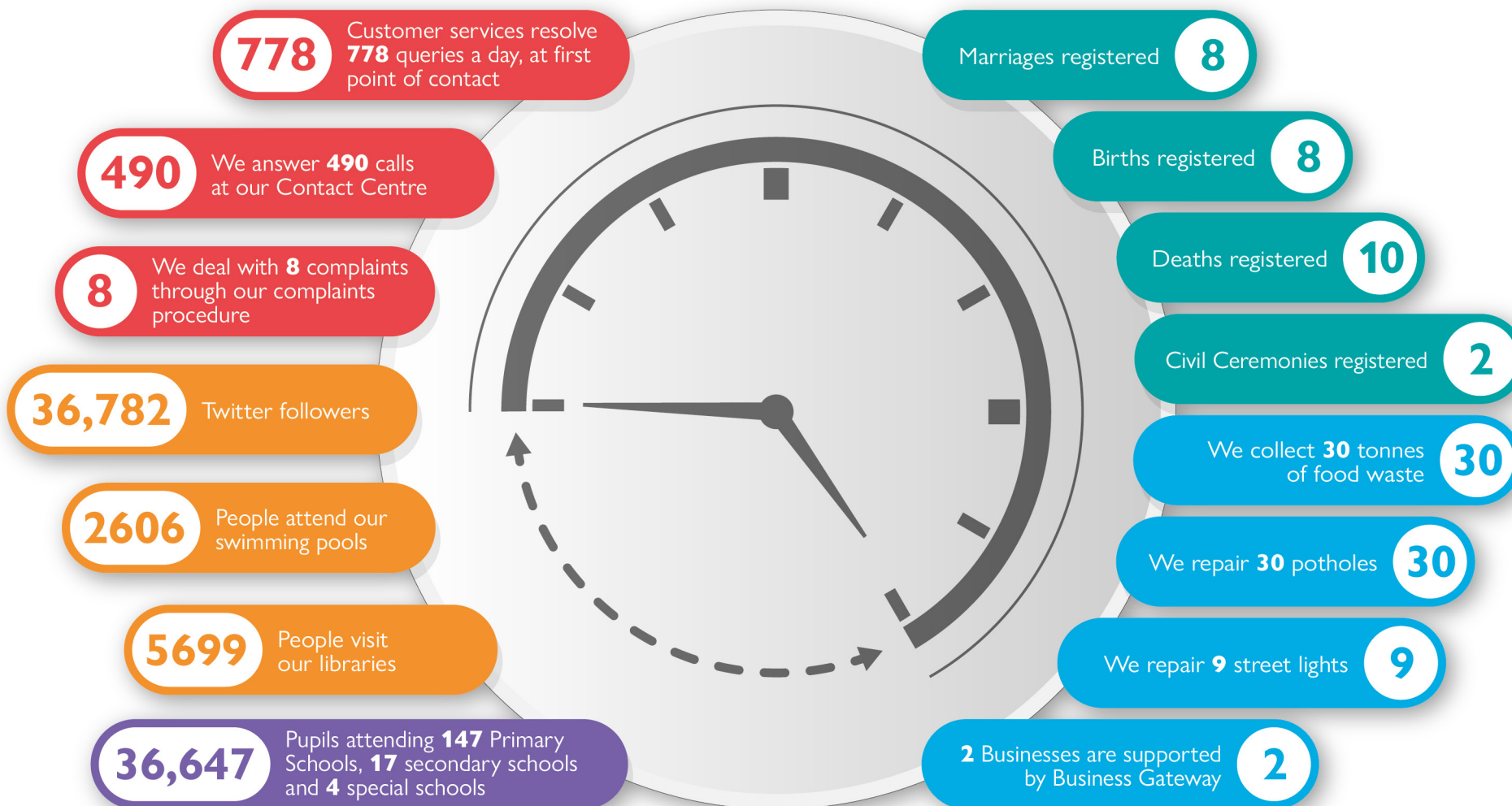
Economy: Economy & Enterprise

- To secure continuous improvement in outcomes for ALL children and young people
- To have better, integrated working arrangements in pursuit of improved outcomes for children and young people
- Efficient and effective business support, advice and regulation
- Income is maximised through reducing costs alongside commercialisation
- Keeping communities connected through the provision of an affordable, reliable and well-connected passenger transport service
- Safeguard the built and natural environment
- Placemaking to meet the current and future needs of communities through Participatory Budgeting and Asset Transfer and other ways of supporting communities to help themselves, enabling community wealth building that supports local economic opportunities
- A location of choice that has a diverse economic base of innovative companies with a skilled workforce and return to full employment
- 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
- Supporting Aberdeenshire businesses through pandemic, Brexit and energy transition
- Consumers are assured that businesses are conforming to regulations.
- Businesses are supported to ensure compliance with legislation, economic diversification and energy transition
- Efficient and effective business support, advice and regulation
- We have an estate that is sustainable, efficient and fit for purpose
- People are supported to live healthy active lifestyles focused on Live Life Outdoors, Live Life Well and Live Life at home

Economy: Estate Modernisation

A day in the life:

On an average working day.....



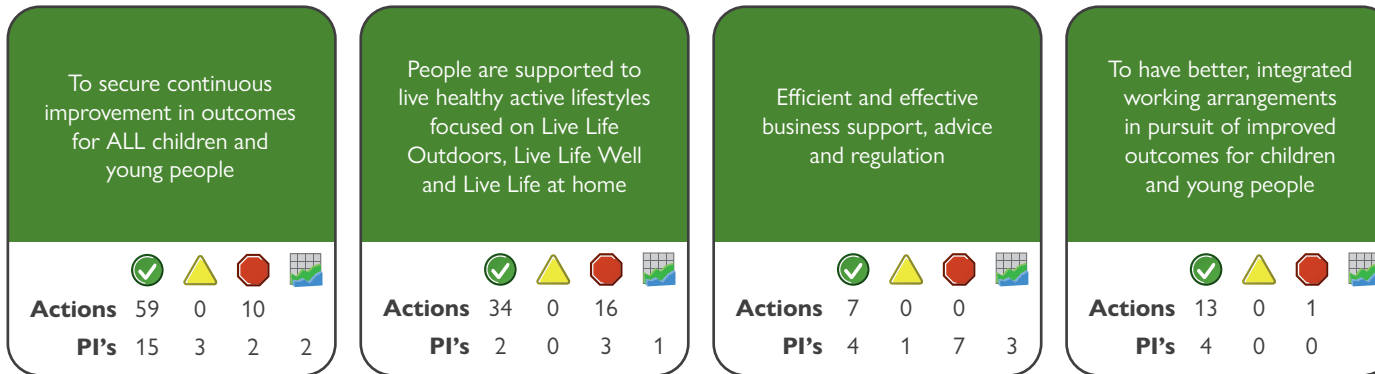
Are we on track?

Service Priorities:  4  0  0

Please note, these figures are based on the most up to date information available on 31st March 2022. 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, 2020-2021 stats are provided. Some indicators are only reported quarterly, where this is the case, Q4 of 2021-2023 status has been provided.

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.

People: Education



Key: Priority threshold - Amber Threshold 25% - Red Threshold 50%

 on track  Slightly off target  off target  data only/not available/ other

People: *Education*

Key council priorities aligned to Education include:

- Secure continuous improvement in outcomes for ALL children and young people
- Have better integrated working arrangements
- Have improved business support and recourse management in place
- Develop and deliver a revised LLA



KEY ACHIEVEMENTS:

- **Early Years:** From the start of school session 2021/22, all early year’s children in Aberdeenshire have been able to access the full 1,140 hours entitlement, and, along with improvements in how Early Years are working with Head Teachers, has resulted in positive Care Inspectorate inspections.
- **School Leavers:** The percentage of school leavers from secondary schools across Aberdeenshire in session 2020/21 that went on to secure a positive school destination (96.2%) has returned to pre-Covid levels -1.5% compared to 2019/20 leavers (94.7%) and has retained levels not only above the national Scotland rate (95.5%) but within the top 10 performing local authorities, despite the impact and challenges of Covid-19 on post-school education and employment opportunities.
- **Devolved School Management Scheme:** Aberdeenshire Council’s established commitment to promoting an empowered school system saw the Devolved School Management Scheme approved by Committee for implementation from 1st April 2022, with Primary Teaching budgets devolved to all schools from the same date.

KEY CHALLENGES:

- **Catering Services:** The review project for Catering Services is being rescoped to reflect the challenges and national changes (for example, in law (e.g. Natasha’s Law), and expanded rollout in free school entitlement to all primary stages) over the last two years, which has resulted in the project timeframe being extended to April 2023 (from August 2022).
- **Attainment:** Across all three primary year/stages collected for school session 2020/21, Aberdeenshire continued to perform above the target of two thirds achieving the expected CfE level for English Literacy (combining the organisers reading, writing, and listening and talking) for children in the P1 stage, however the levels achieving in the latter primary stages of P4 and P7 look to have been more negatively affected with the impact of national lockdowns, although it is anticipated levels should improve with schools being open throughout the current school session, combined with the developments of the Literacies Strategy to support the recovery phase of the pandemic

Reports:

- [Service Progress Against Priorities](#)
- [Overall Progress Against Education](#)

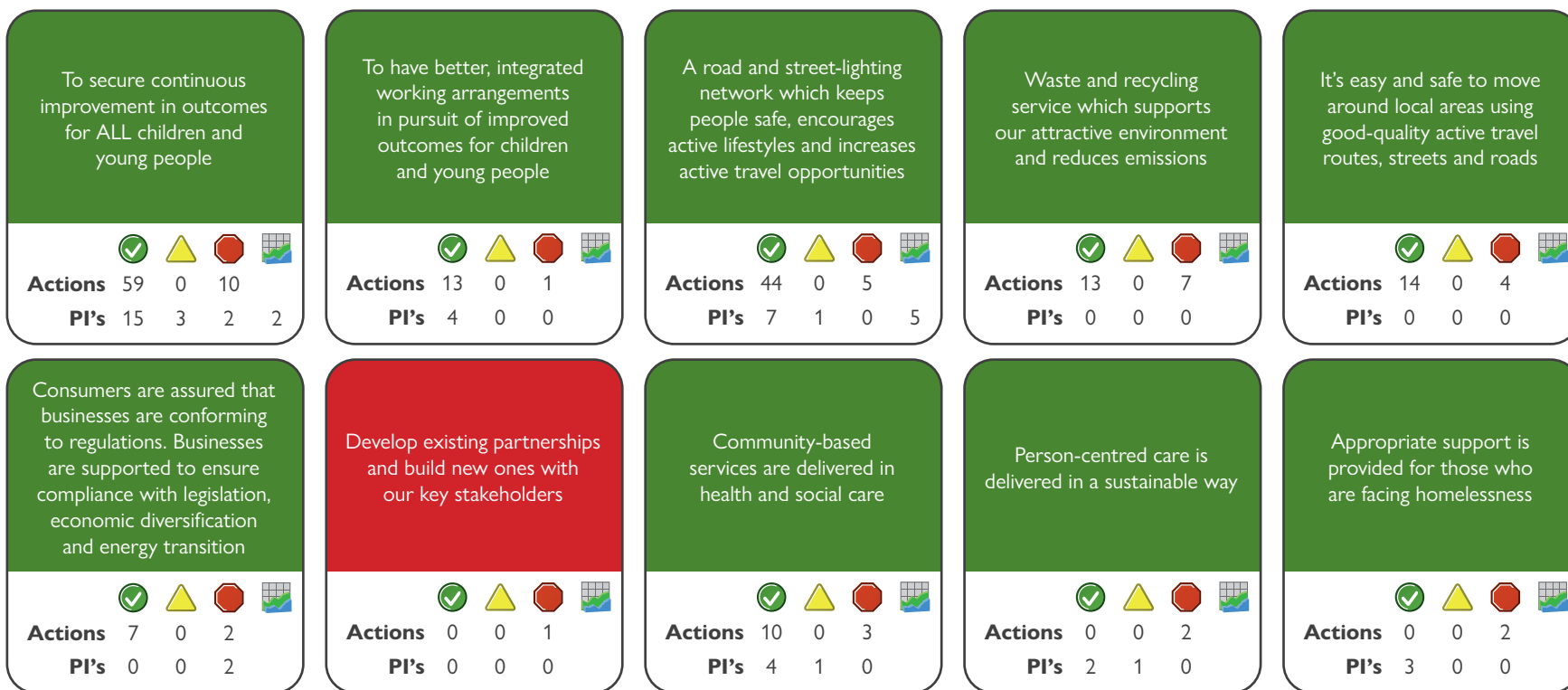
Are we on track?

Service Priorities: 16 0 1

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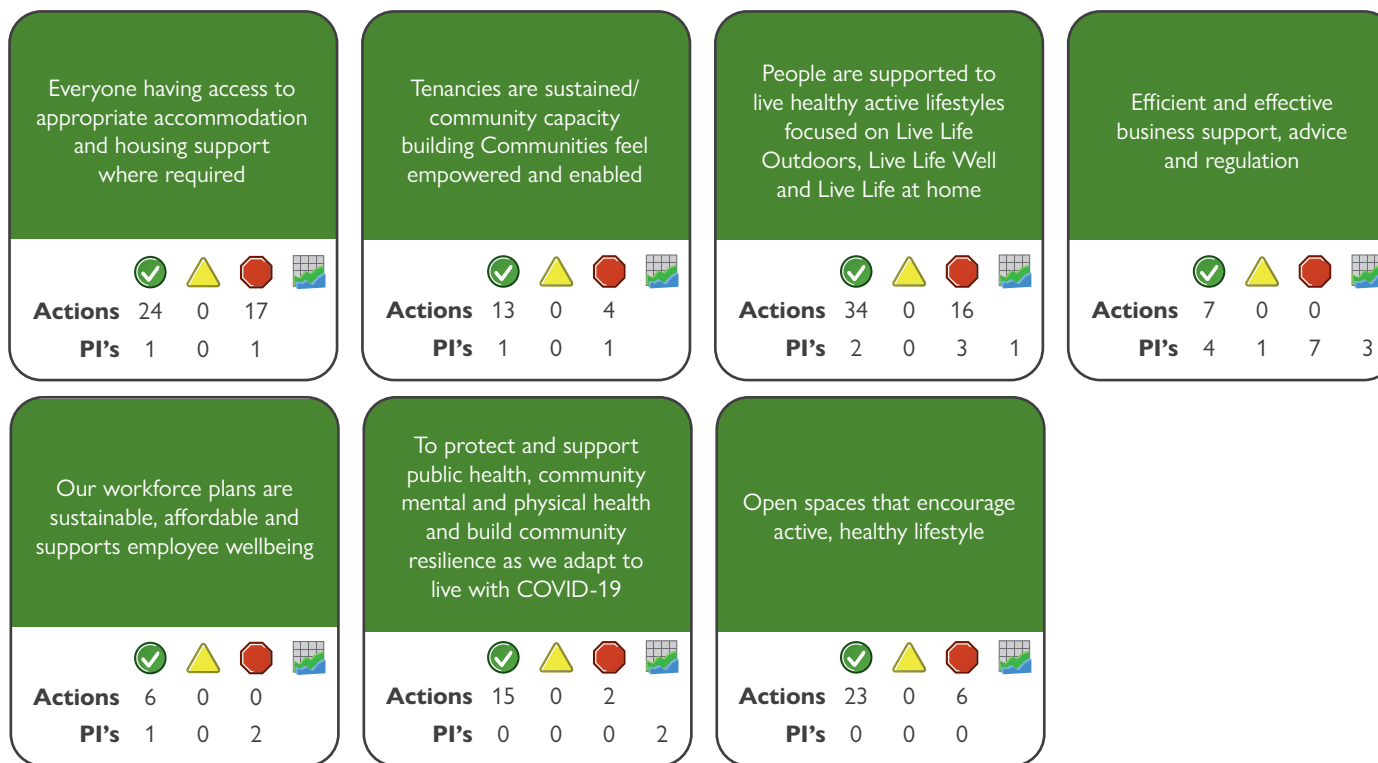
People: Health and Wellbeing



Key: Priority threshold - Amber Threshold 25% - Red Threshold 50%

on track Slightly off target off target data only/not available/ other

People: Health and Wellbeing



Key: Priority threshold - Amber Threshold 25% - Red Threshold 50%

on track
 Slightly off target
 off target
 data only/not available/ other

People: *Health & Wellbeing*

Key council priorities aligned to Health & Wellbeing include:

- Our workforce plans are sustainable, affordable and supports employee wellbeing
- To protect and support public health, community mental and physical health and build community resilience as we adapt to live with COVID-19
- Open spaces that encourage active, healthy lifestyles
- People are supported to live healthy active lifestyles focused on Live Life Outdoors, Live Life Well and Live Life at home
- Community-based services are delivered in health and social care



KEY ACHIEVEMENTS:

- **Business Services Workforce:** The number of opportunities for young people to enter the Business Services workforce has been increased to 25 opportunities during 2021/22. These opportunities range from, work experience, Modern Apprenticeships, Foundation Apprentice Opportunities, Graduate Apprenticeships and Trainees.
- **Care Experienced Young People:** During school session 2020/21, the level of Care Experienced Young People (CEYP) school leavers, that were looked after at home or away from home and accommodated, remained high sustaining the levels also seen in the previous session (88.6%); remaining above the national rate for this cohort in Scotland for the fourth year in a row.

