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Community Planning Aberdeen
Management Group

Meeting on MONDAY, 28 MAY 2018 at 2.00 pm

** <u>Room MC-4-W-01 - Marischal College, Aberdeen</u> **

<u>**B U S I N E S S**</u>

<u>**APOLOGIES**</u>

<u>**MINUTES**</u>

<u>FOR YOUR INFORMATION</u>

<u>FORWARD BUSINESS PLANNER AND LEGISLATION TRACKER</u>

Should you require any further information about this agenda, please contact Allison Swanson, tel. 01224 522822 or email aswanson@aberdeencity.gov.uk

COMMUNITY PLANNING ABERDEEN MANAGEMENT GROUP

26 MARCH 2018

<u>Present</u>:- Angela Scott (Aberdeen City Council (ACC)) (Chair), Graeme Duncan (Police Scotland) (Vice Chair), Jamie Bell (Scottish Enterprise), Neil Cowie (North East Scotland College), Denise Cheyne (as substitute for Darren Riddell (Scottish Fire and Rescue Service)), Joyce Duncan (ACVO), Chris Littlejohn (Community Engagement – Public Health), Lavina Massie (Civic Forum), Alistair Robertson (Active Aberdeen Partnership), James Simpson (Integrated Children's Services), Lynn Smith (Skills Development Scotland), Kelly Wiltshire (as substitute for Derek Murray, Nestrans)

<u>Also Present</u>:- Guy Bergman, Neil Carnegie, Michelle Cochlan, Susan Fraser, Iain Robertson, Susan Thoms, Nicola Torrance (for item 4.3 only) and Paul Tytler (all Aberdeen City Council).

<u>Apologies</u>:- Jillian Evans (Public Health), Matt Lockley (Aberdeen Prospers), Derek McGowan (Sustainable City), Derek Murray (NESTRANS), Judith Proctor (Health and Social Care Integration) and Darren Riddell (Scottish Fire and Rescue Service).

	Topic	Discussion/Decision	Action By
	Welcome	The Chair opened the meeting and as there were a number of new attendees, partners introduced themselves.	
2.	Minute of Previous Meeting of 29 January 2018	The Management Group had before it the minute of its meeting of 29 January 2018, for approval. **The Management Group resolved**: to approve the minute as a correct record.	
3.	Minute of the CPA Board Meeting of 27 February 2018	The Management Group had before it the draft minute of the CPA Board meeting of 27 February 2018, for information. With reference to item 8, Michelle Cochlan (Community Planning Manager, ACC) tabled a document presenting three options for Outcome Improvement Group Chair attendance and participation at CPA Board meetings. Following an overview of the three options which included Single Thematic; Double Thematic; and Whole System approaches, the Management Group agreed to adopt Option 1 - a Single Thematic approach in which the Chairs of each Outcome Improvement Group take turns in attending meetings of the CPA Board to account for performance.	

	Topic	Discussion/Decision	Action By
		The Management Group resolved: (i) to note the minute; and (ii) to agree to adopt a Single Thematic System approach in which the Chairs of each Outcome Improvement Group take turns in attending meetings of the CPA Board to account for performance.	Chairs of Outcome Improvement Group
4.	Outcome Improvement Group Improvement Tracker	With reference to item 4 of the minute of the meeting of the Management Group of 29 January 2018, the Management Group had before it (1) a report which presented the Improvement Tracking Report to the CPA Management Group on the improvement activity being led by the Outcome Improvement Groups to meet the improvement aims identified within the Local Outcome Improvement Plan 2016-26 and Locality Plans 2017-27; and (2) a tabled document which advised of training undertaken across Outcome Improvement Groups. **The report recommended –** that the Management Group note and comment on the current Outcome improvement Group Improvement Tracker. The Management Group heard from the Chair or Lead Contact, of each of the Outcome improvement Group who provided an overview of the status of their respective Groups improvement activity, highlighting any barriers to progress and the next steps to be undertaken in order to achieve the necessary improvement activity. With regards to Aberdeen Prospers, Jamie Bell (Scottish Enterprise) advised that a successful group workshop had recently been held with the aim of generating new ideas for project development. He noted that workstreams such as food and drink; tourism; and digital city were identified as suitable for expansion. He added that the Aberdeen Prospers group was currently scoping the Tourism Charter with Opportunity North East. Thereafter there were questions and comments on (1) the formation of Visit Aberdeenshire as a vehicle for breaking down barriers on the development of a regional tourism strategy; (2) the low number of Aberdeen Prospers Group members	

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Topic	Discussion/Decision	Action By
Page 5	who had received training; (3) progress on the development of projects; (4) the level of involvement from CPA Partners in Aberdeen Prospers projects; (5) the target date for when Project Charters would be presented to the Management Group; and (6) there was discussion on ways in which the food and drink economy could be linked with promoting healthy lifestyles, increasing sustainable waste and reducing food poverty. With regards to Children are our Future, James Simpson (Integrated Children's Services) explained that Project Charters would be presented to the Integrated Children Services Board in May and highlighted that a pilot on raising attainment was ready to go, and that a Best Start in Life sub group had been established. With regards to People are Resilient, Included and Supported When in Need, Michelle Cochlan spoke on behalf of Alcohol and Drugs Partnership to explain that the Partnership planned to upscale Alcohol Brief Interventions (ABI) and confirmed that links had been established with the relevant Locality groups on ABIs. She noted that the Project Charter has not yet come forward and that the Chair of the ADP is currently vacant. With regards to the Community Engagement Group, Chris Littlejohn (Community Engagement – Public Health) advised that the Group had met this month for the first time since December and had developed a draft plan that would to be translated into a Charter format. The Management Group noted that there was no progress update with regards to Creating a Digital Space. The Chair expressed concern with the lack of progress being made by the Outcome Improvement Groups in general and noted her disappointment that CPA was not further up the improvement scale in its range of projects Thereafter there were questions and comments on (1) the reasons why CPA groups had not been meeting regularly, with particular reference to Chairs that were vacant; (2) the lack of improvement activity and progress between group meetings; and (3) the	

	Topic	Discussion/Decision	Action By
		Chair highlighted the low level of Partner involvement in terms of chairmanship of CPA improvement groups and uptake of training in improvement methodology. The Chair highlighted the importance of accelerating pace in improvement activity and asked Partners to reflect on their level of input to the improvement projects taking place in pursuit of LOIP outcomes. Thereafter the Management Group reviewed the new Project Charters included within the tracker. **The Management Group resolved:** (i) to instruct Michelle Cochlan to contact all partners and provide information on gaps in leadership and membership positions in CPA groups; and (ii) otherwise note the status of the Outcome Improvement Group Improvement Tracker	Michelle Cochlan/ All Partners
	Locality Partnerships Improvement Tracker	With reference to item 5 of the minute of the meeting of the Management Group of 29 January 2018, the Management Group had before it the Locality Partnerships improvement tracker for consideration. **The report recommended –** that the Management Group note and comment on the current Locality Partnership improvement tracker. Neil Carnegie (Communities and Housing Area Manager, ACC) advised that Locality Partnerships had been finding their feet and all relevant staff had participated in the necessary training. He added that improvement projects had expanded across a number of different thematic areas such as arts; community safety; and emerging technologies which was encouraging to see. The Chair welcomed these developments and was pleased to see locality activity starting to be reflected in CPA reports. Thereafter she asked for a progress update on the new project charters.	

	Topic	Discussion/Decision	Action By
Page 7		With regards to Drugs and Alcohol Community Support Torry, partners discussed the benefits of increasing the number of individuals accessing drug and alcohol services in Torry but cautioned that the target increase of 20% by February 2019 would be challenging to achieve. With regards to Torry Free School Meals Initiative, the Chair asked Neil Carnegie to check the contribution level of CPA partners on this project with a view to re-designating this as an ACC led project. The Chair also suggested that it would be helpful if partners could add data and narrative on the number of referrals in relation to this project. She also queried how partners could express an interest about increasing their participation in CPA projects, as well as how CPA groups could be kept aware of improvement activity of other groups. Michelle Cochlan advised that the improvement tracking report was a key tool and that this is published online. **The Management Group resolved:** (i) with regards to the Torry Free School Meals Initiative, to instruct Neil Carnegie to review the level of partner contribution and links to the project and provide an update at the next meeting on whether this project could be re-classified as an ACC rather than CPA project; (ii) with regards to the Torry Free School Meals Initiative, to request partners to consider whether this is a single system led project or whether they might have a contribution to make in terms of their referral routes to increase free school meals and to get back to Neil Carnegie; and (iii) to otherwise note the current status of the Locality Partnerships improvement tracker.	Neil Carnegie All Partners
6.	Fairer Aberdeen Fund Annual Report	With reference to item 2 of the minute of the meeting of the Management Group of 29 January 2018, the Management Group had before it a report which introduced the Fairer Aberdeen Annual Report 2016-17 detailing progress and key achievements over the year. **The report recommended –** that the Management Group note the Annual Report, and advise the Fairer Aberdeen Board of any comments on the report.	

Topic	Discussion/Decision	Action By
	Susan Thoms (Fairer Aberdeen Fund Co-ordinator, ACC) delivered a presentation on the Fairer Aberdeen Fund and provided an overview of the Fund's aims, its key achievements and how the programme of activity contributes toward delivery of the Local Outcome Improvement Plan and Locality Plan priorities. Thereafter the Management Group discussed how the Fairer Aberdeen Fund could establish more formal links with CPA Locality Groups, with a view to possibly upscaling key projects across Aberdeen City. **The Management Group resolved:** (i) to approve the recommendations; and (ii) to request that Outcome Improvement Groups consider the list of projects prepared by Susan Thom and contact Susan to discuss further where relevant.	All Partners
Draft Annual Public Performance Summary	With reference to item 4 of the minute of the meeting of the Management Group of 29 January 2018, the Management Group had before it the draft Annual Outcome Improvement Report 2016-17. **The report recommended –** that the Management Group note and comment on the draft report. **The Management Group resolved:** to approve the format and content of the public facing Annual Outcome Improvement Report.	Guy Bergman
8. Citywide City Voice Update	With reference to item 2 of the minute of the meeting of the Management Group of 29 January 2018, the Management Group had before it a report which provided an update of a recent review of the Aberdeen City Voice (ACV) Aberdeen's citizens' panel. **The report recommended –** that the Management Group (a) approve the proposal to conduct specified sub-group analysis based on identified localities and age of panellists;	

Topic	Discussion/Decision	Action By
Page 9	(b) approve the proposal that R&I officers review existing panellists and remove consistent (two times) non-responders; and (c) approve the proposal to establish and promote a Young Persons Citizens Panel Recruitment form online. Nicola Torrance (Senior Research Officer, ACC) advised that the 42nd annual Citywide City Voice questionnaire had been published in January 2018 and a key aim was to increase the response rate and representation from hard to reach groups. She noted that the Research Team had been working with the Council's Equalities Team; ACVO and Locality Groups to achieve this objective, and had made greater use of social media to broaden their outreach. Thereafter Dr Torrance provided an overview of the summary results. **The Management Group resolved:** (i) to approve the recommendations; and (ii) to request that partners refer this update to Outcome Improvement and Locality Partnership Groups for further discussion.	All Partners
9. ACVO Annual Report	With reference to item 2 of the minute of the meeting of the Management Group of 7 August 2017, the Management Group had before it a report which introduced the ACVO Annual Report in respect of funding provided to ACVO TSI for CPP related work. **The report recommended –** that the Management Group note the work carried out in line with the SLA. **The Management Group resolved:** to approve the recommendation.	
10. Funding for HMP Family Centre and Help Hub	The Management Group had before it a report which asked Partners to consider a request from Action for Children to fund the continuation of the HMP Grampian Visitor Centre during 2018/19.	

	Topic	Discussion/Decision	Action By
		The report recommended – that the Management Group (a) consider the request at para 2.3; and (b) confirm financial contributions to Michelle Cochlan by 30 March 2018. **The Management Group resolved:** (i) to agree to cover the costs of the HMP Grampian Family Centre and Help Hub as outlined in para 2.3; and (ii) to request that Partners confirm their financial contributions to Michelle Cochlan by 30 March 2018.	All Partners All Partners
11.	Review of Sports Organisations	With reference to item 2 of the minute of the meeting of the Management Group of 29 January 2018, the Management Group had before it a report which provided a progress update on the strategic review of sports services commissioned by the City Council which has led to the merger of three separate organisations that provide sport and physical activity services within the city. **The report recommended –** that the Management Group note the report. **The Management Group resolved:** to approve the recommendation.	
12.	Child Friendly Cities and Communities	The Management Group had before it a report which briefed Partners on the UNICEF Child Friendly City programme, including why Aberdeen was involved and provided an update on the programme's current status. **The report recommended –** that the Management Group support the implementation of the plan, which should be available in May 2018. **The Management Group resolved:** to approve the recommendation.	

	Topic	Discussion/Decision	Action By
13.	Sistema Scotland Seven Principles for Social Regeneration Update	With reference to item 12 of the minute of the meeting of 29 January 2018, The Management Group had before it a report which provided an update on planned work with Sistema and Glasgow Centre for Population Health (GCPH) to develop a practical community empowerment tool based on the Sistema Scotland approach. **The report recommended –** that the Management Group note the progress to date. **The Management Group resolved:** to approve the recommendation.	
14.	CPA Management Group Forward Business Planner	With reference to item 14 of the minute of the meeting the Management Group of 29 January 2018, the Management Group had before it the Management Group forward business planner. **The Management Group resolved:** (i) to request that the relevant Project Charters be added to the Business Planner; (ii) to request that the accountable officer for the Local Scottish Fire and Rescue Service Plan be changed to Darren Riddell and that the Business Planner be updated to take account of the Plan's approval by the SFRS Scrutiny Committee; (iii) to add the Health and Transport Action Plan to the Business Planner; and (iv) to otherwise note the forward Business Planner.	Michelle Cochlan
15.	CPA Board Forward Business Planner	With reference to item 15 of the minute of the meeting the Management Group of 29 January 2018, the Management Group had before it the CPA Board forward business planner. **The Management Group resolved:** to note the forward business planner.	
16.	Legislation Tracker	With reference to item 16 of the minute of the meeting the Management Group of 29 January 2018, the Management Group had before it the CPA legislation tracker which detailed all current open consultations and pending legislation.	

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Topic	Discussion/Decision	Action By
	The Management Group resolved: (i) to insert a Nestrans representative as the contact for the Transport Bill consultation; (ii) to instruct Michelle Cochlan to review the timescales within tracker; and (iii) to otherwise note the legislation tracker.	Michelle Cochlan
17. Community Planning Aberdeen Funding Tracker	With reference to item 16 of the minute of the meeting the Management Group of 29 January 2018, the Management Group had before it the Community Planning Aberdeen Funding Tracker. **The report recommended –** that the Management Group (a) note the funding opportunities within the report; and (b) request this report as a standing item. **The Management Group resolved:** (i) to approve the recommendations; and (ii) to instruct the Chairs of each Outcome Improvement Group to contact Susan Fraser to confirm whether their group wished to pursue any funding opportunities.	Chairs of Outcome Improvement Group/Susan Fraser

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COMMUNITY PLANNING ABERDEEN BOARD
25 APRIL 2018

Present:- Councillor Laing, Chair,
Campbell Thomson, Vice Chair (Police Scotland),
Councillors Duncan (Integration Joint Board Vice Chair), Flynn, Greig and Wheeler,
Bruce Farquharson (Scottish Fire and Rescue Service),
Susan Webb (Public Health, from item 8 onwards),
Neil Rennick (Scottish Government) via conference call,
Angela Scott (Aberdeen City Council (ACC), for item 10 onwards)), and
Jonathan Smith (Civic Forum).

Also Present:- Gail Beattie (for item 14), Neil Carnegie, Michelle Cochlan, Elsie Manners, Matt Reid (for item 13) and Iain Robertson (all ACC), and Andrew Stewart (Health and Transport Action Plan).

Apologies:- Ken Milroy (North East College), Gordon MacDougall (Skills Development Scotland) and Derek McGowan (Chair of Sustainable City Outcome Improvement Group)

Also Absent Kenneth Simpson (ACVO), Malcolm Right (NHS), Tony Dawson (AAP).

Topic	Discussion/Decision	Action By
1. Welcome	The Chair opened the meeting and the Clerk announced that apologies that had been received from Ken Milroy, Gordon MacDougall and Derek McGowan for today's meeting. **The Board resolved:-** to note the apologies.	
2. Declarations of Interest	The Chair asked if there were any declarations of interest for items on today's agenda. Cllr Flynn declared an interest in item 3.1 (Outcome Improvement Group Improvement Tracker – Q4) as he was a member of the COSLA Business Gateway Board and would remain in the meeting during consideration of this item. **The Board resolved:-** to note the declaration of interest intimated by Cllr Flynn for item 3.1 on today's agenda.	

Topic	Discussion/Decision	Action By
3. Minute of Previous Meeting of 27 February 2018	The Board had before it the minute of its previous meeting of 27 February 2018, for approval. With reference to item 7, the Chair noted that an update had been received from Neil Rennick via email on the development of the Scottish National Investment Bank and National Seed Fund and With reference to item 9, Neil Carnegie advised that discussions had taken place with Locality Managers to advise them of the Chair and Vice Chair's offer to attend Locality Partnership meetings as an alternative approach to support their continued delivery of improvement activity. **The Board resolved**:- (i) to approve the minute as a correct record; and (ii) to note the information provided.	
4. Minute of the CPA Management Group of 26 March 2018	The Board had before it the minute of the CPA Management Group meeting of 26 March 2018, for information. **The Board resolved**:- to note the minute.	
5. CPA Board Forward Business Planner	With reference to item 6 of the minute of its meeting of 27 February 2018, the Board had before it the forward business planner for the Community Planning Aberdeen Board. With reference to the North East College Regional Outcome Agreement on 4 July 2018, Cllr Greig asked about representation from the two Aberdeen universities on the CPA Board. Michelle Cochlan advised that the universities had received an invitation from the Chair to join the Partnership following the review of CPA structures in December 2016 (Report Item 3.2, CPA Board, 12.12.16 refers). The Universities are not currently represented at CPA Board level but have representation on the Aberdeen Prospers Group, Digital City Group. It was agreed to revisit this matter with the universities. **The Board resolved**:- (i) to request that Michelle Cochlan liaise with the universities to discuss their current representation on the Partnership otherwise note the forward business planner and to	Michelle Cochlan

Topic	Discussion/Decision	Action By
	request all Partners to advise Michelle Cochlan of reports they intended on submitting to future meetings for inclusion on the forward business planner;	All Partners
6. National Update, Scottish Government	With reference to item 7 of the minute of its meeting of 27 February 2018, the Board received a verbal update from Neil Rennick, Location Director for the Partnership, Scottish Government. Mr Rennick advised of progress made towards delivery of the National Performance Framework and explained that the framework was currently progressing through the parliamentary process. He noted that discussions were ongoing with COSLA to ensure alignment with the Local Governance Review and the adoption of a partnership approach. Mr Rennick added that he intended to highlight CPA's approach to improving outcomes as good practice during the Local Governance Review and confirmed that the Scottish Government was planning to strengthen its relationship with local government during the next phase of the Brexit process and intended to promote Scottish cities as Hubs and connection points to Europe. **The Board resolved:-** to note the verbal update.	
7. Outcome Improvement Group Improvement Tracker – Q4	With reference to item 8 of the minute of its meeting of 27 February 2018, the Board had before it a report which presented a revised format improvement tracking report on the improvement activity being led by the Outcome Improvement Groups to meet the improvement aims identified within the Local Outcome Improvement Plan (LOIP) 2016-26 and Locality Plans 2017-27. The Chair provided an overview of the improvement activity for each of the projects and noted that progress had been mixed with groups that had vacancies amongst its membership not achieving the anticipated levels of improvement. Thereafter Partners discussed the Business Gateway Improvement Project and the test of change around holding a community event in Northfield. It was noted that only 2 community members attended the event and the Chair commented that the participatory budgeting events held in March may have been a missed opportunity to run a second test. She emphasised the importance of working in a joined up way across the Outcome Improvement Groups and Locality Partnerships to make the most of opportunities for community engagement.	

Topic	Discussion/Decision	Action By
	The Board resolved:- to note the Tracker.	
8. Outcome Improvement Group Chair Attendance Forward Plan	The Board had before it the Outcome Improvement Group Chair Attendance Forward Plan. **The Board resolved:-** to note the Outcome Improvement Group Chair Attendance Forward Plan.	
9. Partner Representation on outcome Improvement Groups and Involvement in Improvement Projects	The Board had before it a report which provided information on Partners representation on the Outcome Improvement Groups tasked with delivery of the improvement aims within the Local Outcome Improvement Plan 2016-26. It also provided information on Partner involvement in the OIG improvement projects and uptake of training. **The report recommended –** that the Board (a) Agree to introduce the role of Vice Chair to the Outcome Improvement Groups; (b) Review current partner leadership of the Outcome Improvement Groups with a view to appointing to vacant Chair and new Vice Chair positions at the special meeting of the Board on 18 May 2018; (c) Note partner involvement in current improvement projects; and (d) Note partner uptake of training in improvement methodology. The Chair advised that there were a number of vacancies within Outcome Improvement Groups, including the Chairs of the Integrated Children's Services; Alcohol and Drugs Partnership; Digital City; Resilient, Included and Supported (People Adult and Place) and Community Justice Groups. She provided an overview of interim arrangements and commented that ACC had made a substantial contribution to the leadership of these groups to date and confirmed that a Special CPA Board Meeting had been scheduled for 18 May to consider the shared leadership of the Outcome Improvement Groups going forward. Thereafter the Board discussed the importance of taking advantage of the training opportunities being offered to staff across the Partnership on the improvement methodology. It was noted that a large number of Outcome Improvement Group members had not signed up for training which	

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Topic	Discussion/Decision	Action By
	may account for the lack of progress in improvement. Partners agreed that it was essential that representatives on the Outcome Improvement Groups have the necessary experience and expertise before being appointed to a CPA Group. **The Board resolved:-** (i) to instruct Allison Swanson to liaise with Partners to ensure maximum attendance and representation at the Special Board Meeting on 18 May 2018; and (ii) otherwise approve the recommendations.	Allison Swanson
10. Locality Partnership Improvement Tracker – Q4	With reference to item 9 of the minute of its meeting of 27 February 2018 the Board had before it a report which presented the Locality Partnership Improvement Tracker for consideration. **The report recommended –** that the Board note and comment on the current Locality Partnership Improvement Tracker. The Board discussed (1) the progress made in relation to the Torry Free School Meals project and possible plans to upscale the project across the city; (2) the transition to the new Lochside Academy and possible implications on the Free School Meals project; (3) the different ways CPA and the Aberdeen Health and Social Care Partnership test change and evaluate pilot projects; (4) possible barriers to Locality Partnership project delivery such as resource and timescales; and (5) progress made on the Northfield Gaming and Internet Safety project. **The Board resolved:-** (i) to instruct Neil Carnegie to take account of comments made on the improvement projects and provide an update as part of the next improvement tracker; and (ii) otherwise to note the Tracker.	Neil Carnegie
11. Draft Annual Public Performance Summary	The Board had before it a report which presented the first public facing version of the Annual Report against the Aberdeen City Local Outcome Improvement Plan 2016-26. **The report recommended –** that the Board note the format and content of the public facing Annual Outcome Improvement Report.	

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Topic	Discussion/Decision	Action By
	The Board agreed that the report had been well written and formatted which made it a very accessible document. Thereafter Partners (1) requested that additional information be inserted into the Looking Ahead section to specify action to be taken; and (2) discussed how the performance summary would be communicated to the public, with a particular view to promoting good news stories such as an upturn in hotel occupancy rates in order to challenge existing narratives surrounding the impact of the oil and gas downturn on the Aberdeen City Region. **The Board resolved**:- (i) to request that additional information be included within the Looking Ahead section to specify future aspirations; (ii) to instruct Michelle Cochlan to explore whether a collective CPA Communication Group could be established; and (iii) otherwise note the report.	Michelle Cochlan Michelle Cochlan
12. Aberdeen City Local Police Plan 2017-20	The Board had before it a report which presented the Aberdeen City Local Police Plan 2017-20 for Partners' information. **The report recommended –** that the Board note the Aberdeen City Local Police Plan 2017-20 at Appendix 1. Campbell Thomson advised that the North East Division was now into the second year of its three year plan and highlighted the excellent collaborative working that had taken place with CPA Partners. He added that further links were being developed to ensure alignment with the design principles of the LOIP. Thereafter there were questions on (1) the delivery of the Policing 2026 Strategic Programme and pressure on local resources, following which the Board noted that the community policing model had remained unchanged since the formation of Police Scotland in 2013; and (2) the Board welcomed the prioritisation of domestic abuse and online offending within the Plan. **The Board resolved**:- to note the report.	

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Topic	Discussion/Decision	Action By
13. Update on Child Friendly City Programme	The Board had before it a report which (1) briefed members on the UNICEF Child Friendly City programme; and (2) summarised why Aberdeen City is involved and what the current status of the programme is. **The report recommended –** that the Board support the implementation of the plan, which should be available in May. The Board discussed (1) the next steps in the programme and whether this should be rolled out across all schools in Aberdeen City; (2) the development of terms of reference and how the UNICEF framework would underpin the programme and be a key evaluative tool; (3) the importance of developing outcomes that would capture improvements in the lives of children, families and communities through the provision of evidence that would set out how benefits would be realised; and (4) the need to link the programme with the Integrated Children's Services Plan and Care Inspectorate Framework. **The Board resolved:-** (i) to ask Michelle Cochlan to circulate an appointment to CPA Partners for the next Corporate Parenting event; (ii) to note that terms of reference for the programme would be presented to a future meeting of the Board and to instruct Allison Swanson to add this item to the Board Forward Business Planner; (iii) to request that CPA Partners note their collective responsibility in this area and take this programme back to their own organisations for further discussion; and (iv) otherwise approve the recommendation.	Michelle Cochlan Matt Reid/Allison Swanson All Partners
14. Grampian Health and Transport Action Plan Annual Report 2017	The Board had before it a report which asked Partners to note progress made by partner organisations on the development of the Health and Transport Action Plan (HTAP). **The report recommended –** that the Board note the progress by partner organisations in relation to the Health and Transport Action Plan.	

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Topic	Discussion/Decision	Action By
	The Board discussed (1) the level of consultation that had taken place with older people; (2) the role of the third and independent sectors to identify and fill gaps in service provision; and (3) the importance of engagement with Public Health and consideration of environmental implications during development of the plan. **The Board resolved:-** (i) to ask Andrew Stewart to circulate an appointment to Board members for the Health and Transport Action Plan networking event on 1 May 2018; and (ii) otherwise note the report.	Andrew Stewart
15. Fairer Scotland Duty – Interim Guidance	The Board had before it a report which presented the interim guidance on the Fairer Scotland Duty for partners and outlined how CPA is prepared to meet the duty through delivery of the LOIP 2016-26 as required by the Community Empowerment (Scotland) Act 2015. **The report recommended –** that the Board (a) Note the Fairer Scotland Duty: Interim Guidance for Public Bodies; and (b) Note CPA's preparedness to meet the duty. Michelle Cochlan advised that CPA was well placed to meet the duty due to the development of existing processes and frameworks and noted that one of the key provisions of the LOIP was to address inequality. She added that the interim guidance is a live document that will evolve over time. Thereafter the Board discussed the development of data to supplement the Scottish Index of Multiple Deprivation to give a clearer picture on inequality within communities and whether this would pose a challenge locally in terms of workload. It was noted from the guidance that that a National Co-ordinator post within the Improvement Service would be created with a remit to increase the level of data available to policy makers. **The Board resolved:-** to approve the recommendations.	

Topic	Discussion/Decision	Action By
16. Date of Next Meeting	The Board noted that its next meeting would be held on 18 May 2018 at 10am.	

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COMMUNITY PLANNING ABERDEEN BOARD
18 MAY 2018

Present:-   Councillor Laing, Chair,
                Campbell Thomson, Vice Chair (Police Scotland),
                Councillors Duncan (Integration Joint Board Vice Chair), Flynn and Greig,
                Bruce Farquharson (Scottish Fire and Rescue Service),
                Jillian Evans (as a substitute for Susan Webb) (Public Health),
                Gordon MacDougall (Skills Development Scotland) via conference call,
                Ken Milroy (North East College),
                Angela Scott (Aberdeen City Council (ACC),
                Kenneth Simpson (ACVO), and
                Jonathan Smith (Civic Forum).

Also Present:- Michelle Cochlan, and Martin Murchie (all ACC).

Apologies:-   Councillor Wheeler, Amanda Croft (NHS), Tony Dawson (AAP), Derek McGowan (Chair of Sustainable City Outcome
                Improvement Group), Neil Rennick (Scottish Government) and Susan Webb (Public Health)

Topic	Discussion/Decision	Action By
1. Declarations of Interest	There were no declarations of interest intimated.	
2. Minute of Previous Meeting of 25 April 2018	The Board had before it the minute of its previous meeting of 25 April 2018, for approval. **The Board resolved:-** to approve the minute as a correct record.	
3. Community Planning Aberdeen Nominations Summary	**MATTER OF URGENCY** **The Chair intimated that she had directed in terms of Section 50(B)(4)(b) of the Local Government (Scotland) Act 1973 that the following item could be considered as a matter of urgency in order for the Board to consider the most up to date and accurate information.** With reference to item 8 of the minute of its meeting of 25 April 2018, the Board had before it a report which outlined the (1) current leadership roles for the Outcome Improvement Groups; (2) the nominations received	

Topic	Discussion/Decision	Action By
Page 24	from Partners in respect of leadership roles for the Outcome Improvement Groups; and (3) recommendations for the Chair and Vice Chair appointments for each of the Outcome Improvement Groups. **The report recommended –** that the Board agree the following Chair and Vice Chair appointments for each of the Outcome Improvement Groups:	

Role	Aberdeen Prospers	Integrated Children's Board	Resilient, Included and Supported	Alcohol and Drugs Partnership	Community Justice	Violence Against Women Group	Sustainable City	Digital City	Community Engagement Group
Chair	Matt Lockley, Aberdeen City Council	Name TBC, Aberdeen City Council	Sally Shaw, ACHSCP	Name TBC, Police Scotland			Jillian Evans, Public Health, NHS Grampian	Chief Officer Digital, ACC	Darren Riddell, SFRS
Vice Chair	Allison SDS	Neil Cowie, North East Scotland College	Derek McGowan, Aberdeen City Council	Name TBC, SFRS	Name TBC, Police Scotland	Name TBC, ACC	Gail Beattie, Aberdeen City Council		Jonathan Smith, Chair of Civic Forum

Speaking in furtherance of the report, Michelle Cochlan advised that it was proposed that the existing Violence Against Women Group, currently chaired by Councillor Lesley Dunbar, be added to the Community Planning Partnership as an Outcome Improvement Group.

The Board discussed the recommendations and nominations received, during which it was noted that a Chair for the Community Justice and Violence Against Women Group, and a Vice Chair for the Digital City Group still required to be identified.

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| Topic	Discussion/Decision	Action By
Page 25	The Vice Chair advised that Police Scotland take up the Vice Chair of the Violence Against Women Group. In response, the Chair advised that ACVO had been seeking a nomination from the Third Sector to take up the role of Chair of the Violence Against Women Group. Kenneth Simpson confirmed that he would arrange for Joyce Duncan to put another call out to third sector partners for support with this. In respect of the Community Justice Group, the Chair advised that Angela Scott, ACC, was currently the interim Chair and that Allister Purdie, Scottish Prison Service, had been asked to take up this role however he was unable to confirm whether he could accept the position until June 2018. Therefore, she proposed that the interim arrangements continue until Allister Purdie had confirmed whether he could be the Chair. In this regard, Bruce Farquarhson, Scottish Fire and Rescue Service, advised that the Scottish Fire and Rescue Service could take on the position of Chair of the Group should Mr Purdie be unable to. With regards the Vice Chair of the Digital City Group, it was suggested that Aberdeen University be invited to take on this role. Jillian Evans, Public Health advised that she could make contact with the University in this regard. The Chair advised that Scottish Enterprise had responded to advise that it was unable to make any nominations for Chair and Vice Chair of the Outcome Improvement Groups at this time. Therefore, the Chair proposed that in light of the importance of Scottish Enterprise participation in the Partnership, that she write to Scottish Enterprise on behalf of Community Planning Aberdeen to invite representation on the Board. Finally, Michelle Cochlan advised that the new Chairs of the Outcome Improvement Groups would receive an appropriate induction and training on the improvement methodology to support them in their role. A development session on the improvement methodology is also planned for Board members at the beginning of the next Board meeting on 4 July 2018.	

Topic	Discussion/Decision	Action By
Page 26	**The Board resolved:-** (i) to agree that the Violence Against Women Group be added to the Community Planning structure as an Outcome Improvement Group; (ii) to request Kenneth Simpson, Chair of ACVO to instruct Joyce Duncan to issue a call out for Chair of the Violence Against Women Group (iii) to note that a further development session for Board members on the improvement methodology would be held at the beginning of the next meeting of the Board to be held on 4 July 2018; (iv) to agree to write to Scottish Enterprise inviting them to become a member of the Board; (v) to request Michelle Cochlan and Jillian Evans liaise about contacting Aberdeen University to take up the position of Vice Chair of the Digital City Group; and (vi) to approve the following appointments to Chair and Vice Chair roles for each of the Outcome Improvement Groups:	M Cochlan K Simpson M Cochlan M Cochlan M Cochlan/J Evans

| Topic	Discussion/Decision										Action By
		Role	**Aberdeen Prospers**	**Integrated Children's Board**	**Resilient, Included and Supported**	**Alcohol and Drugs Partnership**	**Community Justice**	**Violence Against Women Partnership**	**Sustainable City**	**Digital City**	**Community Engagement Group**	
		Chair	Matt Lockley, ACC	Name TBC, ACC	Sally Shaw, ACHSCP	Richard Craig, Police Scotland	Angela Scott , ACC (Interim until June 2018)	TBC by ACVO	Jillian Evans, Public Health, NHS Grampian	Andrew Howe Chief Officer Digital, ACC	Darren Riddell, SFRS	
		Vice Chair	Allison Carrington SDS	Neil Cowie, North East Scotland College	Derek McGowan, ACC	Simon Guyan, SFRS	Elaine Logue, Police Scotland	Name TBC, ACC	Gail Beattie, ACC	TBC by Aberdeen University	Jonathan Smith, Chair of Civic Forum	
4.	Date of Next Meeting	The Board noted that its next meeting would be held on 4 July 2018 at 2pm.										

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Improvement Dashboard

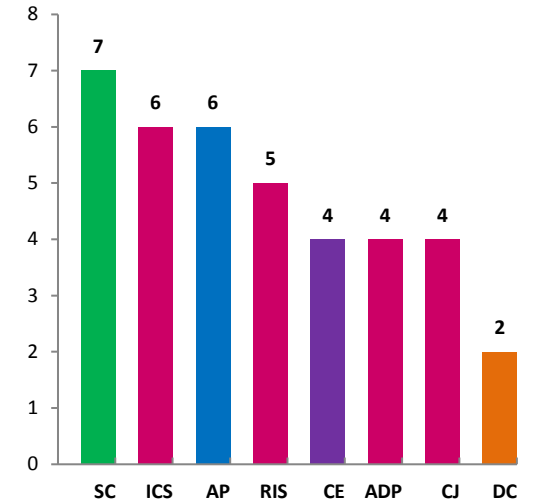## No. of CPA Improvement Projects:
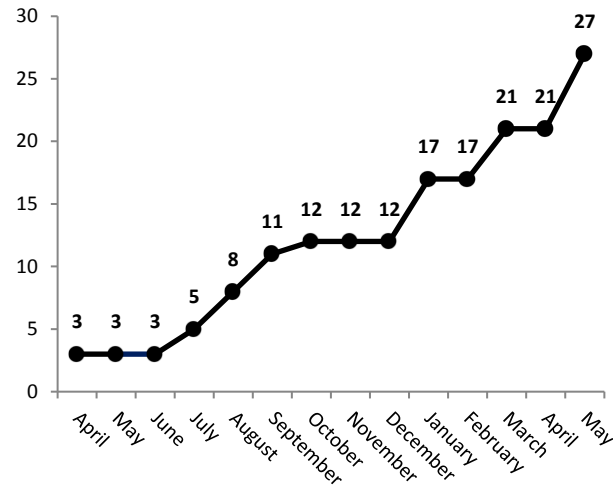
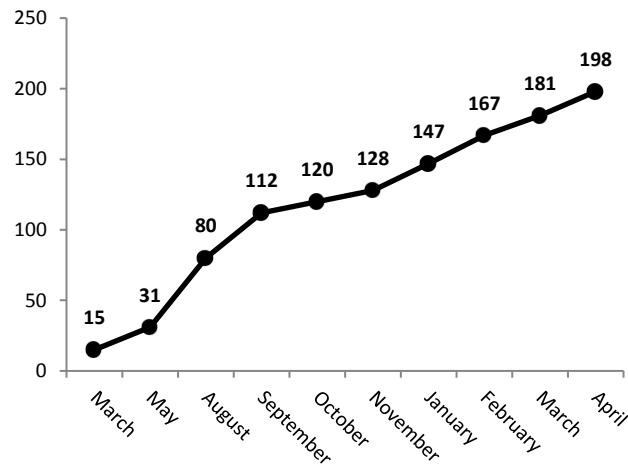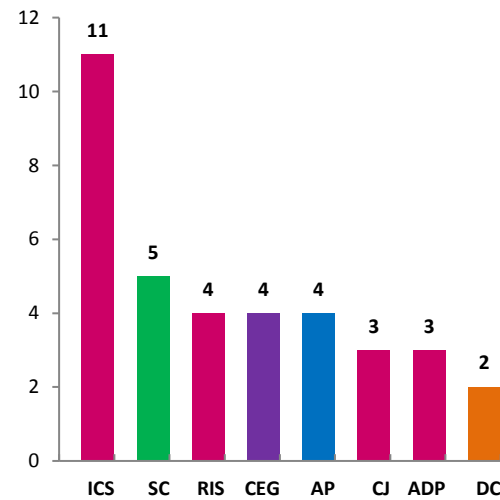## CPA Improvement Projects by OIG:
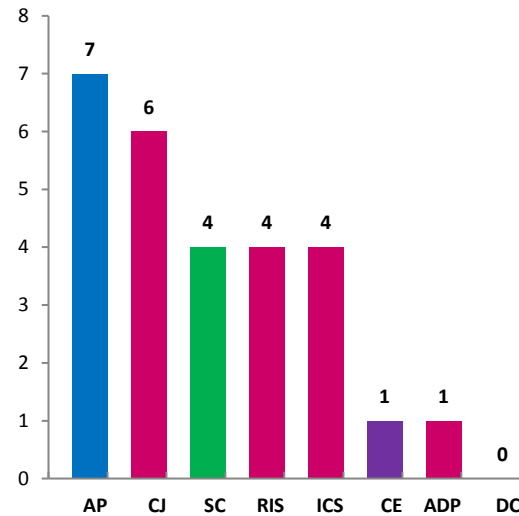
No. of Meetings Held:

No. of Meetings held since groups formed in April 2017

No. People Attending Improvement Training:

No. of People Attending Improvement Training per OIG:
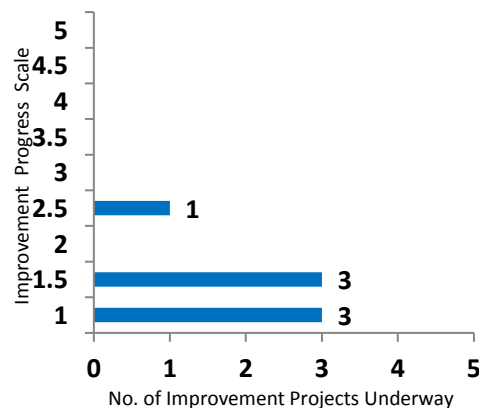

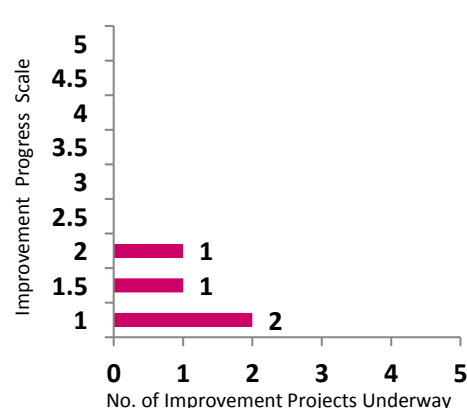
Barriers / Opportunities

- Systems need to be put in place to ensure regular collection of data for these projects.