KEY CHALLENGES:

- **Sport and Physical Activity & Cultural Services Users:** Although total number of Sport and Physical Activity (SPA) and Culture service users in 2021/22 have increased to four times the levels seen in 2020/21, they remain less than half of the participation levels achieved pre-Covid. However, with national restrictions easing and facilities and venues able to be open, initial indications based on

the increased usage seen in the latter part of 2021/22 looks promising that such levels can be regained.

- Although the Throughcare and Aftercare team maintain the promotion of education, training, and employment to our young people subjected to regular Pathway Reviews, work placements have continued to be adversely affected by the pandemic with a marked decrease in offerings on previous years which has resulted in less than half of those young people engaged with the team being in training, education, or employment. Work is ongoing with engaging a wide range of employers, third sector and voluntary organisations, and also collaborating with our partners in Skills Development Scotland to provide a more targeted service.

Reports:

[Service Progress Against Priorities](#)

[Overall Progress Against Health & Wellbeing](#)

Are we on track?

Our People: Service Summary

Customer Service

Achievements:

- Implemented 24x7 automated chat on the IT Hub, increasing levels of user self-service.
- Ongoing work to improve functionality and customer engagement with our corporate website.
- A Customer Services Improvement Programme commenced in September 2021, with the aim of improving service delivery across all areas to support the reduction of abandoned call rates and average call wait times. Within the first 6 months of the programme starting additional integrated online process were made available; telephony improvements were made, and messaging updated across all lines; and a virtual chat bot was implemented on the website. In addition, performance standards were implemented across the team at an individual level. All of these improvements have significantly reduced abandoned call volumes from 47% to 27% and reduced average call wait times from 14 minutes to 6 minutes (31 March 2022). The ongoing programme continues to make additional improvements and further reductions in abandoned call volumes and average call wait times.
- Development of a new digital strategy with identified programmes of work designed to deliver the greatest benefits to improving our internal processes and the customer experience.
- Delivered a new corporate strategic needs assessment and continued to deliver improvements to performance reporting.

Challenges:

Significant ongoing challenges have been recruitment and retention of staff members, along with increasing customer contact across all channels (phone, face-to-face, email, web chat).

Education:

Across all schools in Aberdeenshire during session 2021/22, there have been many outstanding achievements. Our primary schools returned strong Curriculum for Excellence data in almost all levels demonstrating a particular strength in numeracy. Academies ensured that all senior pupils returned to normal examination arrangements and supported them through this process. Our four special schools again provided a first-class level of care and support to all of the pupils who showed strong performance and continued improvement across all areas. This was all achieved within the context of recovery where staff kept a focus on wellbeing and worked with families to ensure all children and young people were in a frame of mind that would allow high quality learning to take place. Our Wellbeing, Equity and Inclusion team played a prominent role in this process setting up help lines for both pupils and parents which offered advice and support for those who required it at this time.

Our SQA results were again, very strong and reflected the changing needs of young people and the world of work. In Aberdeenshire we have been working hard to expand our portfolio of qualification to better meet the needs of all learners. This is demonstrated well in our Foundation Apprentice scheme where almost 900 senior phase students achieved success in these level 6 (Higher) qualifications across twelve different subject areas. The student's feedback was that the continuous assessment element of the courses, the opportunities they have to take responsibility for their own learning and the genuine work-based learning are what make the apprenticeships so enjoyable. This has combined to see a completion rate of over

90%, 100% positive destination for those students who complete a FA and a further increase in next year's cohort. The general results show steady improvement in those groups of students achieving 5 at level 5 in S4, more students achieving 5 Higher A passes in S5 and more level 7 qualifications achieved than ever before.

ECS: Resource & Performance:

Our Early Years team have moved Aberdeenshire Council nursery settings from the previous position of 88 settings, operating term time from 9am to 3pm, to a position where 62 settings are open from 8am to 6pm and 46 settings are open all year. This has allowed more families to access 1140 hours of funded early learning and childcare. The number of funded providers of early learning and childcare has increased slightly from 180 to 182, again ensuring access to funded childcare for more families. In September 2020 there were 27 settings not meeting national standards, and during 2021-22 seven of these have been supported to achieve the standards therefore ensuring high quality service provision. An additional intake in October each year has been added for Aberdeenshire nursery settings to allow children to access funded hours earlier.

Children's Services

Improvements

- Development and improvement of the Children & Young Person's Assessment to include photographs, plain language and with a real focus on keeping the child at the centre of the report and including their voice and views – with positive feedback from the Scottish Children's Reporter Administration (SCRA), children, young people and their families
- Development and improvement of recording procedures including reviewing our use of language and implementation of the ambitions of The Promise in pathway minutes, children's home meetings, assessments etc.

- Audit activity undertaken around current practice in supporting brothers and sisters who require to be accommodated and cannot be placed together. These highlighted areas of good practice which has been recognised nationally.
- Review of the Wellbeing Team service delivery and agreed expansion of the service to ensure support is offered to all care experienced young people across Aberdeenshire. The service also successfully received funding to recruit to additional posts including a counsellor and potentially a mental health clinical practitioner.
- Development of a single entity Kinship Panel to ensure Panel members build a strong value base and knowledge about kinship care.
- Development of 'Time for Talking' events held bimonthly encouraging participation of whole service. Focus has included wellbeing, resilience, delivering on the Promise, good practice examples and developing future improvement priorities.

Challenges

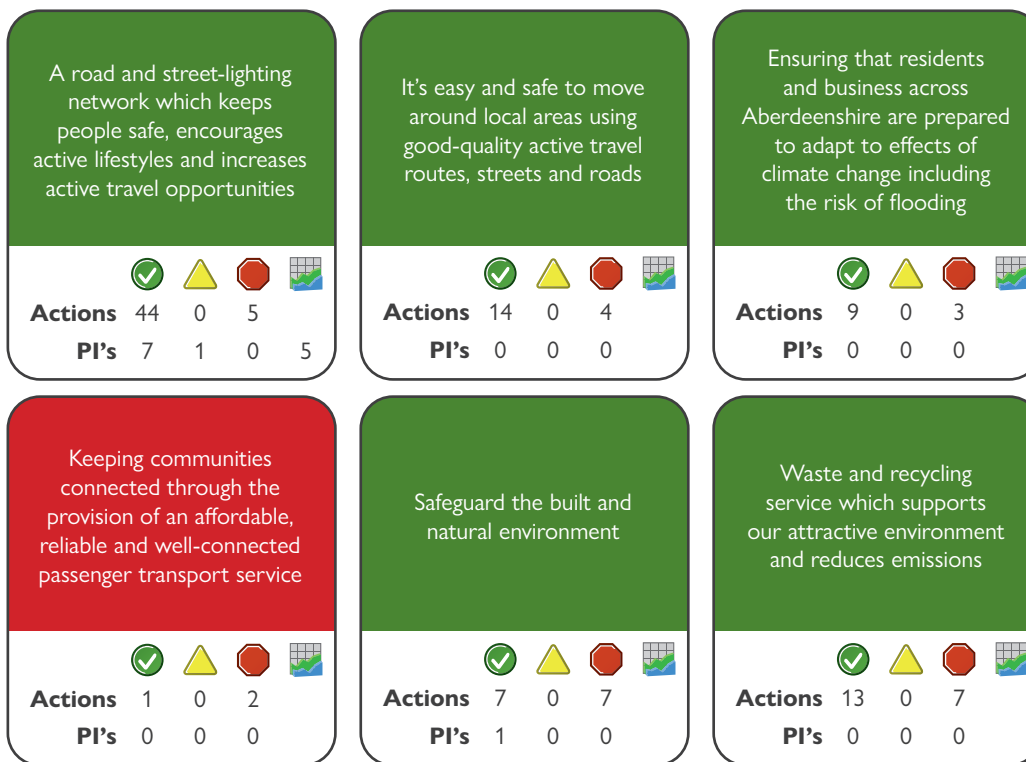
- Staff resilience.
- Recruitment and retention.
- Increased demand and increased complexity.
- Capacity to prioritise strategic work and self-evaluation.
- Continuing to reduce the need for out of authority placements and therefore reduce pressure on the budget.
- Implementation of new policy/legislative changes.

Are we on track?

Service Priorities: 5 0 1

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Environment: Infrastructure



Key: Priority threshold - Amber Threshold 25% - Red Threshold 50%

on track Slightly off target off target data only/not available/ other

Environment: *Infrastructure*

Key council priorities aligned to Infrastructure include:

- A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities
- Ensuring that residents and business across Aberdeenshire are prepared to adapt to effects of climate change including the risk of flooding
- Waste and recycling service which supports our attractive environment and reduces emissions
- Keeping communities connected through the provision of an affordable, reliable and well-connected passenger transport service
- It's easy and safe to move around local areas using good-quality active travel routes, streets and roads
- Safeguard the built and natural environment



KEY ACHIEVEMENTS:

- **Household Recycling Centre (HRC) Improvements:** A new Alford household recycling centre opened in June 2021. Kirkwood Homes constructed the facility for Aberdeenshire Council under a planning agreement linked to their development at Wellheads in the village.
- **Investment in Roads & Maintenance:** Additional £3 million investment in roads maintenance and repairs programme
- **Bridges Prioritisation Policy:** Elected members formally agreed a prioritisation policy and procedure for the future of the region's bridge repairs and renewals. The local authority is responsible for 3,500 miles of public road, carried by 1,308 bridges, which equates to a bridge approximately every 2.7 miles of road. The policy and procedure sets out how required works will now be prioritised across the region and direct funding to where it does the most good.

KEY CHALLENGES:

- **Covid recovery & Material Costs:** The pandemic slowed economic activity and put pressures on businesses which we had supported through a range of grant schemes. As we started to come out of the Covid period, the economy was hit with shortages in labour and materials delaying progress with construction and maintenance projects and putting up costs significantly.
- Spiralling material costs are an issue for construction firms who have agreed a price for delivery of programmes of work such as the Housing Improvement Programme (HIP). Price increases above those allowed for in the contract are putting pressures on the contractors, however spiralling costs also mean less work is done for a fixed budget.

Reports:

[Service Progress Against Priorities](#)

[Overall Progress Against Infrastructure](#)

Are we on track?

Service Priorities: 15 0 1

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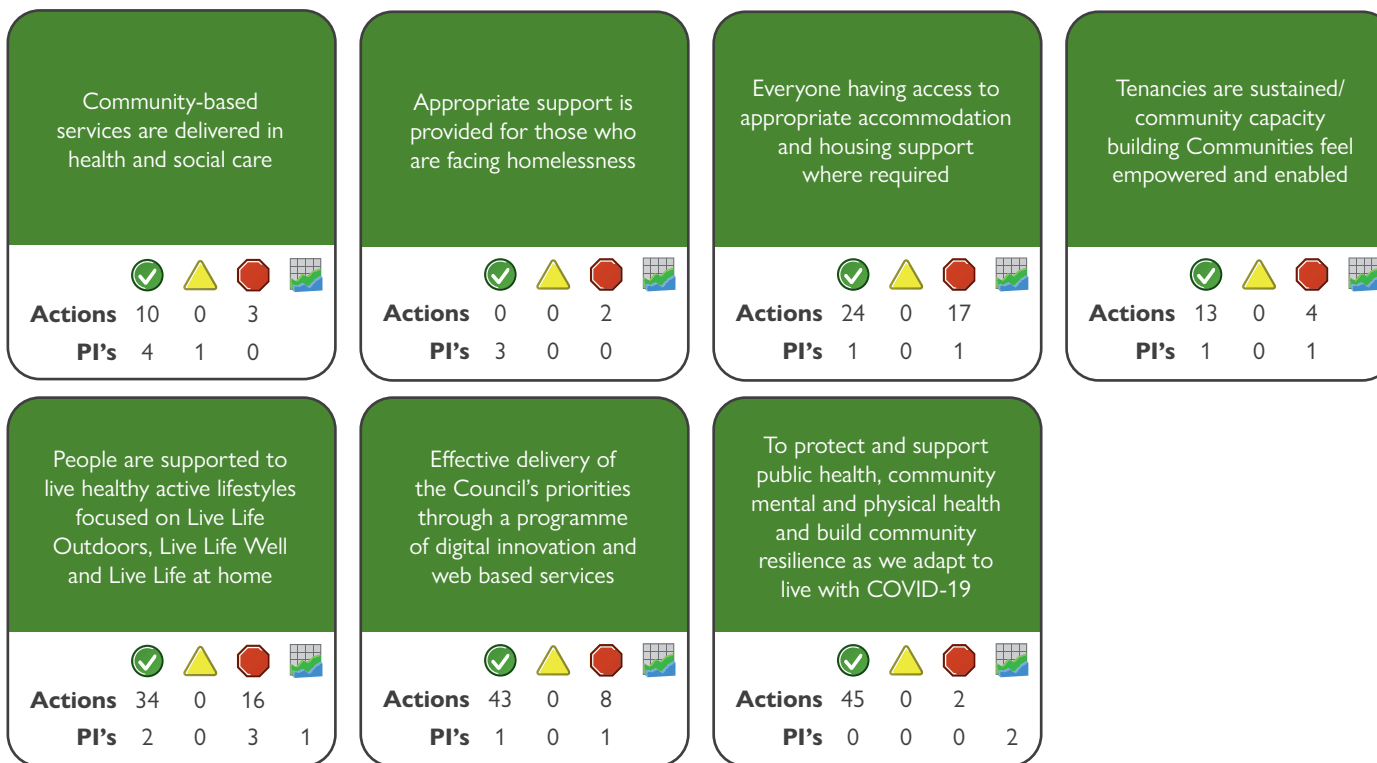
Environment: Resilient Communities