- Model for Improvement training available for all Partnership staff. New programme for 2018 includes improvement bootcamps. Book here.

Agenda Item 2.1
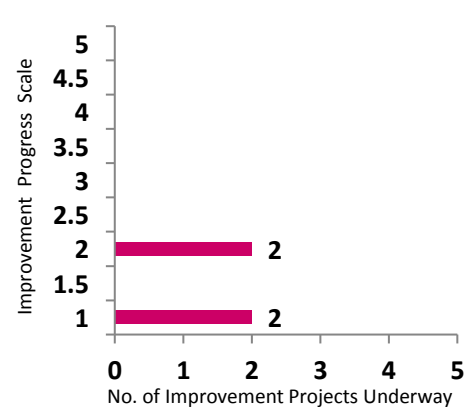
1

Outcome Improvement Group Projects

Aberdeen Prospers:

Improvement Progress Scale	Value
2.5	1
1.5	3
1	3

No. of Improvement Projects Underway

Integrated Children's Services:

Improvement Progress Scale	Value
2	1
1.5	1
1	2

No. of Improvement Projects Underway

Resilient, Included Supported:

Improvement Progress Scale	Value
2	2
1	2

No. of Improvement Projects Underway

Community Justice:

Improvement Progress Scale	Value
3.5	1
3	1
2.5	3
1.5	1

No. of Improvement Projects Underway

Alcohol and Drugs Partnership:

Improvement Progress Scale	Value
3	1

No. of Improvement Projects Underway

Sustainable City:

Improvement Progress Scale	Value
2	1
1.5	2
1	1

No. of Improvement Projects Underway

Digital City:

No. of Improvement Projects Underway

Community Engagement:

Improvement Progress Scale	Value
2.5	1

No. of Improvement Projects Underway

Project Progress Scale:

1.0	Forming as an improvement team	3.5	Improvement
1.5	Clear project charter in place	4.0	Significant improvement
2.0	Activity, but no changes	4.5	Sustainable improvement
2.5	Changes tested, but no improvement	5.0	Outstanding sustainable improvement
3.0	Modest improvement		

2

PROSPEROUS ECONOMY: Aberdeen Prospers

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Your Local Business Gateway - To increase business gateway start up numbers across Aberdeen by 2% by April 2018 by focussing on localities.	Jul 17 – Apr 18	2.5	• In October 2017 we tested the impact of a community event in three communities within the Northfield Locality.	Aberdeen Prospers Group	**TO BE REMOVED** – This project is now considered closed. Aberdeen Prospers is undertaking a review of planned improvement activity to ensure better alignment with the wider enterprise indicators in the LOIP and Locality Plans.
Inclusive economic growth					
Community Benefits.	Jan 18 – Dec 18	1.0	The focus of this change activity will be on co-ordinating community benefit activity and ensuring that partners are maximising the impact of investments in the city. The LOIP has an indicator on the implementation of 'economic footprint' activity across the wider CPA partnership. Capturing public sector investments and associated community benefits is an important part of this.	Lori Manson – Aberdeen Prospers Group	Project charter to follow date TBC.
Tourism project – ensure benefits from investment in physical assets are maximised in terms of local jobs and enterprise.	Aug 18 – Jul 19	1.0	No activity yet defined, but OIG recognised the need for work to support the tourism GVA improvement measure. Visit Aberdeenshire to be invited to discuss.	TBC – Aberdeen Prospers Group	Project charter to follow August.
Enhancing employer brokerage.	Jul 18 – Sep 19	1.5	This activity focuses on skills academies and improved employer engagement, with a view to significantly improving the employment outcomes from academy provision.	Kirsty Jarman, DWP – Aberdeen Prospers Group	Project charter to follow August. Charter to be considered by the AP Group in May.
One-Stop Employability Shop.	TBC	1.0	Business case being worked on – may not proceed but if it does, a project charter will be developed.	Matt Lockley – Aberdeen Prospers Group	**TO BE REMOVED** – not proceeding as an improvement project. Business case not successful.
Seaton employability pilot.	TBC	1.0	Local consultation and research is ongoing with a view to a discrete employability project being developed for the Seaton locality.	Paul Tytler / Marion Watson – Aberdeen City Council	**NEW** – project charter to follow date TBC.
Internationalisation					
Invest Aberdeen.	Apr 18 – Mar 19	1.5	• Joint working with Aberdeenshire Council. • Formal collaboration with SE / SDI. • New website and communications strategy. • Pooled budget.	Matt Lockley – Aberdeen Prospers Group	Project charter to follow August. Charter to be considered by the AP Group in May.

3

Investment in infrastructure					
None					

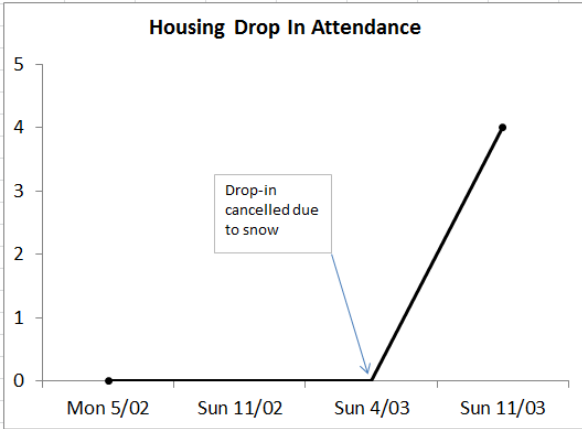| Innovation					
Food and drink sector development – start up and locality focus.	Jul 18 – Jul 19	1.5	Interpreting wider partnership / strategic focus on food and drink sector and making this relevant for and accessible to entrepreneurs and companies based in localities. Focus on skills development to address shortage areas such as butchery and fish processing.	Paul Tytler – Aberdeen Prospers Group	Project charter to follow August.\n\nCharter to be considered by the AP Group in May.

PROSPEROUS PEOPLE: Children are our Future

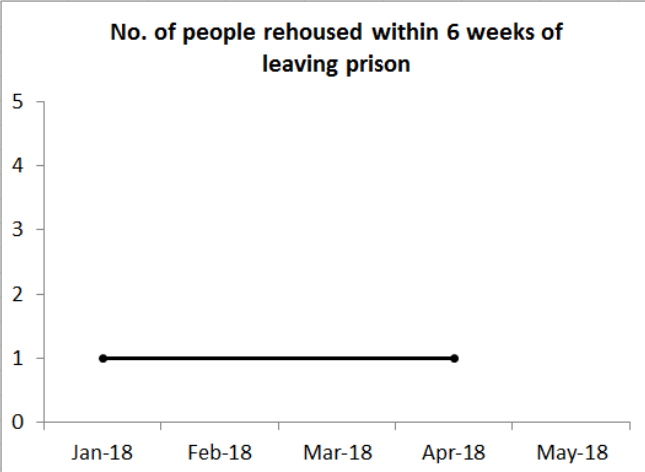| Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Children Have the Best Start in Life					
None					
Children Are Safe and Responsible					
Electronic Wellbeing and Resilience Assessment Tool for Young People – Aim 80% Young People self-report improved engagement through use of an electronic tool. 75% Young People, Families & Professionals report improved assessment and planning for young people through use of an electronic tool.	Mar 18 – Aug 18	2.0	• Test the extent to which the electronic wellbeing assessment tool is welcomed by YP and facilitates sharing their views.\n• Test the extent to which improved assessment and planning for young people improves their outcomes.\n• Test the use of an electronic tool to aide assessment and planning for young people across ICS for a range of purposes.\n• Test the appropriateness of output/data on individual young people from the electronic tool for Secondary Schools to track and evaluate Pupil Equity Fund (PEF) pupils.	Emma Powell – Integrated Childress Services Group	**NO DATA** - Project started in March 18.\n\nRegular data required to understand the impact of the changes being made on this project aim.
Partnership Forum – Improve the universal offer resulting in a 5% reduction in requests for specialist support from Children's Social Work by August 2020.	May 18 – Aug 20	1.5	• Collaborative Multi-agency working to enable skills sets and approaches to be shared which increases the capacity of the universal system.\n• Improving referral processes to ensure reduced delay from identification of need to delivery of intervention.	Eleanor Sheppard – Integrated Children's Services Group	**NEW** - Project charter to follow date TBC.

4

Children are Respected, Included and Achieving					
Raising Aspirations – Primary Programme.	May 18 – Jun 18	1.0	• Working with SDS to improve accessibility and awareness of career related online resources.	Carol Sneddon – Integrated Children's Services Group	**NEW** - Project charter to follow date TBC.
Increase representation of Young People's Views in ICS Strategic Planning.	Jun 18 – Dec 18	1.0	• Improving accessibility and involvement with the Integrated Children's Services Outcome Group for young people. • Spread the use of a checklist (To assess the extent that the groups currently involve young people.	Maggie Hepburn ACVO – Integrated Children's Services Group	**NEW** - Project charter to follow date TBC.

PROSPEROUS PEOPLE: People are Resilient, Included and Supported When in Need

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
People and communities are protected from harm					
Scale up and spread of Alcohol brief interventions.	Mar 17 – Dec 17	3.0	• Alcohol Brief Interventions are now part of standard city clinic practice. We are currently looking to spread testing of ABIs to community services. • Testing delivery of ABIs has begun with students living in 'Unite' accommodation. This includes training for Unite Welfare staff team. • Testing delivery of training on ABIs to nurses at RGU. This will include delivery of ABIs during key placements during 2018.	TBC – Alcohol and Drugs Partnership	Project charter to follow date TBC. On average the system delivered Alcohol Brief Interventions to 2 people per month with 27 ABI's delivered. This project is now being scaled up and spread.
Place Standard Tool: To improve the response of 'seldom heard' groups in the use of the Place Standard tool by 10% By December 2018 to better inform planning and understanding of community resilience.	Dec 17 – Dec 18	2.0	• Digital online survey • Targeted focus groups delivered by CPA partners who already work with these groups to maximise existing resource. • Research and Information team will provide training to CPA partners who are undertaking focus groups. • Community Events will be held to encourage additional quantitative and qualitative feedback (supported by ACC in CPA localities and Community Organisations in other neighbourhoods.)	Gail Woodcock – Resilient, Included, Supported Group	Project charter to follow date TBC.
Intergenerational Project – Nursery and Care Homes.	Oct 17 – TBC	1.0		Gail Woodcock / Susie Downie – Resilient, Included, Supported Group	Project charter to follow date TBC.

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Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Referral Service at Point of Arrest - To increase the number of referrals to relevant services at point of arrest (Kittybrewster Custody Suite) by 10% by end March 2018.	Jul 17 – Mar 18	2.5	• Testing referral routes for individuals brought to Kittybrewster Police Custody Suite who are rough sleeping (or at high risk) to Cyrenians Assertive Outreach Service – from week commencing 31st Jan 18. • Testing a Housing Drop-in at Kittybrewster – from week commencing 31st Jan 18. • Testing a Questionnaire to be left at Custody Suite for completion by police.	Claire Duncan – Community Justice Group	Community Justice Group will consider proposal to extend this project to allow for continued testing at a future CJ meeting.

Improvement Data

Housing Drop In Attendance

Drop-in cancelled due to snow

The Aim of the Project has not been achieved. Four individuals have engaged with the Drop-in during testing to date. There were no individuals identified as sleeping rough, or at risk of doing so, and thus eligible for support by the Cyrenians Outreach Service.

The testing of the Questionnaire to be left at the Custody Suite for completion by Police and then passed to the Drop-in for follow up commenced 19 March 2018.

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Scale up and spread of Support for Families Project.	Sep 17 – Mar 18	3.5	• Staff awareness raising training. • Awareness-raising through distribution of cards. • Awareness-raising through distribution of posters. • Awareness-raising in Community Justice Bulletin.	Pam Simpson Manager of Family Centre & Help Hub at HMP Grampian – Community Justice Group	Project charter to follow date TBC. The initial aim of this project has been achieved resulting in an average of 1 referral to families outside per week. This project is now being scaled up and spread. Revised aim and Charter to be considered by the CJ Group in May.

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Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Increase by 5% the number of prisoners owed a statutory homelessness duty that are suitably rehoused (whether in private sector or social rented sector accommodation) within 6 weeks of release, by May 2018.	Feb 18 – May 18	3.0	• Assign Support Worker from prison, prior to release, to work with the prisoner. • Facilitate day release to view and sign up for property. • Steering Group.	Alana Nabulsi – Support Services Manager – Community Justice Group	Note Progress.

Improvement Data

No. of people rehoused within 6 weeks of leaving prison

Our early test indicates that our changes have resulted in improvement. The average homeless journey is currently 22.9 weeks. Our aim is to reduce this to within 6 weeks for people leaving prison. So far we have one individual who left prison who was rehoused on the day of release, without the need for temporary accommodation and one individual who was rehoused within 6 weeks. The average length of time homeless people spend in temporary accommodation is 103 days.

Testing will continue throughout the duration of this project to ensure that the changes we are making to the system are resulting in lasting improvement.

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Increase the number of individuals aged 16 – 25 appropriately diverted from court by 10% by end March 2019.	Apr 18 – Mar 19	2.5	• Single point of contact in Police Scotland Aberdeen Division. • Single point of contact in CJSW, Aberdeen City. • Testing Criminal Justice and Social Work Data recording mechanism. • Map of data sharing processes.	Claire Duncan – Community Justice Group	**NEW** – Project charter attached.

People are supported to live as independently as possible

| Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
To increase the % of individuals on a Community Payback Order completing an Exit Questionnaire: i) at the end of their Supervision to 46% and ii) at the end of their Unpaid Work to 65% by end March 2019.	May 18 – Mar 19	1.5	• Completion of Supervision exit questionnaires on tablets (Citizen Space) • Audio version of Exit Questionnaires and other accessible forms of seeking feedback – to be investigated. • Procedure put in place for completion of Exit Questionnaires by Youth Team/Children's Services. • Quarterly management info report produced from collated feedback spreadsheet. • Quarterly meetings to review feedback from exit questionnaires (management info report.)	Val Vertigans, CJ Officer – Community Justice Group	**NEW** – Project charter attached.

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Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
10 individuals (in total) who are on a custodial sentence, CPO Supervision or Diversion from Prosecution are being supported to make progress on the Employability Pipeline by March 2019.	Feb 18 – Mar 19	2.5	• Training/awareness-raising events for statutory partners and other employer's. • One statutory partner has identified a single point of contact to-date.	Allister Purdie – Scottish Prison Service – Community Justice Group	**NEW** – Project charter attached.
Improvement Data One event held for senior representatives of statutory partners on the 20th of February 2018 with 9 representatives attending from 8 different partners.					
Care Home Links Project - reduce social isolation using digital connectivity called 'Care Home Links.	Apr 18 – TBC	1.0		Gosia Duncan, Scottish Care – Resilient, Included, Supported Group	**NEW** – Project charter to follow date TBC.
Link worker Project - To reduce primary care contacts and prescription costs in General Medical Practice (those participating) by X % as a result of community link referrals by July 2019.	Apr 18 – Jul 19	1.5	• Strengthening connections between community resources, 3rd sector organisations and Primary Care and to enhance social prescribing activities in Aberdeen City.	Jo Hall, ACHSCP – Resilient, Included, Supported Group	**NEW** – Project charter to follow date TBC.

PROSPEROUS PLACE: Empowered, Resilient and Sustainable Communities

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Safe and resilient communities					
Community Resilience Plans - To support three housing communities to develop their own community resilience plan by Dec 2018.	Mar 18 – Dec 18	1.5	• Local adaption of Scottish Government Toolkit for communities in Aberdeen • Develop 'Ready Grampian' website to promote community resilience and provide more information. • Hold community events in defined test areas. • Grab Bags for new community groups (Bags for new community groups – yellow waistcoats, foil blankets, torches, wind up radios.) • Building community resilience networks between existing groups e.g. neighbourhood watch through an event.	Dave McIntosh – Sustainable City Group	**NO DATA** - Project started in March 18. Regular data required to understand the impact of the changes being made on this project aim.

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
People friendly city					
Increase provision of free meals during school holidays to children by delivering 10,000 meals during 2018/19.	Jul 18 – Apr 19	1.5	• Number of free meals provided during school holidays to children. • Number of children participating in the programme. • Number of meals provided directly by community groups. • Percentage of children participating in the programme satisfied/highly satisfied with the meals provided. • Contribution of free/fair share food towards the programme.	Kay Diack – Locality Manager	**NEW** – Project Charter attached.
Eco Schools Green Flag Parks Project.	TBC	1.0		TBC	Project charter to follow date TBC.
Aberdeen School Garden Project - To increase 'garden-time' for Aberdeen's primary school children, in the localities, by an average of 1 hour per child by end of 2019.	Oct 17 – Dec 19	2.0	• Create 3 school gardens in three primary schools. One in each locality. • Each class has a one hour dedicated session on garden related activities every week. • Install pilot 'Edible Green Walls' in four primary schools by March 2018. • Develop a methodology for engaging with schools and teachers which is locally relevant. • Develop and deliver age-appropriate, garden-centred lessons which strongly link to the National Curriculum. • Develop and deliver CPD sessions for teachers as required. • Develop links to the Eco-Schools Scotland initiative to facilitate more schools achieving Green Flag status. • Specialist visits to talk to classes about gardening. • Class competition for garden logo & name to encourage participation.	Bob Donald, One Seed Forward – Sustainable City Group	Note progress.

Improvement Data

No. of Hours of gardening time delivered
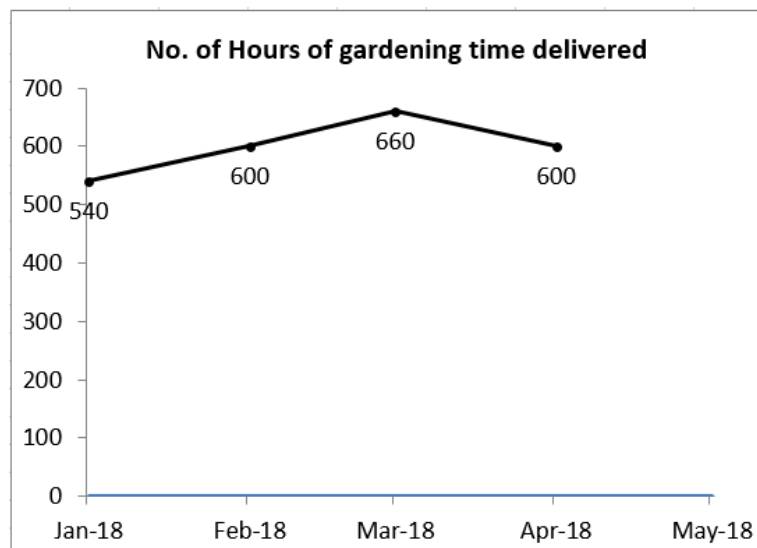
Continuing visits to schools by all team members. Taster session which will be tied into what is being growing in the garden with a view to increase free school meal provision in the area.

Engaged with Aberdeen Foyer and Men's Shed Outreach programmes to do seed planting and prepare plants for the project at Grove nursery.

Project Promoted at SHMU FM on April 11 to promote project in Woodside.

Meeting with Climate Week North East steering committee and discussed the school garden project and ways that this could be brought into next year's climate week activities.

9

DIGITAL CITY: Creating A Digital Place

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Digital Connectivity					
None					
Data					
None					
Digital Innovation					
None					
Digital Skills and Education					
None					

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WORKING WITH COMMUNITIES: Engagement, Participation and Empowerment

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
How good are our learning centres? - All learning centres submitting performance data by April 2018.	Mar 17 – Apr 18	2.5	• Testing use of new performance framework measures. • Learning centre user survey. • Planning to test ways of getting more qualitative performance information.	Sarah Scott, Performance & Quality Officer – Community Engagement Group	**TO BE REMOVED** – This project is now considered closed. Learning Centres are now submitting Performance Data as part of Performance Management Framework.
Participation Requests – TBC.	TBC	TBC		TBC	**NEW** – Draft charter is included under item 4.2 Engagement, Participation and Empowerment. Charter to be considered by the CE Group in June. Final project charter to follow August.

11

NEW PROJECT CHARTERS

Improvement Project Title:
A Presumption For Diversion From Prosecution
Executive Sponsor (Chair of Outcome Improvement Group):
Angela Scott, Chief Executive, Aberdeen City Council
Project Lead:
Claire Duncan, Lead Social Work Officer, AHSCP
Aim statement (What are we trying to accomplish? Over what time? Numerical target for improvement?)
Increase the number of individuals aged 16 – 25 appropriately diverted from court by 10% by end March 2019
Link to Local Outcome Improvement Plan:

Primary Driver: We will effectively manage and support people involved in the adult Criminal Justice System in the community to reduce the likelihood of their reoffending and improve outcomes for these individuals, their families and communities.					
Secondary Driver	**Improvement measures and aims**	**Baseline**	**17/18**	**20/21**	**20/26**
Clear identified pathways and information flows are put in place to divert people from prosecution, reducing the likelihood of their reoffending and enabling them to improve their life chances [*National Outcome: Improved Collaborative Working*]	Increase in number/% of people who were appropriately diverted from Court (recognising that this will depend on factors including numbers reported by police, crimes alleged against individuals, etc)	63 (aged 16-17) 14 (aged 18-25) 33 (aged 26+) 2015-16	+1%	+2%	+5%

Business case (Benefit to clients/ stakeholders/ residents:? Are costs reduced now or in the future by addressing this issue?)

Benefits to Individuals, their families, victims and communities:

- The less contact an individual has with the justice system, the less likely they are to have further involvement in offending.
- Positive diversion addresses the causal factors for offending, and not the simply the offence. This minimises the likelihood of reoffending and creates opportunities.
- Focussing on individuals aged between 16 and 25 years provides early and effective intervention that is desistance focused, and addresses trends in crime perpetrated within this age group, where the causal factors for those would benefit from the type of support offered as part of diversion from prosecution.
- The project provides a focus to assess effectiveness of interventions and increase access for those who can benefit from such approaches.
- Increasing the use of diversion means individuals do not receive a conviction which remains on their permanent record, allowing them to move on from the offence.
- The stigma of a criminal conviction impacts on families as well as individuals. Diversion from prosecution reduces the stigma and improves the life chances of children within a community.
- These harmed by crime and offending can have increased involvement in a justice process as part of restorative justice approaches applied within the project. This retains sense of power and control in decision making.

- Communities benefit from individuals reducing their involvement in offending from an early stage through diversion opportunities, and investing more positively in economic growth and citizenship.

Benefits to stakeholders:
- Diversion from prosecution reduces unnecessary court time for public services which can then be used more effectively and focus on more serious and complex cases.
- Addressing offences at an early stage addresses the causes for offending at an early stage. This reduces the likelihood of further offending and time spent in both custody and on community sentences.
- The presumption against short-term sentences means more individuals with complex needs will require supported as part of community based sentences. Diversion provides a way of allowing CJSW to provide an enhanced service to these individuals, by addressing other, lower level offending at its earliest opportunity.

Impact to cost and resources:

While impact to cost and resources will be experienced during the short, medium and long term, improving the provision of diversion from prosecution towards sustainable outcomes for those involved is a longer-term, preventative aim. Monitoring balancing measures will allow for resources to be realigned where possible and cost savings to be monitored as a result. The benefit here will be a process which can be measured and the implementation of client feedback into the process to allow more evidence-based improvement.

Measures: (How will we know if a change is an improvement?)

Staff within relevant organisations divert individuals from Prosecution.
- Increase in understanding diversion from prosecution within local police and COPFS (requires baseline measurement to establish whether improvement achieved).
- Increase in individuals receiving training input within local police and COPFS.
- Increase in cases from local Police to COPFS which recommend diversion from prosecution (within Standard Police Report).
- Increase in cases put forward for diversion from prosecution from COPFS to CJSW.

Clear processes for Diversion from Prosecution are in place
- Increase in number of service users satisfied with the diversion process.
- Increase in partner satisfaction regarding clarity of processes

Appropriate and effective Diversion options are available to meet need
- Increase in number of records completed on data sharing spreadsheet (as a % of actual referrals?)
- Increase in number of times data sharing spreadsheet is reviewed by partners to inform planning?
- Increase in number of agreed care plans
- Individuals improvement against identified need/s (recorded on Outcomes Measurement Tool)
- Increase in self-reported improvement in sustainable outcomes
- Increase in numbers of 'successful completion' reports
- Individuals diverted to the Employment Project have improved outcomes/ successfully complete Diversion
- *Number re-diverted or convicted for further offending*
- *Measure re diversion to social media/communication act/sexting offences - tbc*

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Change ideas (What can we do that will result in improvement?)

- Map of data sharing processes
- Single point of contact in Police Scotland Aberdeen Division
- Single point of contact in CJSW, Aberdeen City
- Training/Awareness-raising input on diversion from prosecution for local police officers and COPFS.
- Information Sharing Protocol
- Data recording mechanism by CJSW in Aberdeen City
- Individualised care plans
- Person-centred outcome measure
- Exit questionnaire for clients
- Regular comparison of crime/offending data against recorded 'needs' of individuals diverted
- Process to ensure sustainability and quality of diversion interventions
- Diversion to Employability Project
- *Diversion relating to social media/communication act/sexting offences – tbc*

Potential Barriers and Considerations:

- Changes to crime trends and reporting
- Data and information sharing arrangements
- National and local practice – ensuring consistent approach
- Risk of Up-Tariffing (ie diverting individuals when support could be provided elsewhere
- Increased pressure on resources due to potential increase in numbers being diverted Victim perceptions of Diversion as 'soft justice'

Project Team:

Claire Duncan, Lead Social Work Officer, AHSCP – Project Lead
Gemma Fraser, Improvement Lead, Community Justice Scotland
Emma Heffernan, Research Officer, CJS
Lesley Simpson, Criminal Justice Social Work Service Manager, Aberdeen Health and Social Care Partnership
Alan Townsend, Procurator Fiscal, Aberdeen City (COPFS)
Lorna Murray, Pre-Disposal Team Lead, Criminal Justice Social Work
Alison Stewart, Victim Support Scotland
Clare Hyslop/Nicola Williams, Barnardo's
Elaine Logue, Police Scotland
Gail Walker, YJMU Police Scotland
Andrea McGill, Children's Services
Zoe Galloway, Sacro
Ross Gibson, Policy Officer, Centre for Youth and Criminal Justice
Val Vertigans, Community Justice Officer
Individual/s with lived experience – tbc

Improvement Project Title: Pathways to Employment

Executive Sponsor (Chair of Outcome Improvement Group):
Angela Scott (Community Justice Grp) & Richard Sweetnam (Aberdeen Prospers Grp)
Project Lead: Allister Purdie, Governor, HMP Grampian

Aim statement (What are we trying to accomplish? Over what time? Numerical target for improvement?)

10 individuals (in total) who are on a custodial sentence, CPO Supervision or Diversion from Prosecution are being supported to make progress on the Employability Pipeline by March 2019

Link to Local Outcome Improvement Plan:

This project will contribute to improving the below LOIP outcomes.

People are Resilient, Included and Supported:

Primary Drivers	Secondary Drivers	Improvement measures and aims	Baseline	17/18	20/21	26/27
We will effectively manage and support people involved in the adult Criminal Justice System in the community to reduce the likelihood of their reoffending and improve outcomes for these individuals, their families and communities.	Appropriate pathways are in place to support people to enable them to realise and build on their potential, improve their life skills and move towards employment, at all stages of the Criminal Justice System [National Outcomes: Improved collaborative working; Access to services; Leveraging in resources]	Increase in % of individuals accessing life skills/employability support and opportunities at different stages of the Criminal Justice System	Tbc	Tbc	+10%	+20%

Aberdeen Prospers:

Primary Drivers	Secondary Drivers	Improvement measures and aims	Baseline	17/18	20/21	26/27
We will significantly improve the city through regeneration of our communities and ensuring a vibrant economy	Develop and implement Locality Plans for those communities experiencing socio economic disadvantage	Improve neighbourhood local statistics on employment, educational outcomes and health in Aberdeen City areas	TBC	+1%	+3%	+5%
		Reduce the gap between these areas and the rest of Aberdeen	TBC	-1%	-2%	-3%
		Increase take up of Employment related services in these areas.	TBC	+1%	+3%	+5%
		Increase no of employers paying the Living Wage	TBC	+5%	+25%	+50%
		Reduce no of low-skilled, low-paid people in insecure employment	TBC	-	-5%	-10%
		Reduce % of children in living in poverty	TBC	-	-5%	-10%
We will ensure there is access for all employers to qualified labour	Address skills shortages in key sectors including public services and health sectors as identified in the Regional Skills Strategy	Reduce proportion of employers reporting skills shortages by occupation	24%	23%	20%	15%
	Working with the Employers Training Forum, embed the use of targeted recruitment and training clauses in our procurement strategies to ensure those areas with higher levels of economic inactivity can access skills/ training opportunities	Increase proportion of businesses that report investing in on-the-job training, technical or job-specific training	TBC	+2%	+5%	+10%
	Deliver £2.2m ESF Employability Pipeline Project to increase economic activity through training and work experience	Monitor success of ESF Employability Pipeline to increase economic activity	TBC	Target to be set when project is approved		

Business case (Benefit to clients/ stakeholders/ residents:? Are costs reduced now or in the future by addressing this issue?)

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There is a range of evidence available which shows that being employed can contribute to reducing the likelihood of someone reoffending. The stability and quality of the job are also important factors. [What Works to Reduce Reoffending: A Summary of the Evidence (Scottish Government Justice Analytical Services 2015)]. One in five job applicants have a conviction and being locked out of employment by a criminal record creates multi-faceted social and integration problems. [Recruit With Conviction 2017]. By addressing this issue, outcomes will be improved for individuals involved in the Justice System, their families and communities, and there is potential to address skills shortages.

Measures: (How will we know if a change is an improvement?) – *Need to relate to Aim*

Pathways are in Place

- Awareness, understanding and attitude of statutory partners and other employers is improved – positive feedback is received following training/awareness-raising events for Employers
- Increase in number of employers identifying a single point of contact with regards to issues relating to pathways for people in the Justice System
- Increase in number of employers agreeing to reviewing recruitment policies and consider adopting a positive Position Statement in the light of Best Practice Guidance
- Increase in number of employers identifying Mentors to support employees with recent convictions
- Increase in number of employers attending Reverse Jobs Fairs
- Increase in number of people offered employment through Reverse Jobs Fairs
- Positive partner feedback about Aberdeen Employability Pathway/Responsibilities document

Individuals are engaged

- Increase in number of individuals at different stages of Employability Pipeline
- Increase in number of individuals with a 'Lead Professional' (LP)
- Increase in number of individuals with a personal support Mentor
- Increase in number of meetings between LP, Mentor, individual & others as relevant
- Increase in numbers of people accessing education/ training/ volunteering/ placements etc
- Increase in number of people offered work placements
- Increase in number of people offered employment
- *Extension of 'Participation Measure' (from LOIP)*
- Improvement in outcomes for individuals progressing along the Employability Pipeline

Change ideas (What can we do/test that will result in improvement?)

Pathways are in Place:

- Training/awareness-raising events for statutory partners and other employers
- Single point of contact identified by employer organisations
- 'Best Practice' guidance/ positive 'Position Statement' example for consideration by employers
- 'Mentors' identified within organisations to support employees on Diversion/ with recent convictions
- Reverse Job Fairs (employers invited to meet individuals with CVs)
- Aberdeen Employability Pathway/Responsibilities document (summarises steps to be followed, plus roles of relevant partners)
- Single point of contact identified by education/training/volunteering/placement

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providers
Individuals are engaged
• 'Lead Professional' identified for each individual
• Personal Mentor identified for each individual
• Regular meetings involving Lead Professional. Personal Mentor, individual, and others as appropriate
• Log for recording progress of individuals along Employability Pipeline

Potential Barriers
Willingness of individuals to engage/ continue to engage
Buy-in of potential/ employers

Project Team:	Susan Morrison, ACVO
Allister Purdie, HMP Grampian (Project Lead)	Andy Verreydt, Aberdeen Inspired
Matt Lockley, Aberdeen City	Ryrie Oag, Momentum Scotland
Kirsty Jarman, JobCentre Plus	Rioghnach Armstrong, Apex
Lynn Smith, Skills Development Scotland	Dughall Laing, Recruit With Conviction
Lesley Simpson, CJSWS, AHSCP	Darren Riddell, SFRS
Representation from academia (tbc)	Val Vertigans, CJ Officer
John McRorie, Scottish Govt	

Improvement Project Title: **Quality of Community Payback Orders**

Executive Sponsor (Chair of Outcome Improvement Group):
Angela Scott, Chair of Community Justice Group

Project Lead:
Val Vertigans, Community Justice Officer

Aim statement (What are we trying to accomplish? Over what time? Numerical target for improvement?)
To increase the % of individuals on a Community Payback Order completing an Exit Questionnaire:
i) at the end of their Supervision to 46% *(Baseline 23% in 2016-17)*; and
ii) at the end of their Unpaid Work to 65% *(Baseline 51% in 2016-17)*
by end March 2019

Link to Local Outcome Improvement Plan:

Primary Drivers (What)	Secondary Drivers (How)	Improvement Outcomes (Outputs)					Lead Partners
		Improvement measures and aims	Baseline	17/18	20/21	26/27	
We will effectively manage and support people involved in the adult Criminal Justice System in the community to reduce the likelihood of their reoffending and improve outcomes for these individuals, their families and communities	Quality of Community Payback Orders is regularly evaluated to inform future practice *[National Outcome: Effective Interventions]*	Increase in % of individuals on a Community Payback Order Supervision Requirement indicating improved outcomes at the end of their Supervision: (from a sample of 20 exit questionnaire per quarter – Baseline Q2 2016)					HSCP Other partners as appropriate
		- Housing	50%	+1%	+2%	+3%	
		- Emp/Education/Training	22%	"	"	"	
		- Drugs	57%				
		- Alcohol	81%				
		- Personal Relationships	58%				
		- Self Esteem	58%				
		- Mental Health	60%				
		- Physical Health	29%				
		- Money Issues	50%				
		- Coping Skills	69%				

Business case (Benefit to clients/ stakeholders/ residents? Are costs reduced now or in the future by addressing this issue?)
[From: What works to reduce reoffending – A summary of the evidence (Scottish Govt 2015)]
- In Scotland, reconviction rates are lower for those given community sentences compared to those released from short custodial sentences. A respectful, participatory and flexible relationship with a supervisor can trigger the motivation to change and promote desistance. Supervision should place adequate emphasis on helping offenders overcome practical obstacles to desistance such as unemployment and drug misuse.
- More research is required to understand what might be the most effective ways of involving service users in the design of interventions and how effective such approaches would be in reducing reoffending.
[From: Evaluation of Community Payback Orders, Criminal Justice Social Work Reports and the Presumption Against Short Sentences (Scottish Govt 2015)]
- Offenders were usually very positive about the relationship they have (or had) with their case manager, citing this relationship as being of key importance for engagement and compliance. *(Local evidence supports this: 80% of those on a CPO who completed an Exit Questionnaire in 2016-17 rated their relationship with their supervising Social Worker as 'Very Good'.)*
- Engagement and compliance was most likely when a CPO was tailored to an offender's needs and interests. Other factors that offenders responded positively to included the fact they were paying back to the community, and the sociable element of UPW.

Measures: (How will we know if a change is an improvement?)
Increase in % of individuals on CPOs (Supervision and Unpaid Work) completing exit questionnaires
Increase in % indicating improved outcomes at end of Supervision - against individual issues *(Baselines as in LOIP)*

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Increase in % of individuals on Unpaid Work confirming *(Baselines to be sought)*: - there was a personal achievement for them during UPW; - they learned about working as part of a team; - they developed new skills; - they developed existing skills. Increase in number of meetings held to review implications of exit questionnaires (collated on management info report) *(Baseline 0)*
Change ideas (What can we do that will result in improvement?) Completion of Supervision exit questionnaires on tablets (Citizen Space) Audio version of Exit Questionnaires and other accessible forms of seeking feedback – *to be investigated* Procedure for completion of Exit Questionnaires by Youth Team/Children's Services Quarterly management info report produced from collated feedback spreadsheet Quarterly meetings to review feedback from exit questionnaires (management info report)
Potential Barriers Technical issues in relation to use of questionnaire on tablets (Citizen Space)
Project Team: Lesley Simpson (CJSW Service Manager) Neil Buchanan (Senior Social Worker) Linda Brownlie (Senior Social Worker, Unpaid Work) Callum Muir (Project Officer, Unpaid Work) Andrea McGill (Children's Services Manager) Val Vertigans (Community Justice Officer)

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Improvement Project Title: Free Holiday Food and Fun
Executive Sponsor (Chair of Outcome Improvement Group): Derek McGowan
Project Lead: Kay Diack, Locality Manager
Aim statement (What are we trying to accomplish? Over what time? Numerical target for improvement?) Increase provision of free meals during school holidays to children by delivering 10,000 meals during 2018/19. Baseline 2017/18 – 1,734 meals
Link to Local Outcome Improvement Plan: Prosperous Place People friendly city – a city where people choose to invest, live and visit   Increase provision of meals provided during school holidays to children entitled to free school meals Prosperous People Children get the best start in life and will experience improved outcomes.
Business case (Benefit to clients/stakeholders/residents:? Are costs reduced now or in the future by addressing this issue?) Feedback from a small scale PDSA in 2017/18 showed us that more than 50% of parents said they find it harder to make ends meet during the school holidays, with 80% stating food bills increased during these periods. Almost a third said they sometimes find themselves without money to buy food. The project will help address hunger endured by children living in poverty. The provision of healthy food and activities will contribute towards improved health and wellbeing for these children. This approach also contributes to improving attainment objectives because children's learning can be adversely affected post school holidays if they have not received adequate and nutritious food during the holiday period. The project aims to support community empowerment, with community representatives making decisions on use of the budget allocated for the project and in the delivery of the food and fun activities for the children.