<p>Open spaces that encourage active, healthy lifestyle</p> <p> </p> <p>Actions 23 0 6</p> <p>PI's 0 0 0</p>	<p>A road and street-lighting network which keeps people safe, encourages active lifestyles and increases active travel opportunities</p> <p> </p> <p>Actions 44 0 5</p> <p>PI's 7 1 0 5</p>	<p>Ensuring that residents and business across Aberdeenshire are prepared to adapt to effects of climate change including the risk of flooding</p> <p> </p> <p>Actions 9 0 3</p> <p>PI's 0 0 0</p>	<p>Placemaking to meet the current and future needs of communities through Participatory Budgeting and Asset Transfer</p> <p> </p> <p>Actions 30 0 10</p> <p>PI's 0 0 0</p>	<p>A location of choice that has a diverse economic base of innovative companies with a skilled workforce and return to full employment</p> <p> </p> <p>Actions 9 0 2</p> <p>PI's 4 0 2 1</p>
<p>Person-centred care is delivered in a sustainable way</p> <p> </p> <p>Actions 0 0 2</p> <p>PI's 2 1 0</p>	<p>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</p> <p> </p> <p>Actions 9 0 5</p> <p>PI's 0 0 0</p>	<p>Consumers are assured that businesses are conforming to regulations. Businesses are supported to ensure compliance with legislation, economic diversification and energy transition</p> <p> </p> <p>Actions 7 0 2</p> <p>PI's 0 0 2</p>	<p>Develop existing partnerships and build new ones with our key stakeholders</p> <p> </p> <p>Actions 0 0 1</p> <p>PI's 0 0 0</p>	

Key: Priority threshold - Amber Threshold 25% - Red Threshold 50%

on track Slightly off target off target data only/not available/ other

Environment: *Resilient Communities*



Key: Priority threshold - Amber Threshold 25% - Red Threshold 50%

on track
 Slightly off target
 off target
 data only/not available/ other

Environment: *Resilient Communities*

Some key council priorities aligned to Resilient Communities include:

- Effective delivery of the Council's priorities through a programme of digital innovation and web based services
- To protect and support public health, community mental and physical health and build community resilience as we adapt to live with COVID-19
- Ensuring that residents and business across Aberdeenshire are prepared to adapt to effects of climate change including the risk of flooding
- Placemaking to meet the current and future needs of communities through Participatory Budgeting and Asset Transfer and other ways of supporting communities to help themselves, enabling community wealth building that supports local economic opportunities
- A location of choice that has a diverse economic base of innovative companies with a skilled workforce and return to full employment
- Tenancies are sustained/community capacity building Communities feel empowered and enabled

KEY ACHIEVEMENTS:

- **Weather Sensors:** The council have installed new weather sensors on the road network, as part of a trial with our partner and the trial is now underway. It is hoped that this will lead to more robust road temperature information, which will inform our road maintenance works, particularly in relation to winter gritting operations. The more sensors we have on the network, the more focused our forecasting can be across wide, climactic variations.
- **Automated Chat:** Automated online customer chat went live on Aberdeenshire Council's website on 23 March 2022. This should help provide better customer service by offering help and support through different ways and should also help reduce the volume of calls coming through the Contact Centre
- **Focus on Online Services:** A broader range of online services has been introduced for customers including bulky uplifts, new/additional/damaged bin requests, and road fault reporting
- **Improvements to Housing Applicant Process:** Applicants for council housing in Aberdeenshire can now choose the specific properties they hope to secure, following the introduction of a new 'choice-based lettings' application process. The approach forms part of the Housing Online

platform launched earlier this year and is available to everybody registered on the system.

Choice-based lettings allows applicants to register an interest on available properties they feel best meets their needs, in the areas they wish to live. Previously, only a preferred area could be chosen, not individual homes.

KEY CHALLENGES:

- **Planning Applications:** 74.3% of the total number of planning applications were dealt with within 2 months, which is slightly below the target of 75%. Processing legacy cases, legacy effects of the pandemic and the impact of unexpected staffing changes during the year has influenced the outcome.
- **Road Injuries:** The number of people being seriously injured on roads reduced from 111 to 88. (Figure is based on 2020/21 data as 2021/22 data is not yet available) Whilst the number of people seriously injured on our roads continues to fall the rate is out with 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

Reports:

[Service Progress Against Priorities](#)

[Overall Progress Against Resilient Communities](#)

Are we on track?

Our Environment: Service Summary

Roads & Infrastructure:

This year was a historic milestone in the streetlighting LED programme, with the savings resulting from electricity consumption passing the value of the investment. This has also resulted in a significant impact on the CO2 emissions associated with street lighting – creating a win-win situation.

Stonehaven Flood Protection Scheme continues to progress, and significant milestones were reached this year. While the works will continue into 2023, work to date has improved the flood resilience of the area and this will continue as the scheme progresses towards final completion.

The Roads & Infrastructure Service continue to face significant challenges in relation to staff recruitment and retention. This has been further exacerbated by difficulties in the overall supply chain for this sector. This has impacted on works programmes, leading to delays and in some cases increased costs.

To mitigate some of the impacts, there have been a number of changes to internal processes, team structures and staffing duties. These changes are not permanent; however they have been put in place to focus available resources on the areas most under pressure and mitigate the disruption.

Housing:

Despite the ongoing challenges presented by the Pandemic in 2021/22, the Housing Service successfully delivered on several of the council's key priorities. Progress against our Rapid Rehousing Transition Plan (RRTP) was positive, with several actions demonstrating positive outcomes and the average time taken to resolve cases falling substantially compared to last year. Although we anticipate challenges in the coming year due to the cost-of-living crisis and Ukrainian displaced families, this performance has given us a strong basis to work from.

Similarly, despite the huge disruption to the construction industry caused by the Pandemic, 154 new build social housing units were delivered in the year. While this is below target, this still represents a significant achievement under the circumstances. The Pandemic also created significant challenges to improving void turnover times, and void performance did not improve overall in 2021-22. There continue to be significant challenges that are slowing improvement here, although performance for the first quarter of 2022/23 is promising.

Aberdeenshire Council also performed strongly in terms of rent arrears and collection, with one of the lowest levels of rent arrears in Scotland in 2021/22. The work of the teams to engage and support tenants who fall into arrears is a significant factor in this success and has minimised the number of evictions in the year. The service also successfully brought a further 1085 council houses up to the Energy Efficiency Standard for Social Housing (ESSH) in the year, which should help to bring down the energy bills of the affected tenants. Despite this progress, over 2000 properties still require work to bring them up to the standard.

Overall outcomes for 2021/22 are mixed, with some areas performing strongly and somewhere improvement is still required. There are significant challenges facing the Housing Service in the coming year, particularly with regards to inflation and the cost of living. However, in some of the key areas such as homelessness and rent arrears, we have a strong starting position.

Partnership working:

Partnership working with the bus industry, Aberdeen City and/or Nestrans continued throughout the period, including bus service information, the GrassHOPPER multi-operator ticketing arrangement and most notably the successful bid by the North East of Scotland Bus Alliance to the Bus Partnership Fund to progress the Aberdeen Rapid Transit 'vision'. Partnership working also saw ever improving co-operation with

the health sector, through the PTU's involvement in THInC (Transport to Health and Social Care Information Centre) which continued to assist with patient and vaccination transport. Such ongoing and effective joint working is helping to address the Council's Strategic Priorities in relation to Health & Wellbeing, Infrastructure and Resilient Communities, and will provide the opportunity for realising further external funding.

Landscape Services & Natural Environment

Achievements

- Seasonal Hotspots Access Countryside Rangers successfully delivered positive engagement with communities and land managers at countryside hotspot sites.
- Increased external funding supported project delivery on Formartine and Buchan Way, Deeside Way and along Aberdeenshire's coast.
- The Coast Aberdeenshire Project progressed through capacity building with local communities to take forward their own projects for expansion/enhancement along the coastal path.
- Development and approval of Outdoor Access Strategy 2021-2024.
- Eight Aberdeenshire beaches attained Beach Award Status regarding bathing water quality and environmental factors.
- Two Green Flag awards for quality parks facilities at Haddo House and Aden Park.

Challenges

- Increased workloads to manage emergency works to trees and subsequent assessment of woodland areas and replanting schemes due to the storm events.
- The delayed provision of Nature Restoration Funding resulted in minimal time for project delivery before the end of the financial year.

- Supply chain issues impacted upon project delivery timescales.
- Increased demand for people to access local paths and routes during the pandemic led to an increase amount of work in upholding access rights and promoting the Scottish Outdoor Access Code.

Improvements

- A review, update, and promotion of the Community Path Information Pack to support community path groups.
- A review of how access cases are recorded and administered.
- The Ranger Service launched its Aberdeenshire Biodiversity Education Pack, an online resource to encourage and support sustainable outdoor learning.
- The Ranger Service developed a YouTube channel to promote Aberdeenshire's natural and cultural heritage and developed with the Greenspace Officers an ALDO course, Mowing for Biodiversity.
- Approval for Ranger Service to charge for sessions for commercial organisations.
- Working group set up to improve communication and liaison between Natural Environment team and Planning Enforcement.
- A renewed bat license was secured from NatureScot for Council Housing works.
- Review and revision of Procedure for nesting birds on Council owned quarry sites.

Outcomes

- Increased focus to work actively across Aberdeenshire's communities on a range of projects that delivered nature restoration, safeguards wildlife, enhances access provision and promotes Aberdeenshire's natural and cultural heritage.

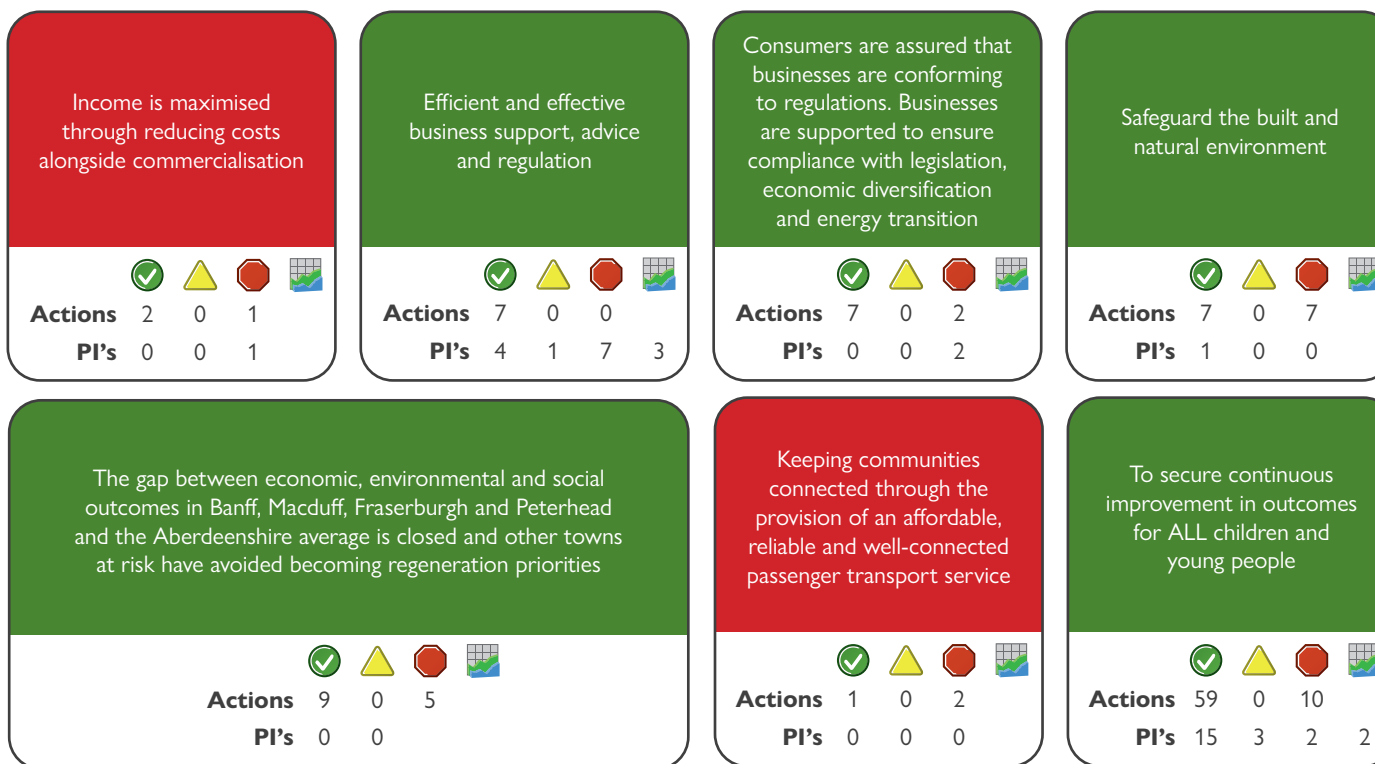
Are we on track?

Service Priorities: 9 0 2

Please note these figures are based on information available on 31st March 2022. 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, 2020-2021 stats are provided. Some indicators are only reported quarterly, where this is the case, Q4 of 2021-2022 status has been provided.

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.

Economy: *Economy and Enterprise*



Key: Priority threshold - Amber Threshold 25% - Red Threshold 50%

on track Slightly off target off target data only/not available/ other

Economy: *Economy and Enterprise*

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

Actions	30	0	10	
PI's	0	0	0	

Supporting Aberdeenshire businesses through pandemic, Brexit and energy transition

Actions	18	0	3	
PI's	0	0	0	

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

Actions	9	0	2	
PI's	4	0	2	1

To have better, integrated working arrangements in pursuit of improved outcomes for children and young people

Actions	13	0	1	
PI's	4	0	0	

Key: Priority threshold - Amber Threshold 25% - Red Threshold 50%

on track Slightly off target off target data only/not available/ other

Economy: *Economy & Enterprise*

Some key council priorities aligned to Economy & Enterprise include:

- Efficient and effective business support, advice and regulation
- Income is maximised through reducing costs alongside commercialisation
- Supporting Aberdeenshire businesses through pandemic, Brexit and energy transition
- Consumers are assured that businesses are conforming to regulations.
- Businesses are supported to ensure compliance with legislation, economic diversification and energy transition
- Keeping communities connected through the provision of an affordable, reliable and well-connected passenger transport service

KEY ACHIEVEMENTS:

- **Budget for Bridges:** Bridges annual budget allocation as a % of cost of identified work has increased from 1.8% in 2020/2021 to 9.3% in 2021/2022.
- **Demand Responsive Transport Pilot:** A new Demand Responsive Transport pilot initiative was introduced in August 2021, in the Inverurie area to replace traditional fixed-route timetabled services. Operated by Watermill Coaches using five brand new wheelchair-accessible minibuses, Ready2Go Around Inverurie began operating Monday to Friday between 6.30am and 7.30pm and on Saturdays from 7.30am to 6.30pm. Unlike the council's A2B dial-a-bus services, customers are able to book at any time using the Ready2Go DRT app which is available to download from the Apple Store or Google Play Store.
- **Shut out Scammers:** Aberdeenshire Council Trading Standards has played a lead role in the national Shut out Scammers campaign. Aberdeenshire Council Trading Standards operated a rapid response team of officers which aimed to attend incidents where it is believed rogue traders were targeting residents and were still at the property, in the area or likely to return. This enabled them to disrupt the activities of the criminals and deter

criminals by sending out a clear message that they are ready to act to protect residents.