Measures: (How will we know if a change is an improvement?)
• **Outcome measures**
   1) Number of free meals provided during school holidays to children.
   2) Number of children participating in the programme.
   3) Number of meals provided directly by community groups.
   4) Percentage of children participating in the programme satisfied/highly satisfied with the meals provided.
   5) Contribution of free/fair share food towards the programme.

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Change ideas (What can we do that will result in improvement?)

- The Council work with CFINE to utilise fair share food in the programme, likewise other organisations and businesses who may provide free or discounted food for the programme.
- We will organise and deliver Food and Fun programme with partners in priority Localities where there is insufficient delivery by community groups.
- We will support communities to develop their capability and capacity to deliver programmes in the future.
- Community groups providing activities shall be invited to take children to schools in priority localities where food will be prepared.
- Aberdeen City Council has allocated £50,000 in 2018/19 for the provision of free meals. Community groups/social enterprises will be invited and supported to seek grants to deliver free food and activities.

Potential Barriers:

- Reaching children most in need.
- Fear of stigmatisation within community.
- Capacity to deliver the programme.
- Grant and procurement processes.
- Sufficiency of funding for provision of activities.
- Meal planning when food donations made by FareShare via CFINE.

Project Team:
Kay Diack, Locality Manager, ACC
Dave Kilgour, CFINE
Kevin Williamson, Brake Brothers
Graeme Dale, Active Schools, Sport Aberdeen
John Landragon, School Catering Manager, ACC
Susan Bailey, Catering Advisor, ACC
Susan Thoms, Fairer Aberdeen Fund Co-ordinator, ACC

CHALLENGE QUESTIONS

To support effective scrutiny of the outcome improvement projects, it is recommended that CPA members and staff use the following challenge questions.

1) Is the project aim specific and clear about what we are trying to accomplish?

2) Is there a sound business case? Should we be doing this project? Does it support prevention and early intervention?

3) Is it likely that the changes being tested will achieve the aim?

4) Will the measures show us whether a change is an improvement?

5) Are the right people involved in this project?

GROUP & PROJECT PROGRESS SCALE:

| 1.0	**Forming as an Improvement Group** Group has been formed; target population identified; aim determined and baseline measurement has begun.
1.5	**Planning for Improvement has begun: clear project charter in place** Group is meeting, discussion is occurring. Plans for improvement have been made.
2.0	**Activity, but no changes** Group actively engaged in development, research, discussion but no changes have been tested.
2.5	**Changes tested, but no improvement** Components of the model being tested but no improvement in measures. Data on key measures are reported.
3.0	**Modest improvement** Initial test cycles have been completed and implementation begun for several components. Evidence of moderate improvement in data.
3.5	**Improvement** Some improvement in outcome measures, process measures continuing to improve. PDSA test cycles on all components. Evidence of moderate improvement in process measures.
4.0	**Significant improvement** Most components of the change package are implemented for the population of focus. Evidence of sustained improvement in outcomes measures, halfway toward accomplishing all of the goals. Plans for spreading the improvements are in place.
4.5	**Sustainable improvement** Sustained improvement in most outcome measures, 75% of goals achieved, spread to a larger population has begun
5.0	**Outstanding sustainable improvement** All components of the Change Package implemented, all goals accomplished, and spread is underway.

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Contact details

Guy Bergman
Performance & Improvement Officer
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Email: gbergman@aberdeencity.gov.uk

Date of report: 17 May 2018

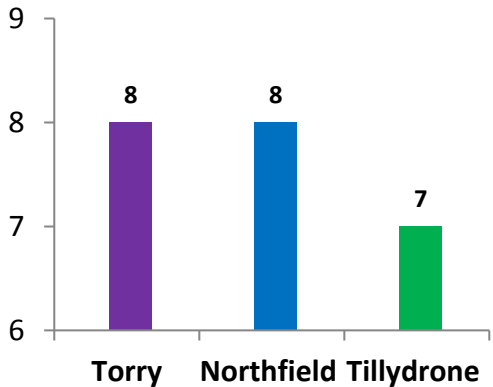This page is intentionally left blank

Improvement Dashboard

No. of Locality Improvement Projects:

No. of Meetings Held:
No. of Meetings held since groups formed in April 2017
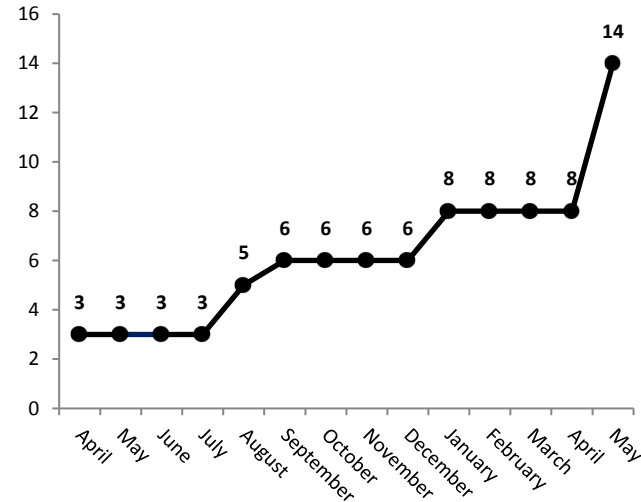
Torry 8   Northfield 8   Tillydrone 7

Barriers / Opportunities:

- Opportunity to test learning from Torry Dog Fouling Project in other Aberdeen Communities.

- Model for Improvement training available for all Partnership staff. New programme for 2018 includes improvement bootcamps. Book here.

Locality Partnership Projects:

Torry

Northfield

Tillydrone

No. of Improvement Projects Underway
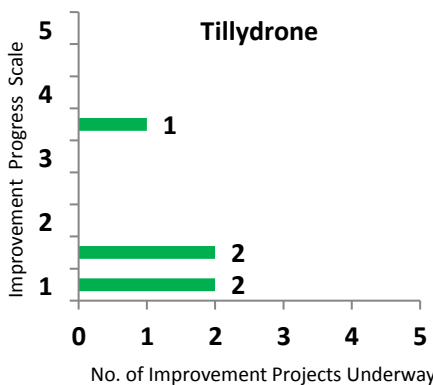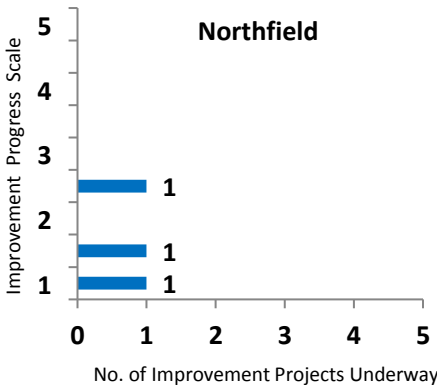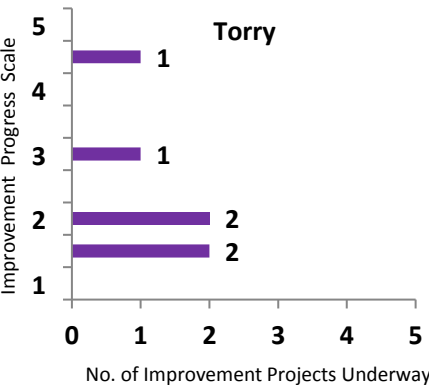
Project Progress Scale:

1.0	Forming as an improvement team
1.5	Clear project charter in place
2.0	Activity, but no changes
2.5	Changes tested, but no improvement
3.0	Modest improvement
3.5	Improvement
4.0	Significant improvement
4.5	Sustainable improvement
5.0	Outstanding sustainable improvement

Agenda Item 3.1

1

OUR ECONOMY

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Your Local Business Gateway - To increase business gateway start up numbers across Aberdeen by 2% by April 2018 by focussing on localities.	Jul 17 – Apr 18	2.5	• In October 2017 we tested the impact of a community event in three communities within the Northfield Locality.	Aberdeen Prospers Group	**TO BE REMOVED** – This project is now considered closed. Aberdeen Prospers is undertaking a review of planned improvement activity to ensure better alignment with the wider enterprise indicators in the LOIP and Locality Plans.
Employability and tackling Poverty.	TBC	1.0	• Community ambassador to increase referrals to and uptake of employability support programmes. • Local delivery of employability support sessions to increase referrals to and uptake of employability support programmes. • Specific support for lone parents to tackle literacy and numeracy barriers (link with parental support under Early Years health.) • Locality link with Food and Drink sector to ensure inclusive economic growth (with Aberdeen Prospers.)	Paul Tytler, Marion Watson – Tillydrone Locality	**NEW** – Project charter to follow date TBC.

2

OUR PEOPLE

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Seaton Recovery Project - 30 clients supported with social and welfare issues and 10 people supported into groups by Jul 18.	Jun 17 – Jul 18	3.5	• Seaton Recovery Project moved into Seaton Community Centre with a dedicated space and a reinforcement of the ethos and practices around Recovery. • Practice has been realigned with focus on drop-in sessions, 1:1's, group work whilst increasing personal responsibility around clients involvement within the Project such has cooking communal lunches.	Graham Donald – Tillydrone Locality	Project has achieved aim. The initial aim of this project has been achieved with the system supporting 68 clients with social and welfare issues and 130 clients supported in to groups to date. Revised aim and Charter to follow date TBC.

Improvement Data

No of clients supported into groups

No of clients supported/engaged
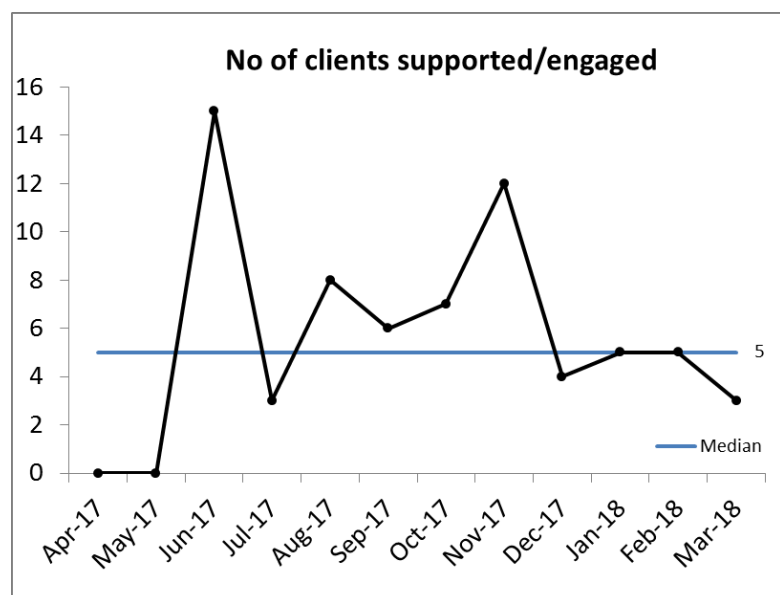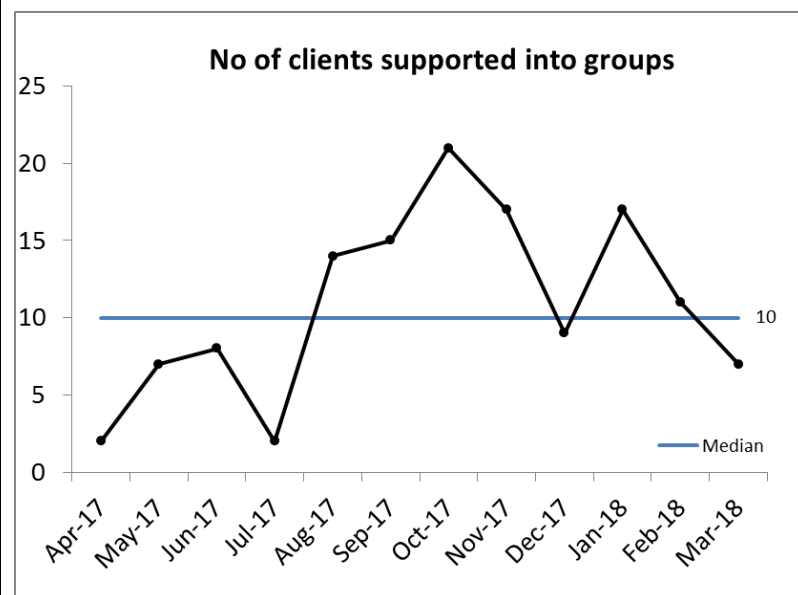
To date clients have been supported through 68 social and welfare issue sessions whilst 130 have been supported into groups such as music, Confidence 2 Cook and Art History groups.

The current system is supporting, on average, 10 individuals into groups and 5 people are being supported with their social and welfare issues.

Two clients have been supported onto positive destinations; one into employment and one onto a volunteering position.

There has been a small reduction in clients being supported as a result of a vacancy within the team. Despite this clients are still benefitting from the project.

3

| Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Domestic Abuse - Aim to reduce domestic offences in the Woodside area by 10% by December 2018.	Jan 18 – Dec 18	1.5	• Staff of eight community groups will receive training in how to deal with instances. • Engage 100% of the schools in the area with the project. • Social media to engage hard to reach groups.	Mark Stephen/ Paul Tytler – Tillydrone Locality	Project charter being revised for next Community Justice OIG meeting on 30 May.
Early Years Health – Seaton.	TBC	1.0	• To develop effective parental engagement on a range of early years health issues. • Includes breastfeeding, ante-natal smoking, weight and dental health. • Improving literacy and numeracy at entry to P1 (this also links to parental literacy and numeracy and employability.)	Paul Tytler – Tillydrone Locality	**NEW** – Project charter to follow date TBC.
Domestic Abuse Coercive Control Awareness - To increase the number of people in Torry, Kincorth and Cove indicating awareness about the change of legislation on coercive control by 1000 by 31st December 2018.	Jun 18 – Dec 18	1.5	• Domestic Abuse Reporting Forms – used in a similar way to Prejudice Incident Reporting Forms (PIRF.) • Undertake presentations, workshops and information stalls across Torry, Kincorth and Cove with community groups. • Facebook/social media campaign • Speak to pupils using PSE classes and presentations at school assemblies. • Presentations/workshops with front line staff and colleagues across the council. • Developing sustainable project – impact on curriculum and/or encourage volunteers/groups to promote project in their local areas.	Tanita Addario – Torry Locality	**NEW** – Project charter attached.
Drugs and Alcohol Community Support Torry - To Increase the number of individuals accessing (specified) drug and alcohol services from the Torry area by 20% by February 2019.	Jan 18 – Feb 19	1.5	• Development of Community Champion role thorough training and Alcohol and Drugs awareness raising. • Delivery of more specialised training and support reflecting local need – e.g. Alcohol Brief Interventions and naloxone training. • Bring new partners in e.g. housing staff to link more directly between individuals and recovery service. • Promoting local services and positive recovery stories and initiatives.	Anne-Marie Steehouder-Ross – Torry Locality	**NO DATA** - Project started in Jan 18. Regular data required to understand the impact of the changes being made on this project aim.

4

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Unpaid Work placement Project - Increase the number of providers of Community Payback Order Unpaid Work individual placements in the Wider Northfield Locality by 50% by TBC.	TBC	1.0		Kay Diack – Northfield Locality Partnership	**NEW** – Project charter to follow August. Community Justice Group will consider project on 30th May.
Jog Torry - To increase the engagement in physical activity of participants by 50% by 31st August 2018.	Feb 18 – Aug 18	2.0	• Deliver 2km Fun run for parents and children at Tullos School together with Jog Scotland to encourage participation in physical activity and raise awareness of Jog Scotland Model. • Establish pupil engagement in the Jog Scotland model at Tullos Primary and Walker Road School. • Information sessions delivered to staff at both schools to raise awareness. • Recruitment of local people to deliver the Jog Scotland model in Torry. • Taster sessions to encourage participation.	Teresa Dufficy – Torry Locality	**NEW** – Project charter to follow August.

Improvement Data

On March 22nd 70 pupils, parents and teachers took part in the 2km event to test impact and interest in Jog Scotland at Tullos Primary School.

Information sessions have been completed with staff at both primary schools.

Taster session and first 10-week block for adult joggers to begin 7th May with further participation data to follow.

OUR PLACE

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Scale up and spread of Living Streets Dog Fouling Initiative.	TBC	1.0	• Workshops with local school children to educate them on dog fouling. • Making dispensers with local school children to contain dog mess bags to be erected. • Creating awareness raising posters about the issue with school children and distributing them around community centres in the area. • Presentations to community groups.	TBC	**NEW** – Project charter to follow date TBC. A reduction of piles by almost 63% was achieved through testing changes in the Torry Community. This project is now being scaled up and spread.

5

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Free School Meals Initiative - We aim to increase the uptake of free school meals in Torry by 7% by 31st of September 2018.	Oct 17 – Sep 18	2.0	• Change benefit entitlement and proof evidence system to automatically register those children that have an entitlement. • Use rewards on the accord card to incentivise uptake of school meals at Lochside Academy. • Tutor time sessions with all pupils to complete free school meals application forms to take home for signing from parents. • Taster sessions with the children to encourage them to have more school lunches and theme days.	Tanita Addario, Anne-Marie Steehouder-Ross – Torry Locality	Note progress.

Improvement Data

New Free School Meal Registrations

New Pupil Equity Funding secured

£25,200
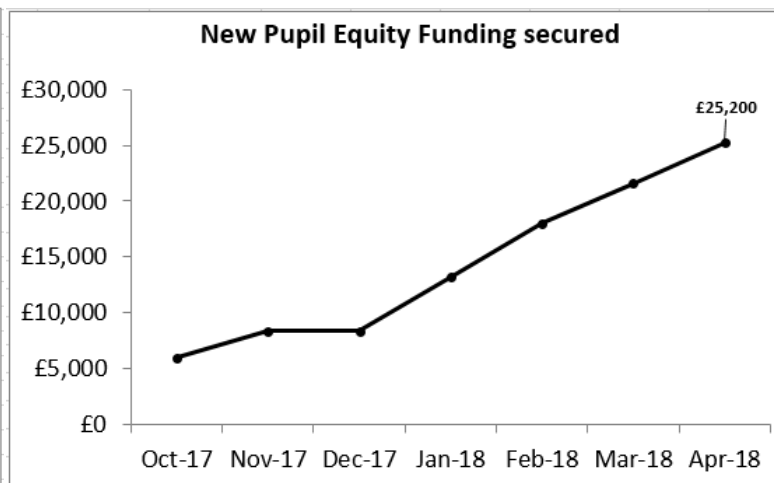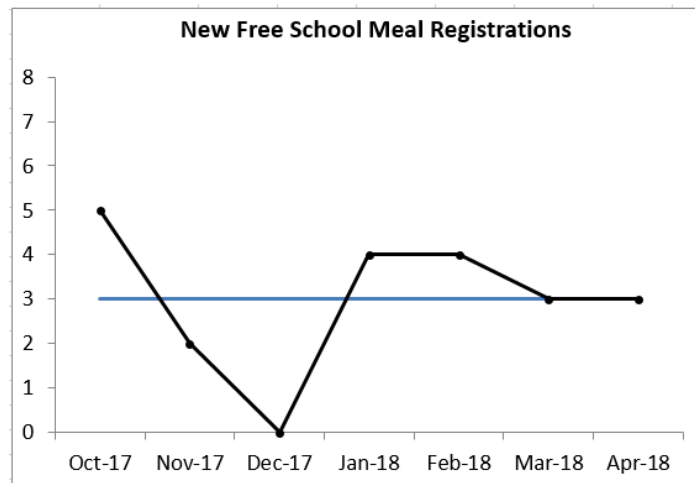
The data shows the number of new free school meal registrations since we started the project in October. The dip in December is due to Christmas holidays.

Four new sign-ups at Torry Academy can be directly attributed to our first test, running tutor time sessions. Tutor time sessions will be repeated at Torry Academy.

We are working on a business case for an auto-registration system for free school meals.

Since the last report an awareness raising event was tested at a Parents evening at Tullos Primary where 20 parents filled in a questionnaire and FSM registration forms were given to parents to complete.

A taster session will be held at Tullos Primary in June where pupils will be able to taste different foods including local produce grown at the school. This will be delivered with external partner One Seed Forward.

| Victoria Road Project - Increase the overall score assigned to the way people think and feel about Victoria Road by 10% by January 2019. | Oct 17 – Jan 19 | 3.0 | • Establishment of VictoriArt Road Project – Group of residents, artists, activists and community workers.

• Delivery of workshops with schools and community groups to maximise public participation.

• Display of public artworks in Torry.

• Public talks. | Tanita Addario, Anne-Marie Steehouder-Ross – Torry Locality | Note progress. |

6

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Improvement Data In July 2017 residents scored Victoria Road against the following indictors; attractiveness, walkability, safety, amenities, natural space, sense of influence, maintenance of buildings, success and pride in place. On average the street scored 40%. In July 2017 there were 3 public artworks on Victoria Road. We aim to increase this to 7 by the end of the project. There have been three new pieces of public artwork created in March and April at Walker Road Primary, Victoria Road and at Torry Youth and Leisure Centre. Two more public artworks are set to be created on Victoria Road. In July 2017 vacant commercial units on Victoria Road were at 9%. We aim to decrease this to 7% by the end of the project. The project has created employment opportunities for 9 North East artists. There were 15 participants at the 'Everyone is an Artist' workshop at Torry Youth and Leisure Centre on Saturday the 24th of March. The VictoriArt group are now a fully constituted group with the aim to strengthen the long-term sustainability of the initiative.					
The Hayton Road Improvement Project (Phase 1: Traffic Safety) will aim to reduce the actual incidents of speeding and related traffic safety issues on Hayton Road by 40%.	Feb 18 – Aug 18	1.5	• The traffic Safety sessions will take place with Riverbank Primary School, Police Scotland over 5 morning sessions in February, March, April, May and June 2018. • Speed surveys carried out with speed guns by Police Scotland and pupils from Riverbank Primary School. • Driver Interventions with pupils and police asking drivers about their awareness of the speed limit and proximity to the school along with other questions. • Produce a speed awareness campaign video with pupils (SHMU.)	Hamish Cattanach – Tillydrone Locality	**NEW** – Project charter attached.

7

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Improvement Data					

No. of instances of Cars speeding

OUR TECHNOLOGY

Project & Aim	Start-End	Progress Scale	Changes being tested	Project Lead	Management Group Discussion Points
Northfield Gaming and Internet Safety - Reduce the age inappropriate gaming time for children in the Middlefield area by 30% by Summer 2018.	Apr 18 – Oct 18	1.5	- Inviting parents to an awareness raising session. - Testing booklet as a resource for teaching parents how to implement parental controls on devices. - Parent led data collected on children's amount of gaming time/gaming habits to promote buy in and involvement in project aims. - Survey to establish baselines.	Helen Graham – Northfield Locality	**NO DATA** - Project started in Apr 18. Regular data required to understand the impact of the changes being made on this project aim.

8

NEW PROJECT CHARTERS

Improvement Project Title: Domestic Abuse (Coercive Control) Awareness Raising Campaign	
Executive Sponsor (Chair of Outcome Improvement Group): Colin Wright (Locality Manager)	
Project Lead: Tanita Addario – Development Worker and Anne-Marie Steehouder-Ross – Community Development Officer	

Aim statement (What are we trying to accomplish? Over what time? Numerical target for improvement?)

To increase the number of people in Torry, Kincorth and Cove indicating awareness about the change of legislation on coercive control by 1000 by 31st December 2018.

Link to Local Outcome Improvement Plan:

This improvement project links directly to the **Torry Locality Plan 2017 – 2027:**

Primary Drivers	Secondary Drivers	Lead Partners	Improvement Aims				
			Improvement Measures	**Baseline**	**2018**	**2021**	**2028**
Our Community is kept safe and protected from harm	We will develop a local response to Domestic Abuse by engaging with target communities and promote campaigns such as the white ribbon campaign	CPP Police ACC ACHSCP Schools Community Big Noise Third Sector AAP Sport Aberdeen Community Justice					
			Increase in the number of people identified to undertake an Earlier Intervention programmes for domestic abuse				

This improvement project links to the **Local Outcome Improvement Plan (LOIP):**

Primary Drivers	Secondary Drivers	Improvement measures and aims	Baseline	17/18	20/21	26/27	Lead Partner

We will respond robustly and proportionately to concerns about the wellbeing and vulnerability of individuals and their risk of harm.	Advance equality and reduce harm, harassment and abuse towards those individuals at risk/ potential risk.	Increase the number of people and families who may be at risk that are identified for support	83	83	+5%	+10%	NHS Grampian Aberdeen City Health and Social Care Partnership Police Scotland Scottish Fire and Rescue Service Violence against Women Partnership
		Increase the uptake of voluntary support for people including children harmed	0	0	+5%	+10%	
We will prevent and reduce the incidence of crime, disorder and antisocial behaviour and tackle the underlying causes of such behaviour to ensure that Aberdeen is a place where people are, and feel, safe	Raise public awareness around the issue and impact of Domestic Abuse to affect an increase in reporting and a reduction in incidence	Increase no. Awareness raising events tackling Domestic Abuse across Aberdeen City.	6	12	18	24	Aberdeen City Council ACVO Health and Social Care Partnership NHS Grampian Police Scotland Scottish Fire and Rescue Service
		Increase the number of referrals made through disclosure	112	+1%	+5%	+10%	

How does this support prevention and early intervention? (Benefit to clients/ stakeholders/ residents? Are costs reduced now or in the future by addressing this issue?)

In partnership with Grampian Women's Aid, this projects supports prevention of domestic abuse and early intervention by helping individuals to identify behaviours and increase knowledge/awareness of the change in legislation. If individuals are able to identify patterns of behaviour, they may be more likely to change their own

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behaviour or report coercive control to the police. Recent research evidences that coercive control; a pattern of incidents that occur over time, in order to exert power, control and coercion can have a devastating effect on individuals and families (Stark 2007). Coercive control can result in significant psychological and health issues. By undertaking preventive and awareness-raising work, in partnership with other agencies, there is a benefit to residents.

We aim to increase awareness about the change of legislation on coercive control in Torry, Kincorth and Cove in order to support prevention and early intervention of domestic abuse. The earlier that coercive control is identified and understood this may lead to greater reporting from survivors/victims and modified behaviour on behalf of perpetrators.

Measures: (How will we know if a change is an improvement?)

- No of attendees at workshops/awareness raising events
- No of awareness raising events held
- No of people reporting increased awareness of coercive control
- Follow up with a short questionnaire to evaluate impact of increased awareness
- How many people have engaged and seen posters/information online (likes, clicks etc.)
- Changes in levels of locally reported incidents of Domestic Abuse

Change ideas (What can we do that will result in improvement?)

- Undertake presentations, workshops and information stalls across Torry, Kincorth and Cove with community groups
- Facebook/social media campaign
- Speak to pupils using PSE classes
- School assemblies
- Domestic Abuse Reporting Forms – used in a similar way to Prejudice Incident Reporting Forms (PIRF)
- Presentations/workshops with front line staff and colleagues across the council
- Developing sustainable project – impact on curriculum and/or encourage volunteers/groups to promote project in their local areas

Potential Barriers

- Stigma and challenging attitudes about domestic abuse.
- Discriminatory and misogynistic views about women
- Lack of engagement in the project – community reaction

Project Team:

Anne-Marie Steehouder-Ross - Communities
Tanita Addario – Communities
Alison Hay – Grampian Women's Aid
Domestic Abuse survivors group – Grampian Women's Aid
Representative (tbc) - NHS
Representative (tbc) - Police
Violence Against Women Partnership
Women's Centre – Criminal Justice Social Work

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Improvement Project Title: Hayton Road Improvement Project (Phase 1: **Traffic Safety**) Speeding campaign

Executive Sponsor Paul Tytler

Project Lead: Hamish Cattanach

Aim statement (What are we trying to accomplish? Over what time? Numerical target for improvement?):

The Hayton Road Improvement Project (Phase 1: Traffic Safety) will aim to reduce the actual incidents of speeding and related traffic safety issues on Hayton Road by 40%. The deadline for this is August 2018

Link to Local Outcome Improvement Plan:

Prosperous Place – people friendly city/safe and resilient communities (*people friendly in relation to improved walkability/improved lighting, signage, the 'you are entering a Village' idea for instance*)

L3 Plan Primary Driver: Roads are safer with less congestion
and improved air quality (p18)

L3 Plan Improvement measure: % Increase in resident satisfaction in the ability to get around safely (p18)

L3Plan, Secondary Driver (p11)
People are empowered to improve their area and maximise local assets
Communities are involved in designing and delivering services

Business case (Benefit to clients/ stakeholders/ residents:? Are costs reduced now or in the future by addressing this issue?)

The speed campaign sessions are near the school crossing on Hayton Road where concern has been raised about pupil and general pedestrian safety through the Facebook Survey and the Living Streets Audit meetings.

1. Facebook Survey 2017: **156 respondents** outlining the priority issues in the Tillydrone area in relation to Speed and volume of traffic, 'rat running' and safety at crossings including walking & cycling.
2. Respondents voted on the following priority issues for improvements and work required in Tillydrone:

- **Speeding: 53.8%**
- Volume of traffic: 34.6%
- Crossing Safety on Hayton Road: 59%
- Rat Running: 41.7%
- Walking and Cycling: 42.3%

3. Lower Speed Communities – Tillydrone Community Meeting 24th October 2017- Statement that "Local people were clear that the remaining 15% (of Speeding) was having a detrimental effect on their community – (see 24-10 report for further context- includes PS stats)

Measures: (How will we know if a change is an improvement?)

Outcome measures:
- 40% reduction in recorded incidents of speeding on Hayton Road

Process measures:
- % Increase in driver awareness of the 20mph speed limit
- % Increase in driver awareness of the school location and pupil safety
- Actual recorded data of speeding incidents on Hayton Road

• Observing an overall reduction in official Police Scotland speeding Incidents on Hayton Road

Change ideas (What can we do that will result in improvement?)

(L3 Plan Primary Driver: Roads are safer with less congestion and improved air quality)

The traffic Safety sessions will take place with Riverbank Primary School, Police Scotland over 5 morning sessions in February, March, April, May and June 2018

- Speed surveys carried out with speed guns by Police Scotland and pupils from Riverbank Primary School

- Driver Interventions with pupils and police asking drivers about their awareness of the speed limit and proximity to the school along with other questions

- Produce a speed awareness campaign video with pupils (SHMU)

Potential Barriers

Budgets, staff resource, timescale, other team/service/local community priorities/ineffective communications i.e. up to date contact lists, lack of agreed method of communication at project team and partner level.

Project Team:

1. Community Development Officer (H Cattanach)
2. Development Worker (Z Jatelova)
3. ACC Roads (D Ritchie)
4. Locality Manager (P Tytler)
5. Police Scotland (M Stephen)
6. Riverbank Primary School (DHT)
7. Riverbank Primary School Pupils

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CHALLENGE QUESTIONS

To support effective scrutiny of the outcome improvement projects, it is recommended that CPA members and staff use the following challenge questions.

1) Is the project aim specific and clear about what we are trying to accomplish?

2) Is there a sound business case? Should we be doing this project? Does it support prevention and early intervention?

3) Is it likely that the changes being tested will achieve the aim?

4) Will the measures show us whether a change is an improvement?

5) Are the right people involved in this project?

GROUP & PROJECT PROGRESS SCALE:

1.0	**Forming as an Improvement Group** Group has been formed; target population identified; aim determined and baseline measurement has begun.
1.5	**Planning for Improvement has begun: clear project charter in place** Group is meeting, discussion is occurring. Plans for improvement have been made.
2.0	**Activity, but no changes** Group actively engaged in development, research, discussion but no changes have been tested.
2.5	**Changes tested, but no improvement** Components of the model being tested but no improvement in measures. Data on key measures are reported.
3.0	**Modest improvement** Initial test cycles have been completed and implementation begun for several components. Evidence of moderate improvement in data.
3.5	**Improvement** Some improvement in outcome measures, process measures continuing to improve. PDSA test cycles on all components. Evidence of moderate improvement in process measures.
4.0	**Significant improvement** Most components of the change package are implemented for the population of focus. Evidence of sustained improvement in outcomes measures, halfway toward accomplishing all of the goals. Plans for spreading the improvements are in place.
4.5	**Sustainable improvement** Sustained improvement in most outcome measures, 75% of goals achieved, spread to a larger population has begun
5.0	**Outstanding sustainable improvement** All components of the Change Package implemented, all goals accomplished, and spread is underway.

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Contact details

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Date of report: 17 May 2018

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Community Planning Aberdeen

Progress Report	Public facing 'easy read' locality plans
Lead Officer	Chris Littlejohn, interim Deputy Director of Public Health
Report Author	Chris Littlejohn, Chair, Community Engagement Group
Date of Report	27 April 2018
Governance Group	CPA Management Group

Purpose of the Report

To provide an update on progress towards creating public facing 'easy read' versions of the CPA locality plans

Summary of Key Information

1   BACKGROUND

1.1   CPA has three locality plans, each developed by its respective Locality Partnership Board (LPB).

1.2   The three locality plans are for: Torry; Cummings Park, Heathryfold, Mastrick, Middlefield and Northfield; and Seaton, Tillydrone and Woodside.

1.3   Public facing 'easy read' versions of the locality plans were proposed as a way to make it easier for LPBs to engage and involve their local populations in their implementation.

1.4   The Community Engagement Group (CEG) was tasked to create an 'easy read' version of each locality plan by the Management Group.

1.5   The 'easy read' locality plan for Cummings Park *et al* and Torry has been completed.

2   KEY FINDINGS/ PROPOSALS

2.1   This report refers to the 'easy read' locality plan for Woodside, Tillydrone and Seaton.

2.2   The 'easy read' plan is accompanied by a separate evidence briefing, intended to support discussions and debate by the LPB about taking the locality plan forward.

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3	NEXT STEPS

3.1 Outcome Improvement Groups are to be encouraged to create their own 'easy read' version of their delivery plans

Recommendations for Action

The Board is recommended to

  i) Make any comment that might improve the 'easy read' Woodside, Tillydrone and Seaton locality plan and evidence briefing
  ii) Endorse the 'easy read' plan and evidence review as an important engagement tool for locality partnership boards with their communities

Opportunities and Risks

Opportunity: a contribution towards implementing the vision contained in the CPA Engagement, Participation and Empowerment Strategy.

Risks: all plans risk being perceived as a *fait accompli* – as if all the challenges and their solutions have already been worked out. Countering this perception always requires the skilled application of community development principles that are needed to engage people in the *coproduced* implementation of the plan.

Consultation

The draft 'easy read' locality plan and evidence briefing has been reviewed and amended by the Woodside, Tillydrone and Seaton locality partnership board.

Background Papers

The following paper was used in the preparation of this report:

  • Community Planning Aberdeen – DRAFT Locality Plan 2017-2027, Woodside, Tillydrone and Seaton

Contact details:

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Insert Title   : interim Deputy Director of Public Health
Insert Organisation   : NHS Grampian
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Email: Insert email address: chris.littlejohn@nhs.net

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Aberdeen City Locality Plans
2017-2027

Community Planning Aberdeen

Woodside, Tillydrone and Seaton

Approximately
14,000
people currently live in the Woodside, Seaton and Tillydrone area.

Our assets
- Strong community spirit, friendly, multicultural, quiet and safe
- Community groups e.g. Aberdeen Lads club, Printfield Project, Seaton Rehab, St Machar Parent's Support Project
- Community centre, flat and hub
- Station House Media Unit
- Community Hydro facility
- Open wooded areas, walking and play areas and areas rich in historical background

Challenges within our community

JOB

14% of locality are unemployed

10% have some difficulty with the English language

hello

Lower educational attainment

1 in 3 adults have no formal qualification

Shorter life expectancy

Males **5** years shorter

Females **4** years shorter

compared to Aberdeen average

Average lower income levels

£18,155 Seaton
£18,418 Tillydrone
£22,060 Woodside

Community Voice
You have said you want to see:

Less bullying, fire raising and racism

More play parks and parks

Family support for money and food

Safer communities with more police

Improved healthcare

Version 1.1

Your Priorities

Our People

1. Communities are stronger and include everyone

We will build on our positive identity, strong community spirit and the potential of local people to develop community action.

How we will achieve this together

We will work together to involve and support community networks and partnerships to build long lasting local assets. We will encourage involvement of all groups from the community, promoting social connections whilst progressing funding opportunities including participatory budgeting.

What we will achieve together

- More local residents and volunteer's feeling satisfied, included and actively contributing towards community development.
- Increase the number of new events including, inter-generational and multi-cultural projects, funding opportunities, volunteers and local heroes.
- More older people feeling included and less people feeling isolated.

2. Closing the attainment gap

We will close the gap in educational achievement in schools.

How we will achieve this together

We will work together to develop Tillydrone Hub, to support the new school, create additional childcare places and Early Years interventions including PEEP, Book Bug and ESOL. We will work together as a community with St. Machar Academy to promote better engagement at S1 to help close the educational achievement gap.

What we will achieve together

- Reduce educational achievement gap.
- Improve attendance at school.

3. Safer Communities

We will improve community safety to keep people safe from harm and reduce levels of substance use including alcohol.

How we will achieve this together

We will work together to prevent and reduce domestic violence, and substance use by improving access to: training, signposting raising awareness and appropriate referrals to specialist services. We will work together to develop Priority Families services in the local community.

What we will achieve together

- Increase numbers of conversations about alcohol (Alcohol Brief Interventions)
- Decrease in domestic violence incidents
- Decrease in alcohol and drug use related hospital admission

4. Wellbeing and resilience

We will support wellbeing and resilience through provision of access to healthy food and keeping active.

How we will achieve this together

We will work together to improve the uptake of free school meals, breakfast clubs and access to local affordable healthy food with opportunities to 'grow your own'. We will work together to encourage sports and physical activity using community involvement to improve access.

What we will achieve together

- Increase uptake of free schools meals
- Increase physical activity among young people and wider community

Our Place

5. Public Transport

We will work together to ensure public transport services are frequent, reliable and take people to the places they need to go. We will work together for safer roads, less congestion and improved air quality.

How we will achieve this together

We will work together to promote the use of other methods of transport including cycling, walking and taking the bus. We will work together to review community transport options including Thinc, cowheels, volunteer driver and form local transport forums to bring operators and communities together to identify gaps in public transport.

What we will achieve together

- Increase resident satisfaction in the range of suitable public transport options and the ability to get around safely.
- Increase the numbers of people choosing cycling as their main mode of travel.