KEY CHALLENGES:

- **Business Start- Ups:** Start-ups supported through assistance provided by Business Gateway reduced from 587 to 460. 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. There also became an additional hurdle in being able to find the right staff
- **Superfast Broadband:** 83.7% of properties are receiving superfast broadband: As a rural authority we struggle to have the same connectivity as can be achieved within large towns and cities. Statistics for 2021 show that 83.7% of properties in Aberdeenshire have access up superfast broadband but only 13.7% have access to the latest full-fibre broadband with gigabit capable speeds

Reports:

[Service Progress Against Priorities](#)

[Overall Progress Against Economy & Enterprise](#)

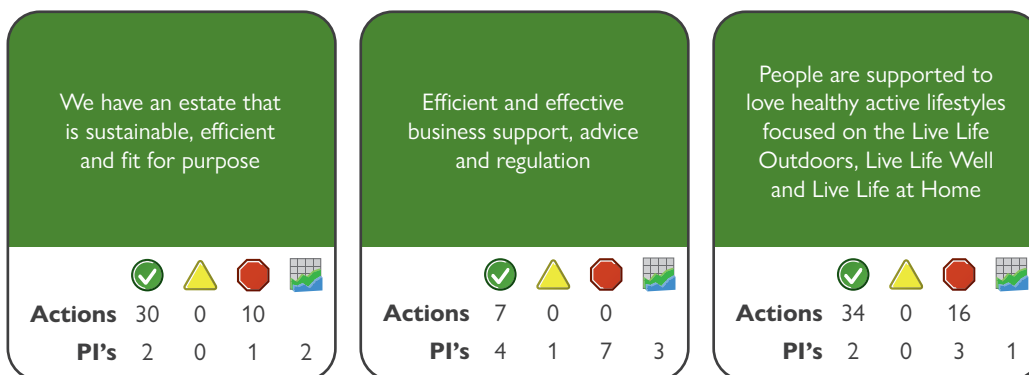
Are we on track?

Service Priorities: 3 0 0

Please note these figures are based on information available on 31st March 2022. 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, 2020-2021 stats are provided. Some indicators are only reported quarterly, where this is the case, Q4 of 2021-2022 status has been provided.

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.

Economy: Estate Modernisation



Key: Priority threshold - Amber Threshold 25% - Red Threshold 50%

on track Slightly off target off target data only/not available/ other

Economy: *Estate Modernisation*

Some key council priorities aligned to Estate Modernisation include:

- Efficient and effective business support, advice and regulation
- We have an estate that is sustainable, efficient and fit for purpose
- People are supported to live healthy active lifestyles focused on Live Life Outdoors, Live Life Well and Live Life at home



KEY ACHIEVEMENTS:

- **Internal Floor Area in Satisfactory Condition:** 619,980sqm has been assessed as being in satisfactory condition – equating to 91.59% (an improvement of 0.76% on previous year and above our target of 89.2%). Condition Surveys of operational assets continues in-line with Scottish Government guidance.
- **Aberdeenshire Council awarded £3.4m to improve household waste collections and increase recycling:** Aberdeenshire Council has been awarded more than £3.4 million to help significantly increase recycling rates across the region and cut the volume of unnecessary waste going to landfill. The funding is from the Scottish Government’s Recycling Improvement Fund. It means the Council will move to 3-weekly household collection cycle.

KEY CHALLENGES:

- **Reducing Energy Use in Buildings:** A contract to carry out energy efficiency works had been awarded to a contractor through the Non-Domestic Energy Efficiency Framework (NDEEF). The works include in the installation of LED lighting, photovoltaic panels and improving controls. The works are due to start shortly and be completed in 2022. A consultant has been appointed to prepare a “fabric first” report detailing proposals to improve the insulation and air tightness of an existing school to help inform future refurbishment works. A consultant has been appointed to assist in the preparation of a route map to zero carbon emissions to be reported to Committee.
- **Operational Buildings:** 482 operational assets are assessed as suitable for their current use - equating to 77.87% (an improvement of 0.5% on previous year however still under the 82.31% target.). A number of underperforming assets are subject to review by Services and/or form part of ongoing strategies currently being implemented e.g. workSPACE/Office Space Strategy, Depots etc.

Reports:

[Service Progress Against Priorities](#)

[Overall Progress Against Estate Modernisation](#)

Are we on track?

Our Economy: Service Summary

Customer Service

- The IT team delivered significant improvements to network capacity and resilience through the new Wide Area Network (WAN) contract.
- Delivered a new corporate strategic needs assessment and continued to deliver improvements to performance reporting.
- Completed our first self-assessment against the Scottish Public Sector Cyber Resilience Framework, achieving 100% of the Initial Baseline stage and 87% of the Target stage.

ECS: Resource & Performance:

Our Learning Estates team have completed a range of enhancements to primary and secondary schools to improve learning and teaching environments. Several consultations and engagements have been completed to feed stakeholder views into the planning for the estate. Secondary admission limits have been revised in line with latest roll projections to assist with planning. Suitability assessments have been reviewed and updated for all schools to prioritise works to continually improve the estate. The new Peterhead Community Campus has progressed through project planning gateways and a master planning exercise commenced to consider the opportunities, challenges, and impacts of the project in the wider context of the whole town which can then be incorporate into the Campus design.

Our Business Support and Performance team have completed Phase 1 of their review with the new structure embedded bringing flexibility in service delivery and local level decision making. The approval of the Aberdeenshire Council Devolved School Management (DSM) scheme will allow the empowerment agenda to progress. The next steps will be capacity building, embedding the culture and improving systems and processes. The Parents Portal app has been rolled out to schools to allow parents to easily access and update their child's school information online

allowing school staff to work on higher value tasks. A range of internal processes and documentation have been reviewed and updated to reduce bureaucracy and save time.

Our Catering team have continued to deliver a quality service to secure equality in outcomes for children/young people and communities in attainment, health and wellbeing and attainment. The team stepped up to support the Storm Arwen response ensuring residents had access to hot food.

Live Life Aberdeenshire:

As a result of the COVID-19 pandemic innovative and adaptive approaches have been deployed by the service which has included development and delivery of a range of digital platforms and virtual content to engage participants in activities with Live Life Aberdeenshire (LLA), while large numbers of LLA staff were mobilised to ensure delivery of priority and critical activity across the Council, within Health & Social Care settings and in communities. LLA facilities began re-opening as lockdown measures were lifted. However, some key facilities were identified as the best option for development as interim Vaccination Centres and as such were not available for delivery of LLA services. This has had a significant impact on the ability of the service to begin recovery, both in terms of participation levels and with income generation during 2021/22. During the summer, October, and Easter holiday periods LLA, utilising Holiday recovery reserves agreed at Full Council and Scottish Government funding have delivered thousands of free-to-access inclusive participation opportunities for children, young people and families. These activities have had a very positive impact on all who took part and went some way to bridge the deficit in income for the service.

What has been happening in your area?

BUCHAN

Aden Park: There are two key projects currently being delivered in Aden Country Park, these are:

Aden Restoration & Redevelopment National Lottery Heritage Fund (NLHF) Project:

The Aden NLHF Project will enhance, promote, and conserve Aden's rich cultural, architectural, archaeological, and natural heritage, creating a sustainable, high-quality visitor destination in rural Aberdeenshire for present and future generations to enjoy. Developments include but are not limited to: Upgrading of the arrival courtyard; the uncovering, recording, and interpretation of significant archaeological sites; the restoration and refurbishment of key buildings, the development of a new Aden Country Park identity and enhancing and actively promoting access for disabled users.

Accessible Aden Rural Tourism Infrastructure Fund (RTIF) Project: In response to community consultation and increased visitor numbers, the Accessible Aden RTIF Project has been focusing on improvements which both enhance and improve the quality and accessibility of the park's infrastructure. Developments include but are not limited to: New Changing Places toilet facilities aimed at greatly improving facilities for people of all ages and abilities visiting the park; the development of a series of park wide electrical upgrades; the resurfacing and improvement of all visitor parking areas, as well as the surrounding pathways; increasing the amount of disabled parking bays and the introduction of bicycle stands and eight new electric vehicle charging points aimed at promoting and encouraging low-carbon sustainable transport options.

Mintlaw Library Service: An enhanced library service has been delivered in Mintlaw delivered in partnership through the Macbi community hub

Peterhead North Sustaining Choices Community Action Plan:

The Sustaining Choices Action plan is available to all community groups, organisations and Council services. Delivery of relevant actions has been incorporated into the Buchan Local Community Planning Integrated Action

Plan (Buchan Community Plan/ Peterhead Locality Plan). Aberdeenshire Council Services have identified actions to progress. Specific actions have been incorporated into the Coastal Communities Commissioning Strategy for Buchan.

Community Asset Transfer: Supporting four community groups with their aspirations to progress community asset transfers of assets that would support their local community priorities.

School Leavers: During school session 2020/21, 95.9% of all Buchan school leavers secured a positive post-school destination, increasing by more than two percentage points compared to the previous two years.

Coastal Communities Buchan Grants:

- New Dinghy - Aberdeenshire Sailing Trust
- Picnic Tables & Benches - Boddam Harbour Trust
- Repairs, Equipment and Davit - Buchanhaven Harbour
- Extend Exhibition Spaces - Admiralty Gateway Charitable Trust
- Shelter on Existing Building - Peterhead Sailing Club
- Displays, Outdoor Seating, Alarm - Buchanhaven Heritage Society

Average time to Resolve Homeless Cases: The average time to resolve homeless cases within Buchan was 56 days, which is down significantly from 107 days in 2020-2021.

Reports:

To see how these actions/information contribute to our overall council priorities please review the council's [Area Action Plans and Area Performance Reports](#).

Performance in your area:

BUCHAN

102 Actions

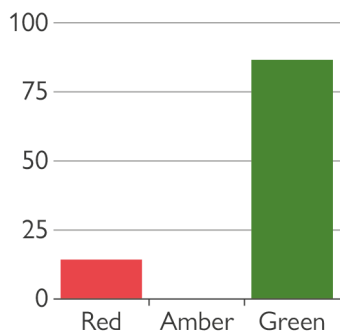
41 Completed in the last 12 months

14 Overdue Actions

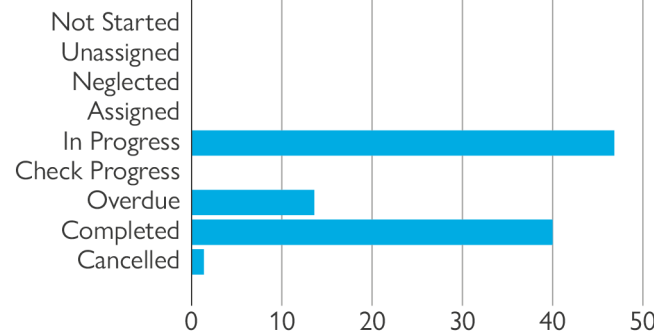
55 Due in the next 12 months

0 Cancelled Actions

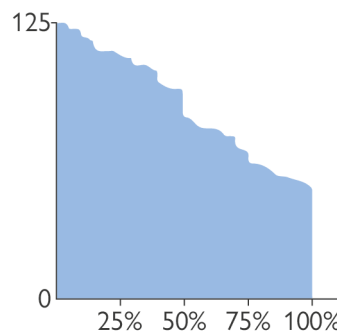
Traffic Light



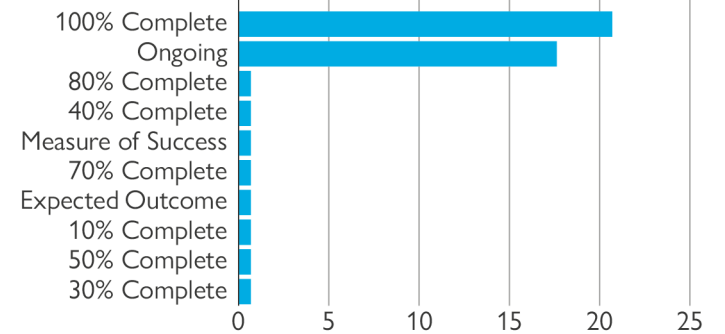
Current Action Status



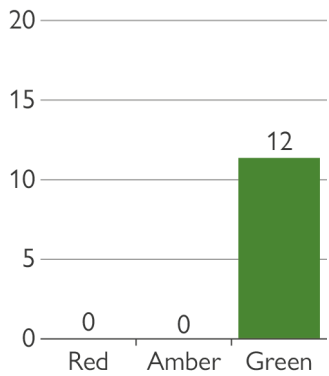
Combined Progress



Expected Outcome

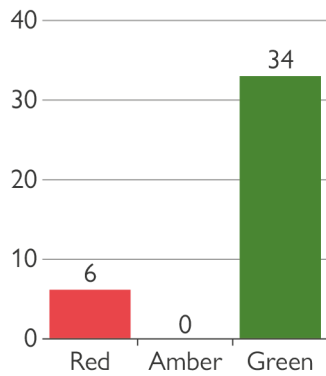


12 Actions in the dashboard



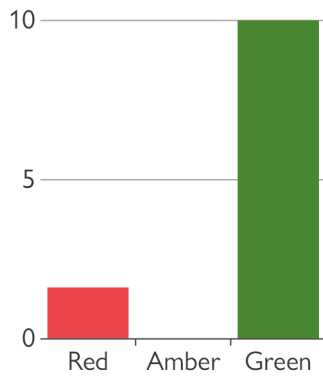
Education

40 Actions in the dashboard



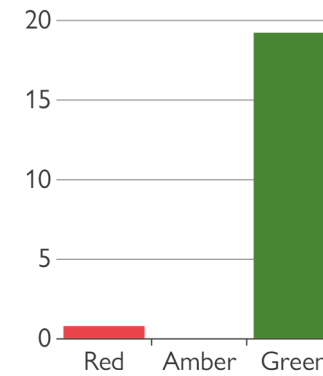
Health & Wellbeing

12 Actions in the dashboard



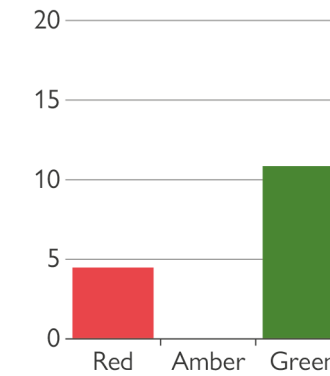
Infrastructure

19 Actions in the dashboard



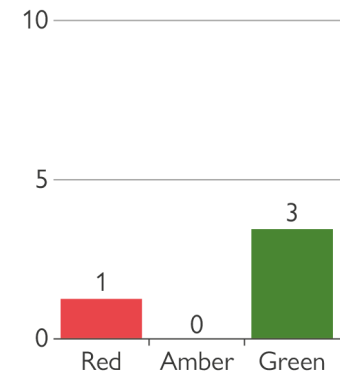
Resilient Communities

15 Actions in the dashboard



Economy & Enterprise

4 Actions in the dashboard



Estate Modernisation

*Figures are based on all actions within the Area Action Plans, including sub actions and their overarching actions.

■ on track/complete ■ off target

What has been happening in your area?

MARR

Alford Ski Slope: Improvements have been carried out to Alford Ski Slope, with a new carpet and drainage being fitted. The improvements have extended the life of the facility and allowed classes to continue.