6. Environment and facilities

We will work together to ensure there are appropriate spaces and facilities to support play and recreational activities within a community that is resilient, tidy and well-maintained.

How we will achieve this together

We will work together with partners to build on our strengths and map out our recreational green space, walking areas, play parks and improvements needed to these. We will work together promote recycling and to develop Tillydrone Community Hub to house activities and services under one roof that are important to the community e.g. café.

What we will achieve together

- Increase resident satisfaction of facilities and green space.
- Completion of the Tillydrone HUB and new primary school.
- Increase the frequency of community environmental walkabouts and volunteers.

7. Housing

We will deliver additional high quality affordable housing, social housing and housing services in the local area.

How we will achieve this together

We will work together to identify opportunities in the local development plan for affordable housing options.

What we will achieve together

- Increase customer satisfaction with homes and housing services including long term tenancies.
- Increase the number of houses meeting Scottish Quality Standards.
- Increase the number of affordable homes built per year.
- Decrease the number of households that are overcrowded.

Your Priorities

Our Economy

8. Employment

We will work together to improve employment opportunities.

How we will achieve this together

We will work together to remove the barriers to accessing employment and employment progression locally through making opportunities for employment, education and training opportunities for all school leavers.

We will work together with the college so working age adults can access locally based education opportunities supporting employability.

We will work together to support new business start-ups and the promotion of link opportunities e.g. child-minding start-ups to ensure childcare is affordable and accessible locally.

We will work together to raise awareness and make use of community benefit clauses.

What we will achieve together

- Increase the number of attendees in employment based programmes
- Increase the number of young people completing modern apprenticeships and the number of business start-ups in the local areas.
- Decrease the number of people in insecure employment and claiming out of work benefits.

Our Technology

9. Computer skills and the Internet

We will work together to improve access to free wifi and improve digital skills in the community.

How we will achieve this together

We will work together to ensure that everyone has access to quality Wi-Fi.

We will work with partners to ensure people have access to learning opportunities to support them to have the skills to use technology effectively and safely.

We will work together to build community capacity through the access to community technology applications.

What we will achieve together

- Increase the number of households who are using superfast broadband confidently and the number of free wifi community access points.
- Increase in the number of community projects benefiting from technology.

See Appendix 1 for:
What Works? - Evidence of Effectiveness
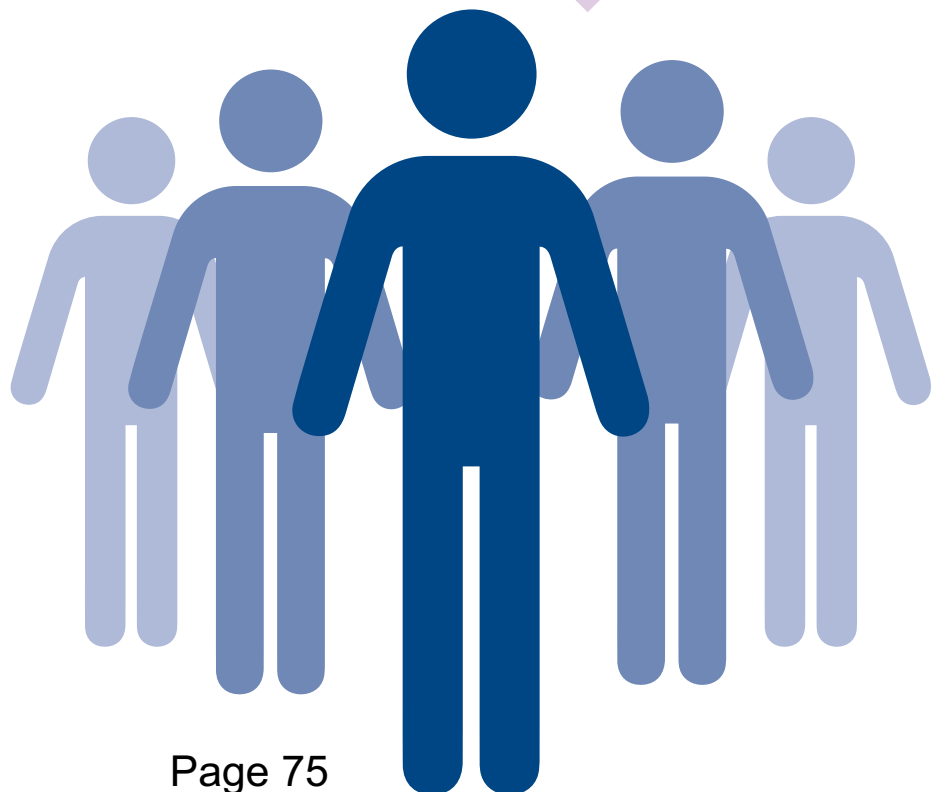
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Aberdeen City Locality Plans 2017-2027

Community Planning Aberdeen

Woodside, Tillydrone and Seaton

Appendix 1:
What Works?
Evidence of Effectiveness

Our People

1. Communities are stronger and include everyone

Interventions were effective when:

a. Local communities were leading the interventions especially:

- In setting priorities for health and wellbeing initiatives.
- Monitoring and evaluating health and wellbeing initiatives.
- Identifying the skills, knowledge, networks, relationships and facilities available.
- Actively recruited to take on peer and lay roles.

b. Community based interventions when local authorities actively engage and take responsibility to promote and protect health, tackle the causes of ill health and address health inequalities – engaging effectively with the local community can help achieve this (2020 vision; Healthy lives, healthy people; Fair society).

c. Engaging with the community through local professional and /or stakeholders can build trust in local authorities and their partners by improving accountability. It can also help develop a sense of community and encourage people to adopt more healthy attitudes and behaviours, address health inequalities and improve health and improve mutual trust, confidence, self-esteem, control and resilience.

d. Shorter and single component interventions are designed and delivered than longer and multi-layered interventions.

e. Both universal and targeted interventions were effective, although universal interventions have higher effect size.

2. Closing the Attainment Gap

Interventions were effective when:

a. A 'life course perspective' was adopted by recognising that disadvantages before birth and in a child's early years can have life-long, negative effects on their health and wellbeing.

b. Parents/carers have a discussion during each of the integrated reviews about factors that may pose a risk to their child's social and emotional wellbeing. The key contacts are

- antenatal around 28 weeks into pregnancy
- new baby, 10–14 days, after the baby's birth
- 6–8 weeks
- 9–12 months
- developmental review 2–2½ year

c. Children have their speech and language skills assessed at their 2–2½ year integrated review.

d. There was focus on the social, cultural and emotional wellbeing of vulnerable children as the foundation for their healthy development and to offset the risks relating to disadvantage.

e. It was ensured that all children have the best start in life. This is with the aim to ensure universal, and if required targeted services.

f. There was additional support to all vulnerable children to ensure their mental and physical health and wellbeing.

g. The key services include maternity, child health, social care, early education and family welfare.

h. Physical health, cognition, language, and social and emotional development underpin school readiness. Publicly funded, center-based, comprehensive early childhood development programs are a community resource that promotes the well-being of young children. Programs such as Head Start are designed to close the gap in readiness to learn between poor children and their more economically advantaged peers. Systematic reviews of the scientific literature demonstrate effectiveness of these programs in preventing developmental delay, as assessed by reductions in retention in grade and placement in special education.

Our People

i. Physical activity was part of the ongoing early years development, it improved measures of adiposity, motor skill development, and cognitive development, bone and skeletal health. It has strong positive relationship between increased or higher physical activity and improved measures of adiposity, motor skill development, psychosocial health, and cardiometabolic health indicators.

j. The actions were agreed at three different levels including school, teacher and class level. The main actions could include: using teaching strategies and developing pedagogy, effective leadership especially when teachers are aware of pupils coming from areas of deprivation and the issues they face, a clear focus on improving learning and making it enjoyable. There should be agreed structures and processes in school and which informed to all partners, the importance of staff skills and professional development considered ,the effective relationships for teaching and learning is embedded and developing partnerships around the school, effective parental/carers' involvement. The whole-school reforms, high-quality, evidence-informed, context-specific activities. Also academically focused after-school activities such as study support and peer-tutoring, wider training and one-to-one tutoring.

3. Safer Communities

Interventions were effective when:

a. Considering the population characteristics of people who are not routinely accessing services and assess local need i.e. drug users, people with mental health conditions, older adults and so on.

b. There is an agreed system of planning/commissioning/design, delivery and evaluation, local accessible drug and alcohol misuse, tobacco control and counselling services using community led, co-production and empowerment health approaches.

c. There is multiagency partnership working by actively engaging the community e.g service users and other stakeholders.

d. There is meaningful use of local community assets and local people engaged and leading along the side of targeted groups.

e. The programmes develop and implement service users' pathways and referral networks in partnership with the multi-agency stakeholders.

f. There is accessible walk in centres, outreach mobile services, telephonic consultations with clinicians or counsellors.

Our People

Domestic violence and abuse services were effective when -

a. They were planned based on an assessment of need and service mapping.

b. Wider targeted communities participate and are engaged in local strategic multi-agency partnership to prevent domestic violence and abuse.

c. There was integrated commissioning strategy developed and implemented in multi-agency environment.

d. Integrated service pathways were created and an environment for disclosing domestic violence and abuse established.

e. Staff were trained to ask people about domestic violence and abuse appropriately and sensitively and there was specific training for health and social care professionals in how to respond to domestic violence and abuse.

f. There were clear protocols and methods for information sharing and communication adopted between all relevant stakeholders.

g. Professionals identify and, where necessary, refer children and young people affected by domestic violence to the specialist for children and young people.

4. Wellbeing and Resilience

Interventions were effective when:

a. Joint strategic needs assessments were carried out to develop children and young people's plans.

b. Local development and planning frameworks were integrated.

c. Sustainable community plans and strategies were developed in partnership with wider stakeholders.

d. There was a coordinated local strategy to increase physical activity, food security among children and young people, their families and carers.

e. Consultations were carried out with different groups of children and young people and their families on a regular basis to understand the factors that help or prevent them from being physically active.

f. There was particular attention paid to those who are likely to be less physically active and who eat an unhealthy diet.

g. It was ensured children and young people from different socioeconomic and ethnic minority groups are actively involved in the provision of activities. Ensure those with a disability (or who are living with a family member who has a disability) are actively involved.

h. There was regular professional advice to encourage and support people to be active at every opportunity (such as active play, travel, sport or leisure activities). (See NHS Choices and children and young people in the NICE recommendations on physical activity.) Eat meals with children and young people. Help children and encourage young people to get enough sleep.

i. Professional advice to parents and carers was given stating that lack of sleep may increase the risk of excess weight gain in children and young people. Provide parents and carers with information on age-specific recommendations on sleep (for more information, see NHS Choices).

Our Place

5. Public transport

Interventions were effective when:

a. Future planning considered vehicle pollution, reduce the need for motorised travel and increase opportunity for walking and cycling. Ensure paths and cycle ways were maintained and of a high standard, they should be safe, welcoming and attractive. Promoted car free days.

b. The workplaces were seen as a key setting, fuel efficient driving could be introduced through electronic feedback systems like telematics or a buddy system. e.g. bus drivers, delivery vehicles and taxis. EV charging points in workplaces should be increased coupled with procurement of low emission vehicles in workplaces.

c. There was promotion and implementation of clean air zones by aiming to meet WHO air quality guidelines. Introduction of congestion charges and supporting 'no idling' zones where vulnerable groups congregate e.g. outside schools.

d. Raised awareness on the impact of poor air quality by providing air quality index updates via local radio with weather forecast.

e. The community health champions identified who can provide training and support to those of the same community or of similar background and it created volunteer health roles whereby community members get involved in organising and delivering activities.

6. Environment and Facilities

Interventions were effective when:

a. There was involvement of those at risk of social isolation in designing and delivering solutions.

b. Communities celebrate, support and develop existing volunteering capacity and include local evaluation and learning

a. There was opportunity of asset transfer which empowers both individuals and communities The public open spaces and public paths can be reached on foot, by bicycle and using other modes of transport involving physical activity. They should also be accessible by public transport

b. Public open spaces and public paths were maintained to a high standard. They should be safe, attractive, welcoming to everyone - and accessible by public transport.

7. Housing

Interventions were effective when:

a. Housing investment which improves thermal comfort improves health and well-being.

b. Housing which is of an appropriate size for the household with affordable heat improves social relationships beyond the household

c. Adequate affordable warmth reduces absenteeism, both from work and school.

Our Economy

8. Employment

Interventions were effective when:

a. There was a focused and sustained approach to engagement and communication with those who influence young people, including parents, carers, careers advisors, teachers and practitioners, as well as young people themselves.

b. People were supported to transition into positive destinations and/or employment through apprenticeships, colleges and careers advice.

c. Reforming childcare through assessing the demand for provision of childcare for atypical work patterns which can impact upon families' employment opportunities, family incomes and children's prospects.

d. Giving access to high quality, flexible and affordable childcare to parents on low incomes, allowing them to work and improving children's preschool development.

e. Place-based approaches that adapt and tailor policy mixes appropriate to address the needs of particular city economic circumstances.

f. Economic and workforce development initiatives were better integrated from a demand-side perspective, focusing on target sectors that are priorities for city economic development.

g. Private and public sector employer engagement and partnership was developed and working effectively.

h. Programmes were legible and visible to target groups and communities.

i. Improved the promotion of practical support and advice services available to small and medium-sized businesses covering disability, for example access to Work. These services can support retention of employees following disability, physical illness or mental health conditions.

Our Technology

9. Computer Skills and the Internet

Interventions were effective when:

a. Partners work together to improve digital inclusion by:

  – Identifying digitally excluded groups, for example older adults, unemployed and those in social housing.

  – Providing high quality training on basic digital skills to everyone who wants it, in a way and a place that suits their needs (e.g. older adults may not want to be in a classroom environment but rather in their own home).

  – A physical network of places to use computers and the internet is provided, such as libraries and community centres.

  – Affordable equipment and internet connectivity in existing social housing and sheltered accommodation, is provided.

  – Internet connectivity in new social housing is subsidised through the Affordable Housing Supply Programme.

  – Remote health care to older adults (e.g. virtual consultations) that is simple and easy to use is provided, and users are able to provide informed consent.

b. Schools and other education providers:

  – Provide digital skills to all children in particular on safety when using the internet.

  – Provide Continuing Professional Development (CPD) to teachers on digital skills, technology and new trends.

  – Have internet safety policies within schools.

c. Communities were given the opportunity and training to develop online content and digitise information that is relevant to the communities.

d. Community websites were designed to be accessible and user friendly (e.g. larger size).

e. A multi-faceted approach was taken which recognises the dimensions of digital exclusion if they are to effectively reach the hard to reach, 'final 10%' and sustain their digital participation.

f. The growing prevalence of mobile connectivity needs was built into the design and provision of services and skills development interventions if they are to be future-proofed.

g. Digital inclusion was meaningful and consistent with users' overall needs and motivations.

h. Facilitating peer support, home access and shared practice was crucial if digital skill gains are to be built upon and maintained across the age range, disability and socio-economic status.

i. Ongoing funding and associated support in the early stages was available especially if activity is to be sustained beyond early successes.

Our People

1. Communities are stronger and include everyone

National Institute for Clinical Effectiveness (2015): Community engagement: improving health and wellbeing (QS148) NICE Guidelines standard 44:

National Institute for Clinical Effectiveness (2017) Community engagement: improving health and wellbeing - Quality standard March 2017 nice.org.uk/guidance/qs148

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Crawford F (2004). Doing things differently: An asset-based approach to well-being. Scottish Council Foundation and NHS Health Scotland; 2004 (republished in 2010)

Glasgow Centre for Population Health and the Scottish Community Development Centre (2015). Positive conversations, meaningful change: learning from Animating Assets. Glasgow: GCPH; 2015

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2. Closing the Attainment Gap

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Community Planning Aberdeen

Progress Report	Engagement, Participation and Empowerment
Lead Officer	Chris Littlejohn, Chair of Community Engagement Group
Report Author	Chris Littlejohn, Chair of Community Engagement Group
Date of Report	02 May 2018
Governance Group	CPA Management Group

1:	Purpose of the Report

1. To seek the Management Group's endorsement of a proposed marketing campaign intended to encourage participation requests under the community empowerment (Scotland) Act 2015

2:	Summary of Key Information

1. The Community Engagement Group (CEG) has the responsibility to implement the CPA engagement, participation and empowerment strategy.

2. Towards this end, CEG has developed an improvement charter with the explicit aim of encouraging participation requests to public authorities in Aberdeen City under the Community Empowerment (Scotland) Act 2015.

3. CEG will coordinate a marketing programme through its members' communication channels. A shared set of marketing materials have been developed. These are attached.

4. Every public authority in Aberdeen City has identified its point of contact for receiving participation requests, and these are listed on the CPA website.

5. CEG will coordinate local support, using CEG members' personnel, in response to enquiries and requests for help with participation requests. Details are provided in the improvement charter.

3:	Recommendations for Action

The Management Group is asked to endorse the proposed marketing campaign and the marketing materials produced by CEG

4:	Opportunities and Risks

This is an opportunity for Community Planning Aberdeen to play a leadership role in coordinating and supporting the statutory responsibilities around participation requests placed upon its public authority members.

5:	Consultation

The improvement charter and marketing materials have been developed in consultation with the CEG.

6:	Further information

The engagement, participation and empowerment strategy can be found at
https://communityplanningaberdeen.org.uk/community-engagement-group/

Further information on participation requests can be found at
https://communityplanningaberdeen.org.uk/our-communities/participation/

PROJECT CHARTER

Improvement Project

Encouraging and supporting participation requests under the community empowerment act

Executive Sponsor and Project Lead

Chris Littlejohn, Chair of the Community Engagement Group

Aim statement (What? By how much? By when?)

The community engagement group will work to encourage and support the submission of participation requests by community bodies to public authorities in Aberdeen City.

Our aim is to have 25 "improvement processes" being progressed as a result of participation requests by public authorities in Aberdeen City by 31 March 2019.

Link to Local Outcome Improvement Plan and Localities Plans

Extract from the LOIP:

***How we will do our business* ... [the] Community Empowerment, Engagement and Participation Strategy ... [will] ensure the Partnership is united in its approach to working with people to help them achieve their aspirations for our communities (page 59)**

This project charter supports the implementation of the CPA *participation, engagement and empowerment strategy*

Business case

Public services are a collective expression of the people, owned and funded by the people to equitably meet people's collective needs. Through the election of national and local elected members the public express their preferences for the extent and breadth of public service provision, paid for through collective taxation.

As owners of their public services the people have a right to participate in decision-making, service design and service delivery, not least where the efforts of public services and civil society overlap. The Christie Commission identified a core principle for ensuring the effectiveness of future public services in Scotland as "working with, not doing to". This principle, inherent in the concept of *coproduction*, results in services that are more responsive, accepted, and effective.

The Community Empowerment (Scotland) Act 2015 legislates for the right of community bodies to make participation requests of all public authorities, effectively making coproduction a right under the law.

CPA would therefore benefit from a process that (a) helps individuals to find a local community body where their participation idea(s) can be considered and potentially developed, and (b) that makes it easy for community bodies to make participation requests of public authorities.

- Report on the Future Delivery of Public Services – The Christie Commission
  www.gov.scot/Publications/2011/06/27154527/0
- Community Empowerment (Scotland) Act 2015 – Summary – Scottish Community Development Centre
  www.scdc.org.uk/what/community-empowerment-scotland-act
- O'Mara-Eves A, Brunton G, McDaid D et al (2013) Community engagement to reduce inequalities in health: a systematic review, meta-analysis and economic analysis *Public Health Research* 1(4)
  http://dx.doi.org/10.3310/phr01040

Change ideas (What can we do that will result in improvement?)