Gordon School: Major improvements to Gordon School to protect the fabric of the building have been carried out. The learning space for the school has now also increased.

Affordable Housing: There has been the delivery of 10 affordable housing units in Kincardine O'Neil and the delivery of 12 affordable housing units in Banchory. This was much needed to address the level of housing need in Marr.

Synthetic Rugby / Football Facility in Huntly: A synthetic Rugby/ Football facility has been developed in Huntly. The newly upgraded facility is providing a much-needed sporting facility. Huntly had been identified as one of only 2 towns in Aberdeenshire which did not have a synthetic pitch thereby placing the town and young people at a disadvantage. This has now been rectified. The facility is managed by the Huntly Sports Trust on behalf of Aberdeenshire Council.

Networks of Wellbeing Through Asset Transfer Process for Former Council Building: As well as making use of an empty building the project now provides much needed mental health support to a number of residents including a project supporting school kids at nearby The Gordon Schools.

Tarland Cemetery: Phase 1 of the new extension has been complete, providing a much need resource for the mainly rural area allowing the final resting place of local residents to remain in their community.

Alford Recycling Centre Reopened in 2021 with a Wider Range of Recyclables: The improved recycling centre is providing a much-needed resource to the local community.

Access and Traffic Management Review of Braemar to Improve Visitor and Resident Management: No further progress had been made on this, however additional resource has been recruited to assist with design and project management for such works.

Average Time to Resolve Homeless Cases: The average time in days to resolve homeless cases in Marr was 65, which was significantly better than target and substantially lower than last year. Marr has seen significant variation in this indicator over the last two years but overall shows a clear downwards trend.

This improvement reflects the work done as part of Aberdeenshire Council's Rapid Rehousing Transition Plan (RRTP), which has seen significant changes in how we work with homeless households. This improvement has also been supported by a general downward trend in the number of homeless applications received since the start of Pandemic. Marr (and Aberdeenshire Council in general) is currently also performing strongly when compared to the national context, with Scottish Local Authorities taking an average of 35 weeks (245 days) to resolve homeless cases in 2020/21.

Reports:

To see how these actions/information contribute to our overall council priorities please review the council's [Area Action Plans and Area Performance Reports](#).

Performance in your area:

MARR

137 Actions

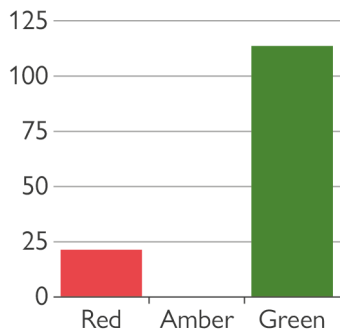
59 Completed in the last 12 months

20 Overdue Actions

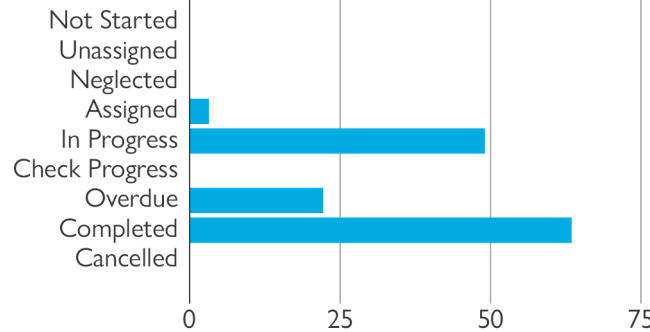
62 Due in the next 12 months

0 Cancelled Actions

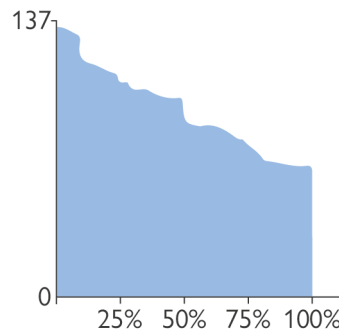
Traffic Light



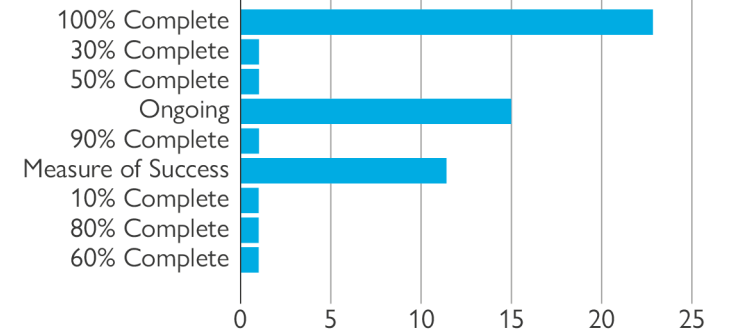
Current Action Status



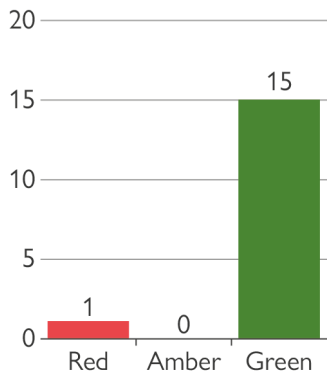
Combined Progress



Expected Outcome

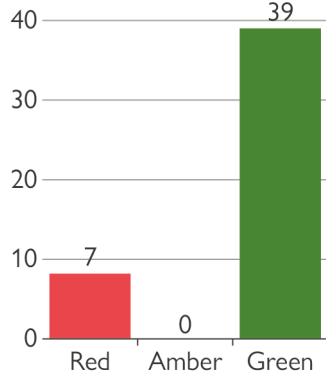


16 Actions in the dashboard



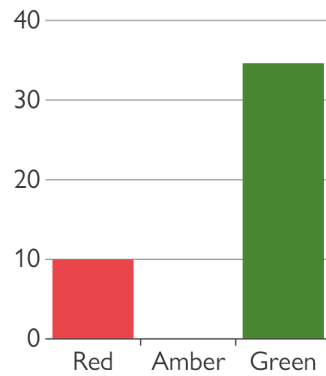
Education

46 Actions in the dashboard



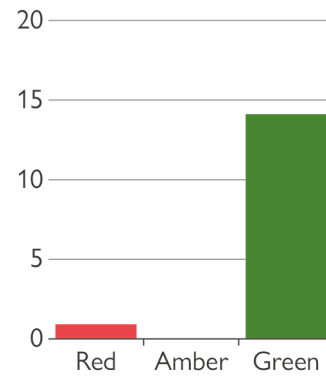
Health & Wellbeing

45 Actions in the dashboard



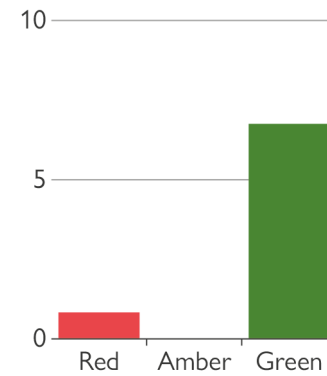
Infrastructure

19 Actions in the dashboard



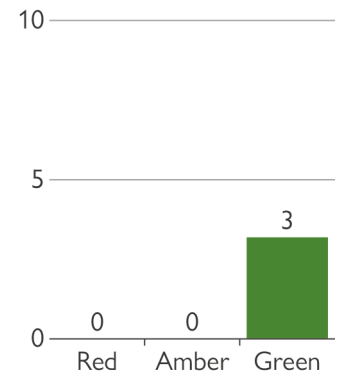
Resilient Communities

8 Actions in the dashboard



Economy & Enterprise

3 Actions in the dashboard



Estate Modernisation

*Figures are based on all actions within the Area Action Plans, including sub actions and their overarching actions.

■ on track/complete ■ off target

What has been happening in your area?

FORMARTINE

Turriff Academy: Improvements have been completed at Turriff Academy, including fabric repairs, improvements to toilets, drama, PE and Breakout/Social.

Meldrum Academy: There has been a reconfiguration of space at Meldrum Academy to increase capacity, which was completed in Summer 2021.

Discharge Pathway: The council has worked with Pharmacotherapy to ensure a smooth discharge pathway from Turriff Hospital for Ellon patients (out of area patients).

Who / Where / How Leaflet: To support our communities to tackle social isolation and mental health, the council and its partners developed a Who / Where / How leaflet to improve access to services for the most vulnerable/in need.

Newburgh Links: Support has been given to Ythan Development Trust for Newburgh Links car park and view point. 100% funding has now been secured by the Trust and construction is underway.

Early Learning & Childcare: The overall number of 3-, 4-, and 5-year-olds accessing LA or Funded Provider places in Formartine has notably increased over the last two years, increasing from 795 to 952 in 2021/22.

Positive Destinations: During school session 2020/21, 96.6% of all Formartine school leavers secured a positive post-school destination, increasing 2.5% on the previous year. This is markedly higher than the national rate for Scotland of 95.5%.

CLD Engagement: Adults who engaged with CLD during the last six months of 2021/22 across Formartine remained well above the target of 80% achieving their intended learning goals, with the latest quarter (January to March 2022) seeing an increase in literacies learners in Ellon and Turriff, with learners striving towards SQA accredited learning in reading, writing, and ICT.

Average Time to Resolve Homeless Cases: The average time to resolve homeless cases within Formartine was 104 days which is down significantly from 146 days in 2020-2021.

Coastal Communities Fund:

- Balmedie Country Park: Improvement Project for Football Pitches
- Belhelvie Community Trust: Leaflet Design - Sandy Bothy
- Belhelvie Community Trust: Workshops at Sand Bothy
- Belhelvie Community Trust: Equipment for Sand Bothy
- Formartine Partnership: Path feasibility study

Reports:

To see how these actions/information contribute to our overall council priorities please review the council's [Area Action Plans and Area Performance Reports](#).

Performance in your area:

FORMARTINE

120 Actions

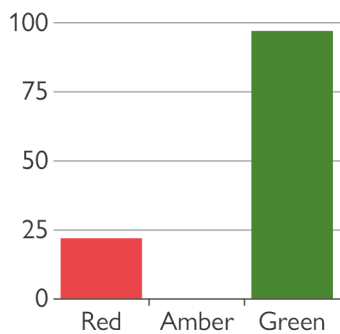
50 Completed in the last 12 months

12 Overdue Actions

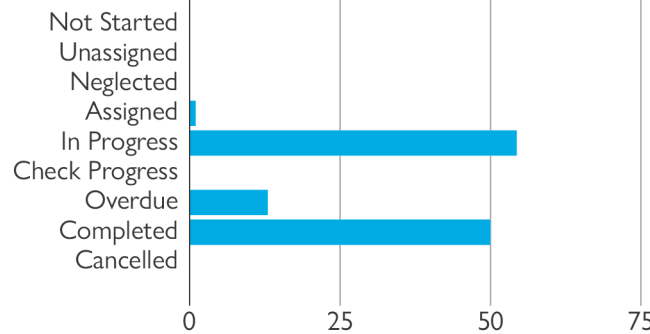
64 Due in the next 12 months

0 Cancelled Actions

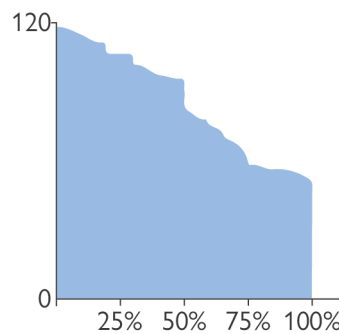
Traffic Light



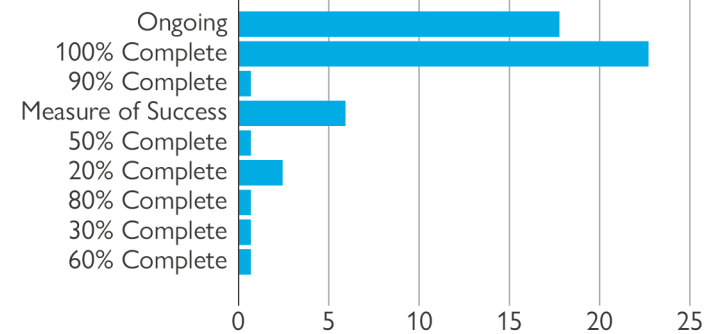
Current Action Status



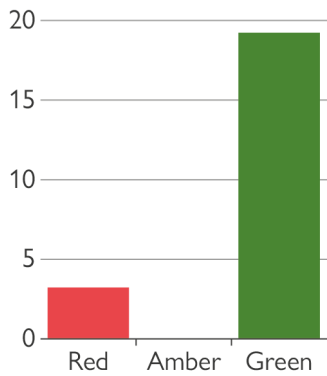
Combined Progress



Expected Outcome

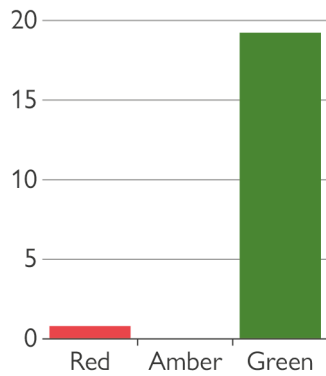


22 Actions in the dashboard



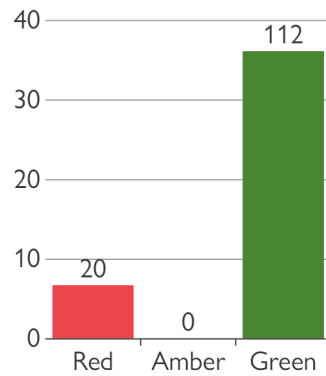
Education

20 Actions in the dashboard



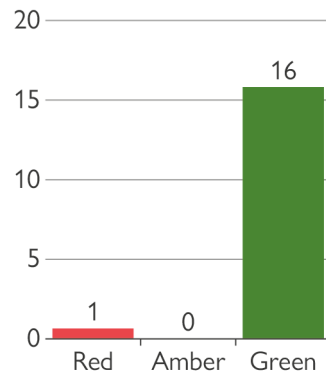
Health & Wellbeing

43 Actions in the dashboard



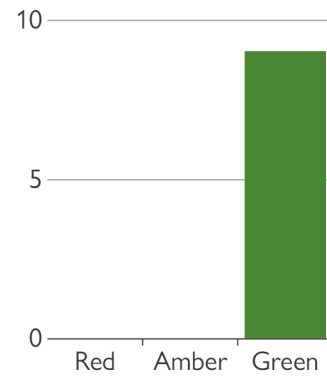
Infrastructure

17 Actions in the dashboard



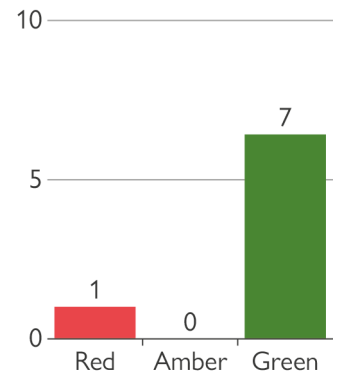
Resilient Communities

9 Actions in the dashboard



Economy & Enterprise

8 Actions in the dashboard



Estate Modernisation

*Figures are based on all actions within the Area Action Plans, including sub actions and their overarching actions.

■ on track/complete ■ off target

What has been happening in your area?

BANFF & BUCHAN

The Vinery: The Vinery is the former glasshouse facility which served Duff House, in Banff, for many years. Following a £1.6m grant from the RCGF the property has been re-furnished as a multi-functional community space. Operated by Aberdeen Foyer, the Vinery will deliver educational courses for people of all ages, keen to improve their skills to enable successful careers. Additionally, a range of services and courses, ranging from health and well-being themes as well as creative crafts will offer benefits to the whole community. As the refurbishment has recently been completed, Aberdeen Foyer are still settling in. Nevertheless, the space is also heavily booked outside core work hours, and it will be the base for the weekly project, the Banff & Macduff Early Intervention Project which will deliver a range of leisure and educational experiences for young people, delivered by Police Scotland and the Scottish Fire and Rescue Service, amongst others.

Working with the NHS on its Heal

Programme (Healthy Eating, Active Lives): There has been progression in terms of the creation of new community gardens. The Vinery Community Market Garden started its planting programme in the Spring 2022 and secured additional space within the walls of Banff Castle more recently to expand its food production. Additionally, the Rotary Club of Banff are entering into an agreement with Langstane Housing Association to utilise a site in Macduff, just over 1-acre, which will offer a combination of one main community garden, plus micro sites for families, a site for the Macduff Primary School, with the potential for the creation of a Sensory Garden in the Spring of 2023.

Citizens Advice Bureau: The Citizens Advice Bureau secured a new facility in Macduff and in 2021 the team were able to assist 1,413 people during the first 9 months of its work, via both phone and in-person. This expansion has had a hugely impactful presence to the many people in low-income households as well as those newly suffering the economic impacts of Covid19.

Percentage of Household Planning Applications Dealt with Within Two Months: 85.2% of household planning applications were dealt with within two months. This is a decrease from 93.3% in 2020/2021. Please note that the figures below do not include planning applications that were subject of Planning Processing Agreements (PPAs) or an agreed Extension of Time.

% of Trading Standard Complaints Dealt With Within 14 Days: 80.0% of trading standard complaints were dealt with within 14 days. This is unchanged from 2020/2021.

Positive Destinations: During school session 2020/21, 95.5% of all Banff & Buchan school leavers secured a positive post-school destination, increasing 1.4% on the previous year.

Reports:

To see how these actions/information contribute to our overall council priorities please review the council's [Area Action Plans and Area Performance Reports](#).

Performance in your area:

BANFF & BUCHAN

118 Actions

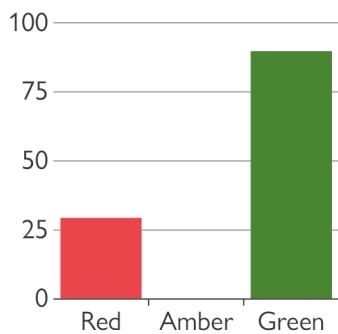
44 Completed in the last 12 months

21 Overdue Actions

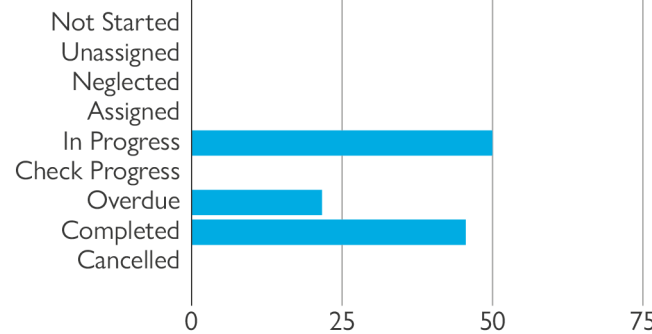
61 Due in the next 12 months

0 Cancelled Actions

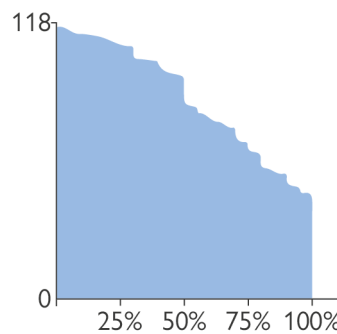
Traffic Light



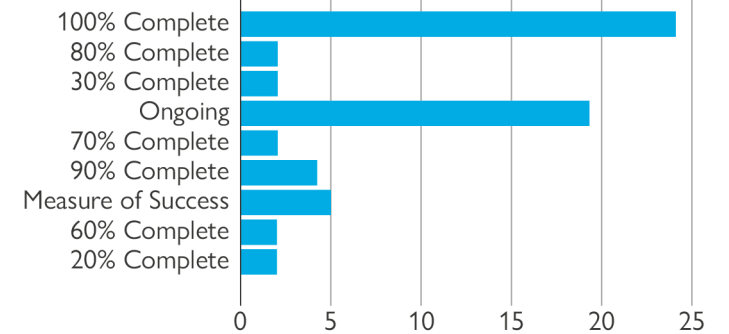
Current Action Status



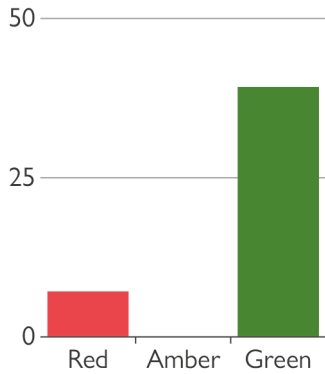
Combined Progress



Expected Outcome

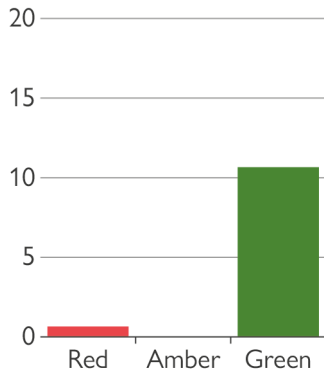


49 Actions in the dashboard



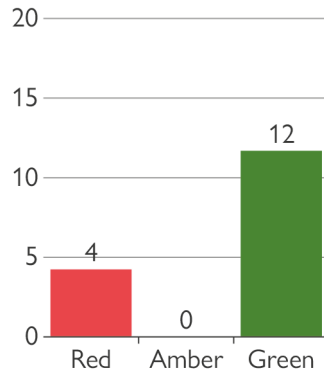
Education

12 Actions in the dashboard



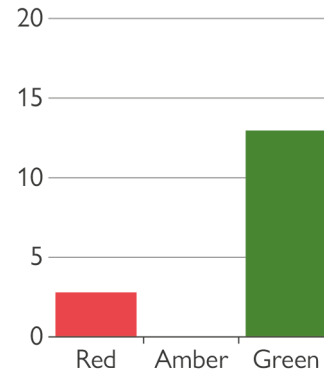
Health & Wellbeing

16 Actions in the dashboard



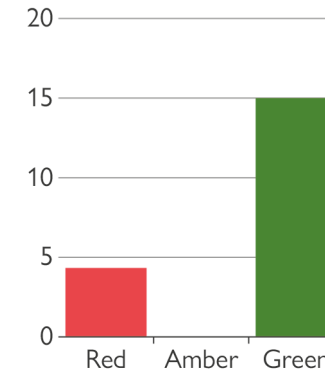
Infrastructure

16 Actions in the dashboard



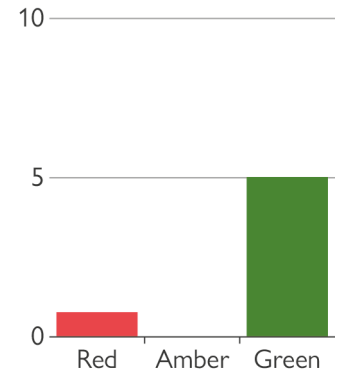
Resilient Communities

19 Actions in the dashboard



Economy & Enterprise

6 Actions in the dashboard



Estate Modernisation

*Figures are based on all actions within the Area Action Plans, including sub actions and their overarching actions.

■ on track/complete ■ off target

What has been happening in your area?

GARIOCH

Kellands School: The entire wing of the school was refurbished over the course of 10 weeks during June, July and August. This is in addition to the completed works to the reception and entrance area. Learning space for upper stage (5 classes) pupils has been transformed to a newly refurbished exciting and bright learning space for all. There is ongoing work to refurbish another classroom and provide Multi Use Games Area in the playground.

Newmachar New Build Nursery: The new build nursery has been completed and is in operation. The adjoining primary school has benefitted from the Lift installation, removal of non-linked accommodation, and the redesign of the entrance and reception area. These projects support the delivery of the 1140 hours strategy for nursery aged children and secures continuous improvement in outcomes for children and young people

CLD Programmes of Adult Learning: 7 New Scots are engaged in ESOL learning and accessing up to 24 online ESOL sessions available per week. They are working towards their ESOL National 2s and 3 qualifications. Numerous Learners completed the improving employability programme and achieved SQA level 3. The programme was opened to other ESOL learners too. Digital skills sessions are being delivered to the New Scots community, supported by provisions of devices through Connecting Scotland.

Affordable Housing: 24 units at Forrest Road, Kintore were completed in January 2022.

Advanced Clinical Practitioner: The council are utilising the Advanced Clinical Practitioner (ACP) resource more effectively. An ACP has been recruited for Garioch. The ACP based at Kemnay has completed their training and 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.

Alcohol and Drugs Partnership Forums: This year the Garioch Family Support group was supported to progress and an evaluation and a celebration event for their 20th anniversary in March 2022. The local ADP forum helped the group acquire funding and with the commissioning a consultancy agency for the evaluation process.

Employability & Skills: Kick-Start Programme: 23 young people have been supported through KickStart placements in Garioch. A good level of interest around Kickstart resulted in 16 employers offering 37 starts.

Average Amount of Days to Resolve Homeless Cases: The average time to resolve homeless cases within Garioch was 112 days which is down significantly from 156 days in 2020-2021.

Street Lighting Repairs: 87.8% of street light repairs were carried out within 7 working days. The target for the council is now 62.5%. It was dropped from 90%, as the main focus is now the LED replacement programme while traditional street lights are being phased out.

Reports:

To see how these actions/information contribute to our overall council priorities please review the council's [Area Action Plans and Area Performance Reports](#).

Performance in your area:

GARIOCH

109 Actions

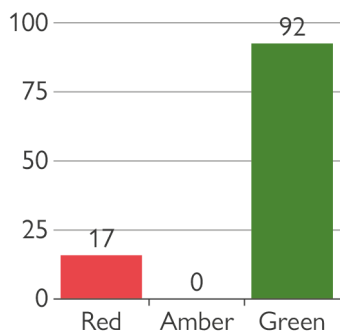
49 Completed in the last 12 months

17 Overdue Actions

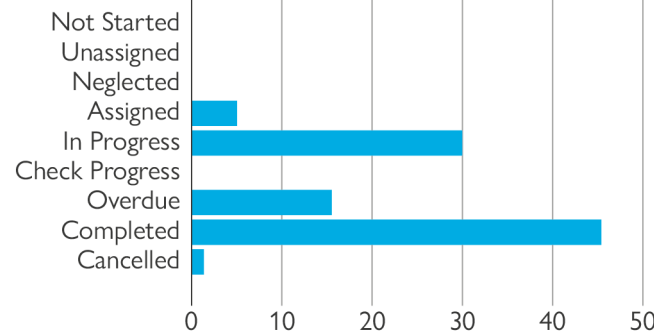
53 Due in the next 12 months

0 Cancelled Actions

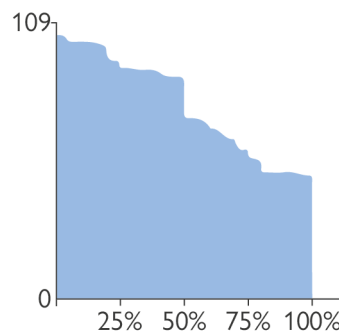
Traffic Light



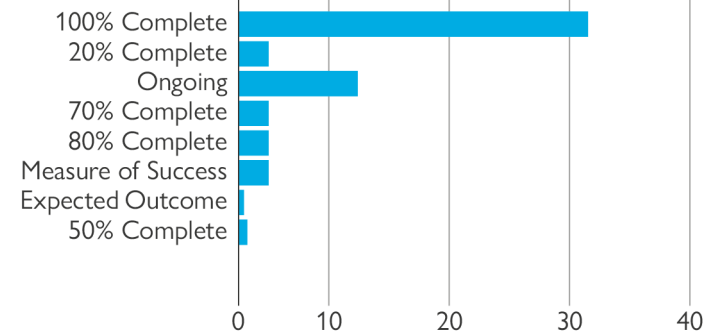
Current Action Status



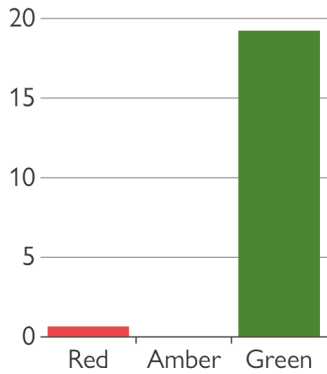
Combined Progress



Expected Outcome

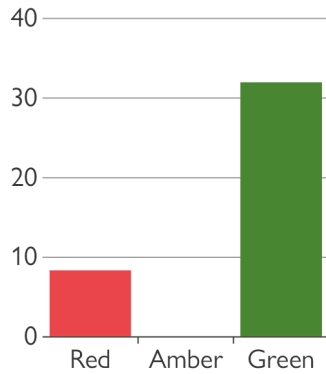


20 Actions in the dashboard



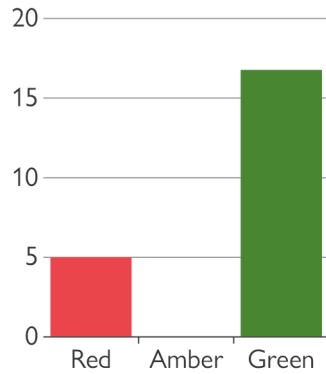
Education

40 Actions in the dashboard



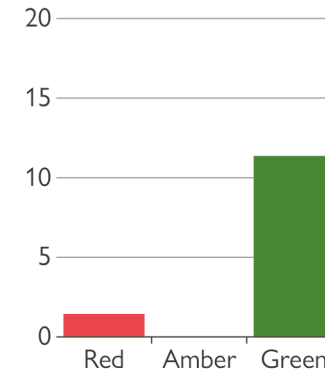
Health & Wellbeing

22 Actions in the dashboard



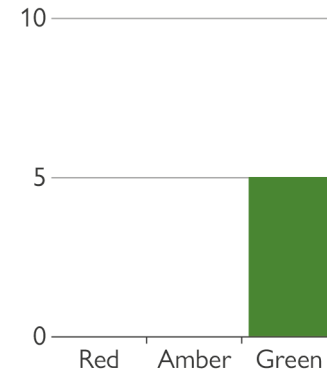
Infrastructure

14 Actions in the dashboard



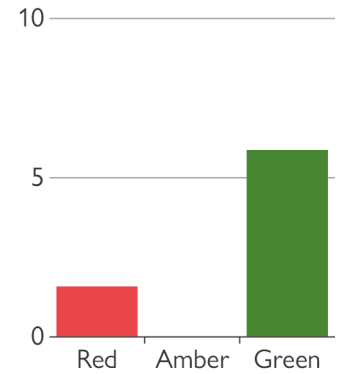
Resilient Communities

5 Actions in the dashboard



Economy & Enterprise

8 Actions in the dashboard



Estate Modernisation

*Figures are based on all actions within the Area Action Plans, including sub actions and their overarching actions.

■ on track/complete ■ off target

What has been happening in your area?

KINCARDINE & MEARN'S

Primary School at Stonehaven: A new business case for a new Primary School at Stonehaven has been developed and agreed at full council.

Mackie Academy: Improvements have been made to Mackie Academy. The works at Mackie Academy involved the PE Changing suite being reconfigured to provide direct access for both male and female to all facilities immediately adjacent, ie the 2 small gyms. The pool hall was reconfigured to provide whole school flexible learning plaza for both practical and non practical learning activities. A small suite of private changing facilities including accessible toilet facilities was also be included.

The improved facilities provide pupils with modern, fit for purpose changing facilities as well as additional learning spaces formed through the new learning plaza. This area is available for any subjects across the school and provides a large multi-purpose space for a variety of opportunities. This space is also accessible to the community.

Affordable Housing: There has been the delivery of 28 Affordable Housing Units in Laurencekirk, 6 in St Cyrus, 30 in Newtonhill, 48 Chapelton and 6 in Marykirk

Stonehaven Open Air Pool: Live Life Aberdeenshire 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

Creative Learning Programmes: Creative learning programmes have been created for primary children in Catterline and Laurencekirk. Planning took place for the Career Long Professional Learning (CLPL) event held 26 April 2022. The event was led by artists and teaching staff and delivered online through Learning for Sustainability Forum

Local Library Service Newtonhill: The Council now provides a local library service within Newtonhill at the Bettridge Centre.

Major Capital Investment: Major capital investment has been agreed for Stonehaven through participatory budgeting. The Participatory Budgeting exercise was undertaken and reported to Kincardine and Mearns Area Committee.

St Cyrus Toilets: New toilets have been completed at St Cyrus National Nature Reserve Car Park

Aberdeenshire Coastal Communities Challenge Fund:

The following projects in K&M were approved for funding:

- Pop-up banners, a-frame signs, binoculars and telescopes to support the work of the East Grampian Coastal Partnership.
- Purchase of two beach/all-terrain wheelchairs to be used at St Cyrus nature reserve.
- Upgrade of Stonehaven Yacht clubhouse (new doors, windows, heating) at Stonehaven.

Reports:

To see how these actions/information contribute to our overall council priorities please review the council's [Area Action Plans and Area Performance Reports](#).

Performance in your area:

KINCARDINE & MEARNS

119 Actions

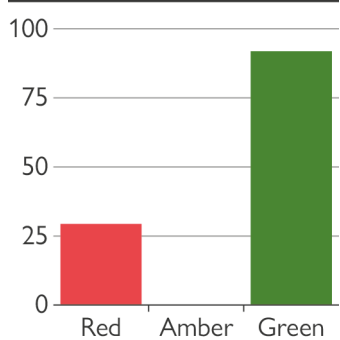
43 Completed in the last 12 months

27 Overdue Actions

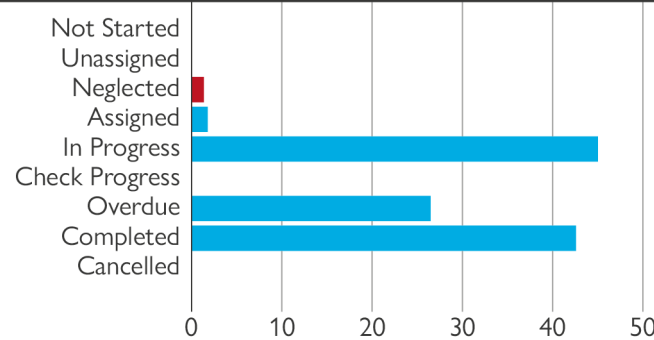
60 Due in the next 12 months

0 Cancelled Actions

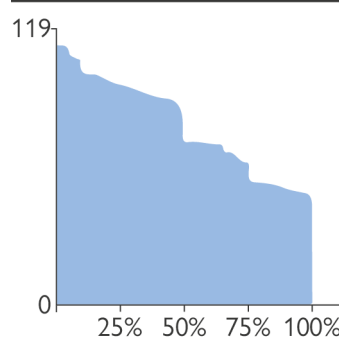
Traffic Light



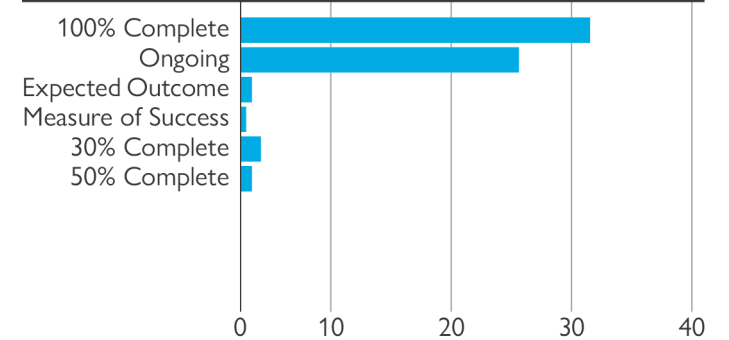
Current Action Status



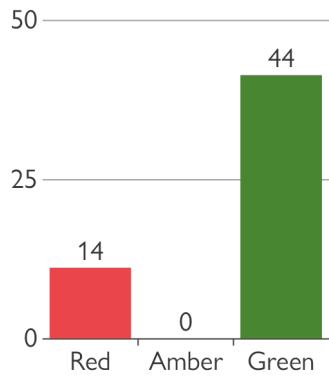
Combined Progress



Expected Outcome

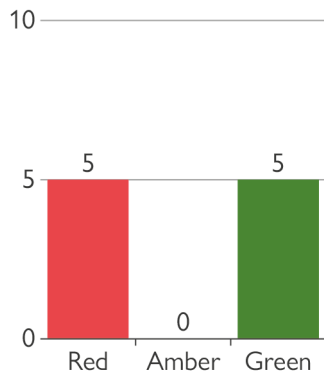


58 Actions in the dashboard



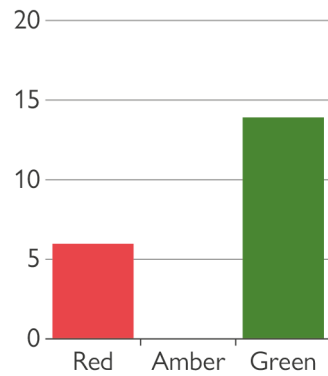
Education

10 Actions in the dashboard



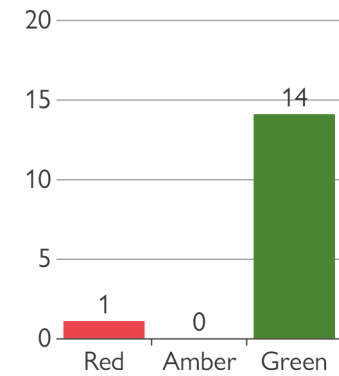
Health & Wellbeing

20 Actions in the dashboard



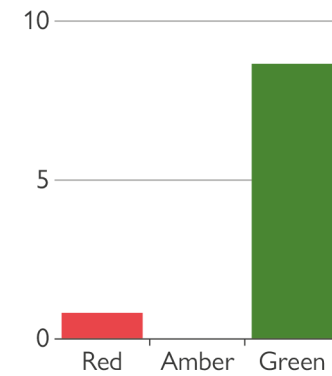
Infrastructure

15 Actions in the dashboard



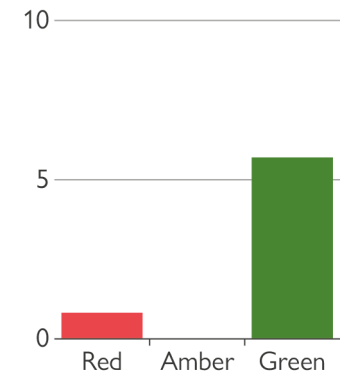
Resilient Communities

9 Actions in the dashboard



Economy & Enterprise

7 Actions in the dashboard



Estate Modernisation

*Figures are based on all actions within the Area Action Plans, including sub actions and their overarching actions.

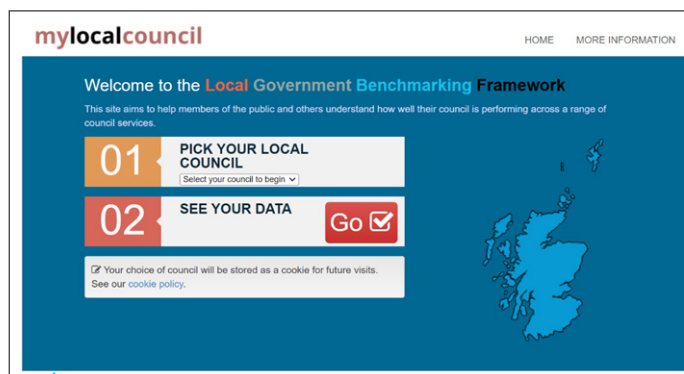
■ on track/complete ■ off target

How do we compare to others?

Local Government Benchmarking Framework:

A suite of indicators is reported annually by all local authorities within Scotland and the results are published by the Improvement Service. Each year, services are asked to review their performance against other council's and provide commentary on possible improvement actions to ensure we are improving in areas that will help achieve our priorities. The Improvement Service offer a [useful tool](#) on their website which allows for a direct comparison of Aberdeenshire Council's performance against the Scottish Average or against similar councils. Some of the Local Government Benchmarking Framework indicators are contained within service directorate plans and assist in measuring our performance against our priorities.

Local Government Benchmarking Framework Indicators are reported by each directorate as part of their year end performance updates [performance updates](#)



There are 101 indicators in the framework reported for Aberdeenshire Council for 2020/21. The table below provides comparison of movement within Quartiles from 2016/17 to 2020/21 and is reported cumulatively across all Council services. From 2017/18 most indicators have been reported within the top two quartiles in Scotland. For the period under review, and within the range of indicators reported in June 2022, a majority of 39 report within Quartiles 1 and 2 against 36 indicators across Quartiles 3 and 4.

5 Year Trend of Quartile Positions across all Services

Year	Number of indicators						Total
	Quartile 1	Quartile 2	Quartile 3	Quartile 4	Data not currently available	Data not reporting in current year	
2016-17	23	22	27	17	8	0	97
2017-18	23	29	25	12	8	0	97
2018-19	20	30	23	17	7	0	97
2019-20	20	18	20	9	15	15	97
2020-21	19	19	21	18	26	0	101

*Figures are based on that reported in June 2022

Reports:

[Directorate Year End Performance Updates](#)
[LGBF Audit Committee Report](#)

Emergency Response: *Storm Arwen*

In November 2021, a Red Warning was given by the met office for Storm Arwen which predicted winds of up to 90 mph which would pose a risk to life. The storm left more than 35,000 properties in Aberdeenshire without power, some for many days in freezing temperatures.



How we responded:

In preparation for the impact of Storm Arwen, Aberdeenshire Council convened Incident Management Teams at 3 levels - Strategic, Tactical & Operational to deliver support to communities in the recovery of the storm, including appropriate level of preparedness for response and communicate with communities.

An emergency phone line was set up for residents in need of advice and support dealing with calls from concerned relatives in other parts of Scotland, providing generators to people without power and delivering bottles of water, for people and livestock, to communities who had lost water supply.

As always, our local communities and partner groups really pulled together to provide support and critical supplies to residents. Volunteers from across Aberdeenshire were keen to offer support from delivering hot food and bottles of water to providing generators and checking on friends and neighbours.

We established a network of 17 welfare centres where people could get hot food, water and access to power.

Rest centres were also established offering overnight accommodation. This was in addition to hotel accommodation and catering supplied from SSEN.

School catering services provided hot food to residents and communities across Aberdeenshire.

Teams from a range of partner agencies and voluntary organisations came together to carry out checks on 8,000 homes that continued to be without power and to check on those customers identified as 'Priority Service Request' by SSEN.

Around 120 military personnel were deployed to support the resilience efforts, focusing on the welfare checks on the ground within those communities impacted by loss of power.

Aberdeenshire Council staff worked long and hard to deliver a response in trying conditions, with many staff (often volunteers) diverting from their normal duties to assist in the response, e.g., answering queries for The Humanitarian Assistance Centre helpline, which was established to provide support to people needing help or advice during these difficult times. The workforce has continued to demonstrate its commitment and resilience in response to emergencies as they arise within our communities.

Next steps:

We have undertaken a comprehensive review of our emergency response procedures as a result of Storm Arwen. We have developed an Emergency Planning & Resilience Framework and Emergency Action Plan. The Framework sets out the overall approach and roles and expectations of the council, partnership organisations and local resilience groups in emergency situations.

Local Outcomes Improvement Plan Highlights:

Reducing Poverty



Increased income maximisation support has resulted in an additional £19,387,164 to 14,205 low-income households to increase their income and cover household costs.



127 low-income households were supported to reduce fuel poverty through the Eat & Heat scheme delivered by Scarf.



2,697 food parcels/ boxes being delivered per month.



Using the Information & Advice framework 7569 people have accessed information & advice services through a blended approach of online, phone & face to face.



Client financial gain is over £5,819,939 resulting in, on average, an additional £679 per household

Connected & Cohesive Communities (C&CC)

The C&CC action plan is currently being developed. It has been agreed that it should reflect on the interconnections taking place between C&CC and the other two LOIP priorities as well as consider socio-economic issues that are emerging in other areas of Aberdeenshire where more than a local partnership approach is required.

A monitoring and evaluation framework has been developed that demonstrates these linkages. The framework pulls together locality plan actions (being delivered through the co-ordination hubs in each area) and the proposed outcomes from the C&CC action plan (being delivered through the strategic lead group) and aligns these with the use of 'Themes' against the three high level Performance Indicators (PIs) for this LOIP priority whilst linking to the priorities of Health & Wellbeing and Reducing Poverty.

Health & Wellbeing

A campaign was launched called **#MindYerMind**, using social media campaigns, a webinar, a survey and local voices as ambassadors, all in an attempt to make the Aberdeenshire community more aware of the interventions they can deliver for their own mental wellbeing. It was all to raise awareness of the NHS 5 tips for good mental wellbeing.

mind
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mind

Managing Our Finances:

Key Facts

- £1,339.83 Band D Council Tax (increase of 3% from 2021/22)
- Scottish average = £1,347 (increase of 3.0% from 2021/22)

Over the last three years, the ongoing exceptional operating environment created from the Covid-19 pandemic has provided significant challenges to the Council in financial planning and budgeting. Unprecedented pressures on our ability to deliver services and generate income together with further budget pressures arising from rising inflation, commodity and energy prices and staffing costs, have reduced our ability to generate sufficient efficiencies and savings, therefore necessitating the use of the Council’s reserves to deliver a balanced budget.

Aberdeenshire Council’s Medium Term Financial Strategy (MTFS) is a key part of the Council’s budget setting framework which aims to ensure that all financial resources are directed towards the delivery of the Council’s Priorities. It represents a structured approach to financial planning across Services and sets out a complete view of the Revenue Budget, Capital Plan and Reserves allowing the Council to consider and plan the full financial impact of decisions taken now on next year’s budget and an indication of the impact on future years.

In March 2022, following a further single year settlement from the Scottish Government, Aberdeenshire Council set the 2022/23 budget with provisional budgets for 2023/24 – 2026/27. These provisional budgets indicated a potential investment resource available to the Council of some £1 billion per year across revenue budgets, capital plans, Housing Revenue Account, reserves and the Health & Social Care Partnership resources.

The MTFS is based on a financial forecast over a rolling timeframe from 2022/23 to 2026/27 and identifies the funding gap over this period which informs the annual budget setting process. The preparation of a five-year budget will help ensure the financial stability of the council. Medium and longer-term financial planning is essential, particularly in the current economic climate as the council must review spending priorities, make choices and realign service provision with the priority outcomes. We will continue to identify ways to make the necessary savings by looking at how things can be done differently, and our focus will be maintained on the continued delivery of quality services.

Revenue Funding 2022/23:

The funding which makes up the 2022/23 budget came from different sources. This includes money from Aggregate External Finance, Fees and Charges and Council Tax.

Committee	Expenditure £	Cost per head of population* £
Education & Children’s Services	£371,630,000	1,425
Communities	£154,405,000	592
Environment & Infrastructure Services	£60,127,000	231
Chief Executive & Business Services	£42,497,000	163
Capital Financing	32,904,000	126

*based on Aberdeenshire Population in 2020 - 260,780

Net Revenue Expenditure 2022/23

Capital Budget: The Council has a large capital plan with planned expenditure running through to 2037. The plan consists of several major initiatives to enhance or replace assets in accordance with the Council’s Priorities. The most recent plan was approved at Council in March 2022. The funding for the plan comes from a variety of sources, but most is prudential borrowing.

The main areas of investment were on the following ongoing capital projects:

- Energy Waste Facility;
- Roads resurfacing and reconstruction;
- Lifecycle maintenance (General Service Council buildings);
- Capital grants and improvements to Early Years Facilities to support the delivery of 1140hrs;
- Infrastructure fund.

The table below shows the capital expenditure by Policy Committee. While capital expenditure was lower than budgeted, the Capital Plan delivers large scale projects which can and will take longer to deliver than sometimes expected. Therefore, the Capital Plan should be viewed as a series of connected years rather than just individual financial years and as such the majority of the £54.287 million will be carried forward into future financial years to deliver the agreed projects. As Progress against the Capital Plan is monitored by the Capital Planning Group (group of officers from across all services), with slippage identified at the earliest opportunity and projects accelerated where possible to ensure best use of available resources, with budgets revised to reflect the changes. Project slippage and budget revisions, together with the explanations for the changes are reported to Policy Committees regularly

Key areas of spend by Policy Committee:

Education & Children’s Services

- Early Learning Childcare (1140 Hours Projects);
- ECS Enhancements;
- Improved Disabled Access (Education);
- Inverurie Community Campus;
- Kintore Primary School

Communities

- Disabled and Elderly Housing Adaptations;
- Live Life Aberdeenshire;
- Learning Disabilities - Adaptation Centres

Environment & Infrastructure Services

- Energy from Waste;
- Stonehaven Flooding Scheme;
- Town Centre Fund (Council Projects);
- Vehicles;
- Bridges and Structures;
- Parks and Open Spaces;
- Cycling and Walking;
- Harbours, Coast and Flooding;
- Kintore Station

Chief Executive & Business Services

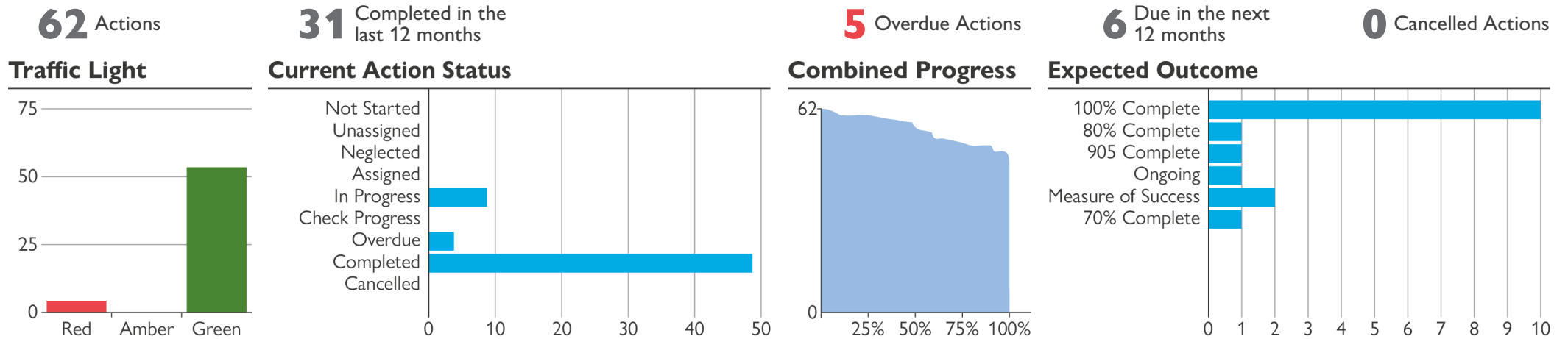
- Lifecycle Maintenance (General Service Council buildings);
- Development of Industrial Portfolio and Factory Units;
- Digital Strategy;
- Office Space Strategy: Ellon, Inverurie, Woodhill House

Delivering Best Value:

Corporate Improvement Plan

Our Corporate Improvement Plan incorporates the council's high level improvement action plans which relate to Best Value, Self-Evaluation, and our Annual Governance Statement. The progress of the plan is reported to Audit Committee on a three-monthly basis.

How are we Progressing?



*Figures are based on all actions within the Corporate Improvement Plan, including sub actions and their overarching actions.

■ on track/complete ■ off target

Best Value: Key Improvements:

- Continuous Improvement framework has been implemented into the Performance Management Framework to ensure regular reporting of improvement measures in Directorate and Area Plans. Directorate and Area Plans are all regularly reported (June and November) to respective Committees.
- We have developed and agreed a two-year corporate program of self-evaluation. A two-year corporate program of self-evaluation was agreed by Audit Committee in December 2021. A council wide self-evaluation was undertaken in March 2022.

Best Value: We continue to work on:

- Promoting awareness of the new scrutiny arrangements amongst Elected Members and officers through training, guidance and support and developing and agreeing scrutiny programs with all Area and Policy Committees
- Developing data driven workforce analysis and decision making. Services and HR are working together to embed the culture of effective workforce planning

Self-Evaluation:

A council wide self-evaluation is undertaken annually using the newly implemented Public Improvement Service Framework. Self-Evaluation improvement actions will be implemented into the Corporate Improvement Plan. Individual self-evaluations are also carried by services with identified service improvement actions being incorporated into service directorate plans.

Annual Governance Statement: Key Improvements:

- There has been a focus on performance, with performance training being delivered to Officers and Councilors within the organization. A Pentana (our performance monitoring tool) module has also been created on our online training platform, ALDO. The Performance Officer Network, which consists of a performance representative from each service, has been re-established and meets regularly.
- We are promoting our service design approach by involving customers in our decision-making and shaping service delivery: A dedicated service design post was created and filled in January 2022 and sits within Customer and Digital Services, working across the wider organisation.
- We have developed and implemented governance frameworks to support and promote cross service working and collaborative projects: The Collaboration Board formed in April 2021 and undertakes tasks and activities as directed by the Senior Leadership Team, to cover consideration and development of the Medium-Term Financial Strategy, the budget strategy, improvement, and change.

Annual Governance Statement: We continue to work on:

- Working with citizens to help them realise their digital aspirations through delivery of the Digital Strategy
- Developing a risk appetite statement, guidance and digital risk registers to underpin the Risk Management Policy
- Developing a corporate data hub to promote robust data analysis as well as smart service design based on the needs of our citizens across partner organization

Reports:

[Corporate Improvement Plan Updates](#)

External Audit

Annual Audit Report:

Each year the council is audited by Audit Scotland, or an external auditor appointed by Audit Scotland. The external audit focuses on whether the council is managing its finances to the highest standards and achieving the best possible value for public money.

Key Findings:

Annual Accounts:

Audit opinions on the annual accounts of the council, its group and the four section 106 charities administered by the council are unmodified. The annual governance statement and remuneration report were consistent with the financial statements and properly prepared in accordance with the relevant regulations and guidance. Arrangements for the preparation of the management commentary were improved but the content fell short of relevant guidance. Material misstatements were identified in respect of non-current assets which is an area of recurring accounting difficulty for the council. While corrections have been made to the accounts each year, there is a need to review the accounting arrangements.

Financial Management:

Capacity within the finance function continues to be an area of risk. Financial management arrangements are appropriate with some scope for improvement identified. Covid-19 pressures were met through Scottish Government funding and the emerging financial impact of Covid-19 was promptly reported to elected members.

Financial Sustainability:

Financial planning was complicated and uncertain during 2020/21 and this is likely to continue. Indicative five-year budgets estimate a funding gap of £65m by 2025/26. Medium term financial planning should be refreshed to reflect the impact of the pandemic and enhanced to include more sophisticated modelling and scenarios linked with council priorities.

Governance & Transparency:

Covid-19 did not have a significant impact on governance arrangements and business continued to operate largely as normal. There was limited public scrutiny of performance information in the year, but a new framework has now been implemented. Improvement in the operation of the audit committee was also observed.

Best Value:

Work undertaken in response to the Best Value Assurance Report provides a good foundation to go forward. The new arrangements need to be refined and embedded to enable a culture of continuous improvement to be demonstrated and supported.

Annual Audit – 2021/22 information will be published when made available in 2023.

Internal Audit

Public Sector Internal Audit Standards require that Internal Audit produce an annual report on the adequacy and effectiveness of the Council's framework of governance, risk management and control. Our internal Annual Audit Committee Report 2021/2022 was reported to committee in June 2022. The Annual Audit Committee Report 2021/22 provides an overview of the Audit Committee, its composition and remit with the Aberdeenshire Council Scheme of Governance, and the highlights of 2021/22 from an Audit Committee perspective.

Reports:

[External Annual Audit Report](#)

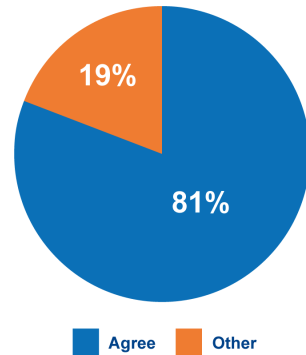
[Internal Annual Audit Committee Report](#)

What you told us:

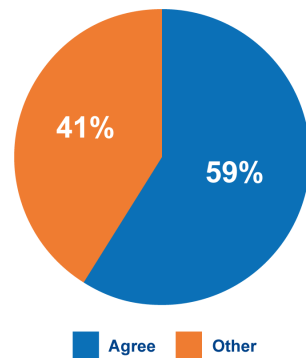
Reputation Tracker
 Respondents were asked to say whether they agreed or disagreed with various statements relating to Aberdeenshire Council. The pie charts on this page illustrate the proportion of respondents that agreed with each statement.

Reports:
[Reputation Tracker Reports](#)

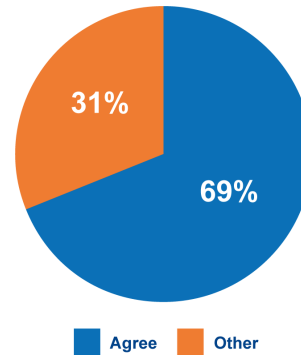
I am satisfied with the services Aberdeenshire Council provide



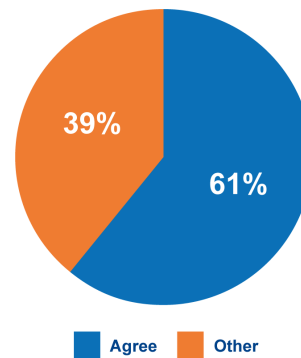
Aberdeenshire Council services are value for money



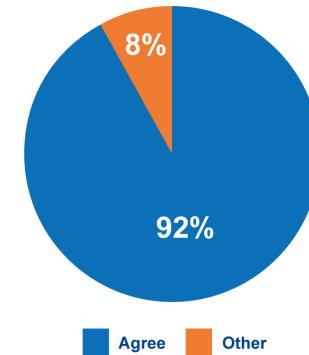
Aberdeenshire Council is efficient and well run



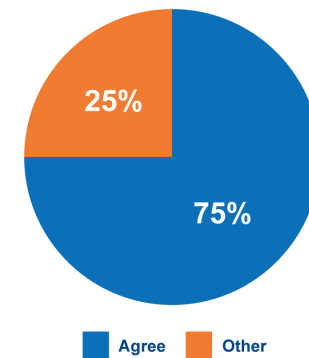
The Council takes account of resident's views



The Council is doing a good job overall in its response to the Covid 19 pandemic



I would speak highly of Aberdeenshire Council



What you told us:

COMPLAINTS:

How many complaints did we receive?

2004

How many complaints were upheld/partially upheld?

38%

How many complaints were escalated to the SPSO?

44 closed

7 Awaiting Decision

How many complaints that were escalated to the SPSO were upheld/partially upheld?

1 Partially Upheld

How many complaints did we receive per service?

Complaints Received by Directorate		
Directorate	2020/21	2021/22
Business Services	166	192
Education and Children's Services	204	303
Health & Social Care	42	87
Infrastructure Services	1225	1319
Live Life Aberdeenshire	41	103
Total	1678	2004

Case Study:

Mr A complained that his son was found at home by service provider staff with a small electronic monitoring device in his mouth. This had been fitted to the back of his son's bed by a contractor carrying out work on behalf of the Council to install a wider monitoring / assessment system of service users' care needs. Mr A complained that his son could have choked on the device and was unaware bed sensors were being fitted as part of the project. He complained to the Council about their failure to manage the project, to control their contractor and to ensure that the equipment being installed was fit for purpose. The Council investigated Mr A's concerns, however he remained dissatisfied with their response and raised the matter with the SPSO. Mr A said he had lost faith in the Council's capability to ensure the future welfare of his son and would like an independent investigation carried out. His resolution was that he wanted evidence of the remedial actions taken by the Council to ensure that such a serious incident does not happen again in the future.

The SPSO said they would not take the complaint forward but asked the council to meet with Mr A to remedy the situation.

The H&SC partnership met with Mr A and it went well. Mr A's said he had initially been sceptical of the suggested approach, but said the apology he received from the service had been sincere, mistakes / failings had been acknowledged, and there was a clear commitment to improving things going forward. Mr A said that face to face discussions, albeit virtually, had been far more constructive than the written responses he had received, and wished he could have had the opportunity to speak to both managers sooner so as to avoid escalation to the SPSO. While he still has his own view on assisted technology and the role it will play in his son's future care, he said he felt that he had been listen to and some confidence had been restored in his relationship with the service.

Reports:

[Quarterly & Annual Complaint Reports](#)

Customer satisfaction with our services

Our local Garioch Ranger is brilliant in supporting our interdisciplinary projects at Kemnay Academy. The information, inspiration and resources that have been shared with us - virtually and through following risk assessments - have really enhanced the pupils' experiences and is supporting their learning.

My daughter has attended the Summer of Play camps in Huntly. What a great opportunity to be offered for free by the council. She has undertaken a variety of activities. The sessions were run by friendly and enthusiastic staff. Such a lovely way to improve her confidence and resilience...

Every time I call Aberdeenshire Council no matter who I speak to or what department it is everyone is so helpful, professional and polite and I have never had a bad experience.

The advisor was nice, she was really helpful. I couldn't fault her. My kitchen ceiling was sorted not long after.

Thank you very much for acting so quickly on the provision of new rubbish bins on Bruntland Road, Portlethen. Also for relocating to bus stops and the general consideration of their use when I contacted you again. I was also impressed by the follow up phone call to advise of the situation.

I raised the work you and the team have done at the bunker in the Country Park at our last monthly meeting. The BCC would like to say thank you to you and your team for getting the fences in place around the bunker, it's a great improvement.