Marketing programme
- CEG will develop a shared set of communication content about participation requests
- CEG will coordinate a marketing programme by all CPA partners, using the communications materials to promote participation requests
- The marketing programme will include encouragement of informal enquiries for further information, advice or support
- The initial point of contact is CommunityPlanning@aberdeencity.gov.uk; the community planning Aberdeen website also provides contact information for each public authority in Aberdeen for participation request purposes
- Email enquiries or requests for support will be passed to CEG who will arrange for a local member of partner organisation staff to respond

Information, education and support
- CEG members will deploy their collective resources to provide information, education and support in response to enquiries
- The support provided is intended to help individuals find an appropriate community body to explore and develop a participation request with; and to help community bodies make effective participation requests to the appropriate public authority

Digital solutions
- CEG will explore potential digital solutions to support awareness and understanding of participation requests, and making effective participation requests to public authorities

Measures (How will we know if a change is an improvement?)

Primary outcome measure
1. the absolute number of participation requests submitted to a public authority in Aberdeen City which has resulted in an improvement process being put in place

Secondary outcome measures
2. the number of informal enquiries about participation requests made to CommunityPlanning@aberdeencity.gov.uk

Process measures
a) the number of meetings or sessions to provide information or advice delivered by CEG members' personnel
b) the number of individuals supported to find an appropriate community body by CEG members' personnel
c) the number of community bodies provided with support and assistance by CEG members' personnel

CEG will collate and submit an annual report on participation requests, improvement processes and the outcomes of these to CPA Management Group and Board.

Potential Barriers (What are the barriers to you making these changes)

The primary barrier is the complexity of ownership and responsibility across multiple groups and actors to make this happen.

Specifically, the Project requires:

> all CEG members to:
a) promote participation requests through all available channels
b) make their personnel available to support individuals and community bodies requesting further information or support about making a participation request
c) ensure those personnel are willing and able to support individuals and community bodies in relation to participation requests

d) identify which specific personnel will work with specific individuals and community bodies who make informal requests for further information or support

> all Aberdeen City public authorities to provide data on the number of participation requests received when requested by CEG

> community bodies who are willing to identify and submit participation requests

Barriers could arise at any of these points.

Project Team:
Dave Black, General Manger, Grampian Regional Equality Council
Linda Clark, Team Manager, Communities Partnerships, Aberdeen City Council
Joyce Duncan, Chief Executive, ACVO
Karen Finch, Community Council Liaison Officer, Aberdeen City Council
Chris Littlejohn, NHS Grampian
Elsie Manners, CPA
Anne McKenzie, AHP Sector Lead, NHS Grampian
Jonathan Smith, Chairperson, Aberdeen Civic Forum

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Community Empowerment (Scotland) Act 2015

Participation Requests

Summary Guidance for Community Participation Bodies

Contents

Introduction

Participation requests have been introduced under the Community Empowerment (Scotland) Act which was passed in July 2015. They are a new means by which community groups can request to have greater involvement in, and influence over, decisions and services that affect communities and community life. This involvement is described as an *outcome improvement process.* The community groups are referred to throughout as *community participation bodies* and the public bodies who will receive the requests (such as councils, health boards, etc.) are referred to throughout as *public service authorities.*

Participation requests are a new way of doing things so it is important that the community participation bodies who intend to submit them as well as the public service authorities that will receive them are aware of the opportunities the legislation provides, and are clear about the processes that need to be followed.

This Summary Guidance is aimed at community participation bodies and has been developed to highlight the key purposes and features of participation requests quickly and easily.

Please note that this is summary guidance. There is more detail contained in the Regulations, Full Guidance or Part 3 of the Act itself. All of these documents can be found at http://www.gov.scot/Topics/People/engage/CommEmpowerBill.

A community participation body

This is a community group or community council who can make a participation request. The Act sets out the criteria for the community group so that it can qualify as a community participation body. If you are a community council then you automatically meet the criteria. Your group doesn't need to be constituted to be able to make a participation request, so long as you meet the criteria. However, having a constitution will make it easier to show that you meet the criteria.

A public service authority

This is a public body such as a local council, health board or a national agency such as Police Scotland. The full list of relevant bodies is included as an appendix to this Summary Guidance.

What is participation and why is it important?

The broad aim of the Community Empowerment (Scotland) Act is that communities can have more influence over the services and decisions that affect their lives. Some of the benefits of better participation include:

- *The way in which public services are planned, developed and delivered is influenced by, and responds to, community need.*

- *People who find it difficult to get involved (for example, because of language barriers, disability, poverty or discrimination) help to influence the decisions that affect their lives.*

- *The various strengths and assets in communities and across public and private sector agencies are used effectively to deal with the issues communities face.*

- *New relationships are developed between communities and public sector bodies which build trust and make joint action possible.*

Purposes and possible uses of participation requests

There are a number of possible purposes that participation requests can be used for. Some of these include:

- To help people **start a dialogue** about something that matters to their community, through highlighting needs, issues or opportunities for improvement.

- To help people have their **voice heard** in policy and service development, through contributing to decision-making processes.

- To help people **to participate** in the design, delivery, monitoring or review of service provision, through contributing to service change or improvement.

- To help people **challenge decisions** and **seek support for alternatives** which improve outcomes.

Section 1

Before making the request

Before submitting a participation request you will need to consider a few things.

The first thing that you may want to check out is to see if are there any existing ways in which you can be involved in improving outcomes for your community. All public service authorities have a responsibility under the Act to let people know about the processes they already have in place. These may be suitable for your purposes and so you may not need to submit a formal request.

You will also need to be clear about your own eligibility as a group, which public service authority (or authorities) you wish to submit your request to, and the particular outcomes that you want to improve.

Checklist

- You have an issue, a concern, an idea or an opportunity that you want to explore
- You want to be involved in doing something about it
- You have knowledge, skills, experience that you can bring
- You're clear about the outcome(s) you want to improve and you know which public service authority you need to speak to
- You are an eligible group
- You haven't had an opportunity to do anything about this before or the processes you have been involved in haven't worked satisfactorily
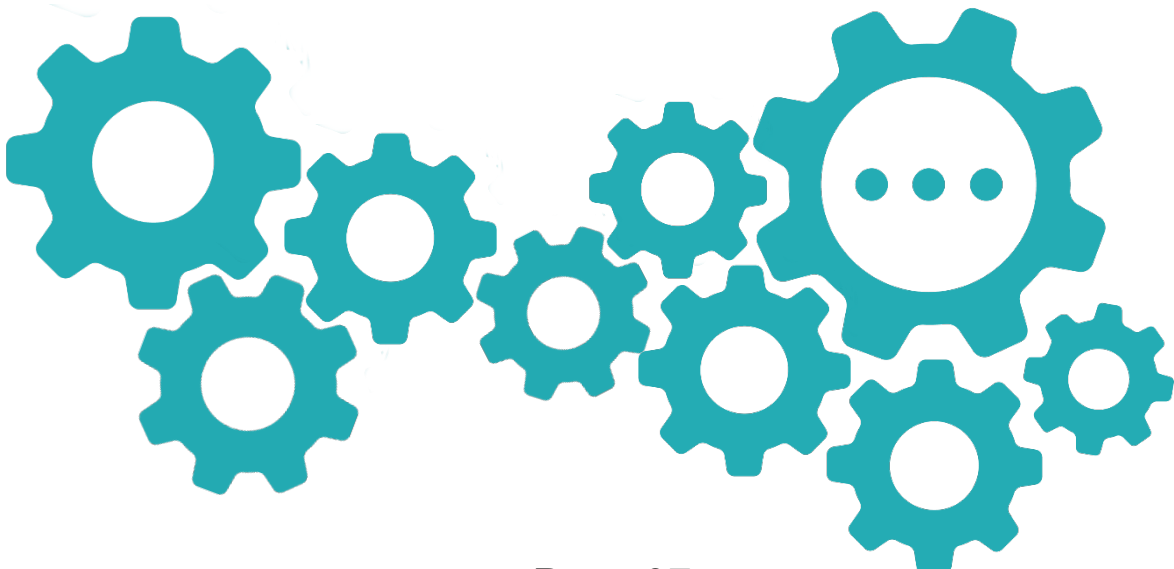
Section 2
Making the request

Having decided to submit a participation request you now need to go through the formal process. All public service authorities will have their own form which will need to be filled in. What is in these forms may vary but they will all ask about the outcomes you want to achieve and what your group will bring to the process.

The following are some points of guidance that you may find useful when completing the form:

Outcomes

The form asks you to describe the **outcome** you want to improve. Outcomes are the effect or the difference that has been made as a result of a service, an activity, or a policy decision. To get to an outcome it is often useful to ask yourself "what difference will this make?" The answer you get to that question will help to form your outcome.

Here are a couple of examples of outcomes:

Example 1: Your group wishes to see an area of waste ground developed for community use.

Q. "What difference will this make to our local community?

A. "There will be an improved environment, and there will be an increase in physical activity levels" *(these are your outcomes)*

Example 2: The local community would like an extension of opening hours of a community library.

Q. "What difference will this make to our local community?"

A. "There will be improved access to local community facilities which will help to improve opportunities for learning and reduce social isolation. *(these are your outcomes)*

Why should you be involved, what do you bring, and what difference will your involvement make?

The form also asks you to give the reasons why your group should be involved, what knowledge, expertise and experience you bring, and the difference you will make by being involved. This gives you an opportunity to provide much more detail about why you want to progress with your request and the added value that would arise from your group being involved in improving the outcome. For example:

- You may have good local knowledge about what interests or concerns the community. You may also have strong connections with other groups who are interested in your ideas or concerns.

- Group members will have a wide range of knowledge, skills and experience that they can bring to the issue – energy and enthusiasm are sometimes as important as certificates or qualifications!

- By being involved you can ensure that the wider community are kept informed and continue to support the work as it progresses. You can also ensure that actions taken are appropriate and respond to what the community needs.

What do you need to do? – action list

- Find out who the appropriate person is to speak to. All public service authorities are required to publish information about their participation request processes including their main point of contact. This will normally be made available on their website.

- Discuss your idea or concern with the contact person. Check to make sure this is the correct authority or if any other public service authorities need to be involved.

- Check to see what support is available (if you need it) to submit your participation request, and where this might come from (e.g. council, health, voluntary sector, community development trust, etc.)

- Access the form and any local guidance that is available. Fill out the form and submit it to the relevant public service authority

- Provide more information if requested.

- You will receive a validation notice from the public service authority.

Section 3
What happens next – the decision and the outcome improvement process

If your participation request only involves one public service authority they are required to notify you of their decision within *30 working days*. If your request involves more than one public service authority then this is extended to *45 working days*.

If your request is refused the public service authority must provide good reasons for doing so. There is no formal appeal process at the current time although there is provision within the Act to establish this at a future date should it be required.

If your request has been agreed, you will now enter into an **outcome improvement process.** This process will be the means by which the aims in your participation request can be achieved – it will be how your ideas are turned into action. There may be an existing process in place which you will be able to join but if a new process is needed this must be established within *90 calendar days* of your participation request being agreed.

What the process will look like will depend on the nature of your request but may include the following common elements:

Early discussion

This will allow you to speak with the lead public service authority (and other appropriate partners) about what steps need to be taken to achieve your aims and how your group can be involved in the process.

Planning

This will allow all the partners to jointly plan what needs to be done, by whom, and by when.

Action

This is the main part of the process where the agreed actions are taken which will achieve the agreed aims.

Reviewing

This provides an opportunity for all partners (including community participation bodies) to reflect on progress made, targets not met or still to be achieved, and any further actions needed.

Appendix 1
Participation Request – flow chart

Pre-application phase

Are you clear about what you want to achieve and how you want to be involved? → **No** → Seek support (from local and national bodies)

↓ **Yes**

Is the participation request the best option for what you want to achieve? → **No** → Take an alternative approach (there may be existing processes that you can use to achieve your aims)

↓ **Yes**

Does your group meet the criteria for making a participation request? → **No** → No – take action to make group eligible

↓ **Yes**

Making the request

Do you know which public service authority you will make the participation request to? → **No** → Seek information (from local and national bodies)

↓ **Yes**

Identify key contact and request copy of appropriate form

↓ **Yes**

Do you have the information you need to complete the form? → **No** → Get information required

↓ **Yes**

Complete and submit form

↓

Is the public authority happy that all relevant information is contained in form? → **No** → Public service authority provides a notice stating what information is still required. → Get information required

↓ **Yes**

Decision

Public service authority acknowledges receipt of participation request (validation notice)

↓

Has the participation of more than one public service authority been requested?

Yes → Public service authority should make their decision within 45 working days (from validation of the request)

No → Public service authority should make their decision within 30 working days (from validation of the request)

↓

Decision made and decision notice published by public service authority

Appendix 2

Scenario and Worked Example

Here is an example of a possible scenario and what the completed participation request form might look like:

Library opening hours

The opening times of a local library have been amended without any apparent consultation, which in turn affects the operation of other community services which operate from within the same building. These include a local community hub that provides services to local people, including a food co-op, café and employability drop-in.

The hub's services are significantly impacted by the new reduced library opening hours. In addition to practical difficulties around shared Wi-Fi, overflow space and play facilities, the projects (and the library) will no longer benefit from the higher numbers of people who come in knowing that all services are available at the same time.

The hub volunteers would like to discuss the possibility of closing the library at a different time of the week. This would ideally be during a quieter period within the centre. Volunteers feel that retaining Tuesday opening hours would be better for local communities as it would give them access to more services and allow for better partnership working between services and sectors. Ultimately, they wish to participate in decision making around Library services.

Example of completed participation request form

1. **Details of Community Participation Body**
   The Anytown Community Hub is a local community project run by a voluntary management committee and constituted as a SCIO (constitution supplied). The majority of volunteers are from the local area and they have a good knowledge of local residents and issues in the community.

2. **State which public service authority to who the request is being made:**
   Anytown Council.

3. **Name of any other public service authority which the community participation body requests should participate in the outcome improvement process:**
   N/A

4. **The outcome that community participation body want to improve:**
   There will be improved access to local community facilities which will help to improve opportunities for learning and reduce social isolation.

5. **The reasons why the community participation body should participate in an outcome improvement process:**
   As a local community-run project we have clear knowledge and evidence of community need in relation to the services provided via the community hub and other projects, along with evidence of need in relation to library access. We also believe that there will be reduced access to services as a result of reduced library opening hours.

6. **Knowledge, expertise and experience the community participation body has in relation to the outcome:**

   Our volunteers and project staff have a wide range of skills and experience in supporting people to improve their employability and increase their confidence in using digital tools and in accessing services.

   We have a detailed understanding of the needs of community members regarding local services. Not only are we mostly local community members ourselves but, by providing a service that is well used by many members of the community, we have direct and continuous contact with local people. We

therefore have a first-hand knowledge of the reasons they attend the community hub and the other services alongside it. Similarly, we appreciate the barriers that stop people from using these services.

7. ***How the outcome will be improved because of the involvement of the community participation body:***

Our direct experience of the issue, and of working with and within the community, should ensure that decisions about library opening hours work best for the local community. This will lead to more appropriate library opening hours that maximise the use of both the hub and the library to the benefit of the local community. In addition, services will be more relevant and effective, which will improve literacy, employability and digital literacy.

8. ***Is the community participation body a* community controlled body?**
Yes (constitution supplied)

Appendix 3

Information, support & advice

For further information about participation requests, other aspects of the Community Empowerment (Scotland) Act, and advice/support for participation more generally, here are a range of useful contacts:

Information

The **Community Empowerment (Scotland) Act** can be accessed at www.legislation.gov.uk/asp/2015/6/contents/enacted

Find guidance and further materials on the different parts of the Act on the **Scottish Government** webpage on the Act www.gov.scot/Topics/People/engage/CommEmpowerBill

Scottish Community Development Centre (SCDC) provides an introduction to the Act and links to further information www.scdc.org.uk/what/community-empowerment-scotland-act/

National support

SCDC supports and promotes community development in Scotland www.scdc.org.uk/

The refreshed **National Standards for Community Engagement** are located at www.voicescotland.org.uk/

Community Ownership Support Service (COSS) supports community groups to take part in asset transfer www.dtascommunityownership.org.uk

Highlands and Islands Enterprise (HIE) works to strengthen communities in the Highlands and Islands of Scotland www.hie.co.uk

Information relevant to **community councils** can be found at www.communitycouncils.scot/

Local support

Find a link to your **local authority** on the Scottish Government website www.gov.scot/Topics/Government/local-government/localg/usefullinks

Third Sector Interfaces (TSI) provide support for the local third sector. Contact details can be found at www.vascotland.org

You might find it useful to link up with any **community development trusts** in your area. Development Trust Association Scotland has a Directory of Members www.dtascot.org.uk

Community Learning and Development (CLD) teams support local community development. See your local authority's website for more information

Appendix 4

List of public service authorities

A local authority

A health board

The board of management of a college of further education

Highlands and Islands Enterprise

A national park authority

Police Scotland

Scottish Enterprise

The Scottish Environment Protection Agency

The Scottish Fire and Rescue Service

Scottish Natural Heritage

A regional transport partnership

Participation Requests
Community Empowerment (Scotland) Act 2015

Participation Requests

Participation requests are a new means by which **community groups** can request to have a greater involvement in, and influence over, decisions and services that affect their communities and community lives.

Participation requests can help to -

- **start a dialogue** about something that matters to your community – highlighting needs, issues and opportunities for improvement
- have your **voices heard** in policy and service development
- **participate** in the design, delivery, monitoring or review of service provision
- **challenge decisions** and **seek support for alternatives** which improve outcomes

You can request to get involved where your group thinks it can make an improvement.

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Participation Requests
Community Empowerment (Scotland) Act 2015

The basics

By making a participation request, **a community body (or group of people in a community) can ask to start a discussion with organisations in charge of public services**, such as hospitals, schools and transport, about how to improve these services. The organisations that participation requests can be made to are called 'public service authorities' and include local authorities and health boards as well as a list of other organisations.

Can't the request simply be refused?

Not quite. The important bit is that the organisation which receives the request **must agree to the request or give good reason why not**.

What happens then?

If the request is granted, the public service authority invites the community group into an **'outcome improvement process'**. This is a **formal discussion process** between the public service authority, the community group and other relevant people or organisations. What it will look like, and how long it will take, will depend on the nature of the request. It is likely to involve meetings and written documents, and **those involved will have the chance to share and listen to different ideas and perspectives on the issue**.

What will it lead to?

The outcome improvement process should lead to **an improvement in the way the service is delivered**. This may or may not be based on the ideas of the community body, and **the final decision on what to do is still made by the public service authority.** However, by considering the views of everyone involved a better decision should be made. The community body will also get to see more clearly how the decision is reached.

Where do I find out more?

The best place to start is the summary guidance which you can download at **www.scdc.org.uk/news/article/participation-request-summary-guidance**

For more information and contact details for each organisation, please visit **www.communityplanningaberdeen.org.uk**

Community Planning Aberdeen

Participation Requests
Community Empowerment (Scotland) Act 2015

Participation Requests

Introduced in the Community Empowerment (Scotland) Act 2015, participation requests are a new way in which community groups can request to have a greater involvement in, influence over, decisions and services that affect their communities and community lives.

Participation requests can help to -

- **start a dialogue** about something that matters to their community – highlighting needs, issues and opportunities for improvement
- have their **voices heard** in policy and service development
- **participate** in the design, delivery, monitoring or review of service provision
- **challenge decisions** and **seek support for alternatives** which improve outcomes

Communities can request to get involved where they think they can make an improvement.

For more information and contact details for each organisation, please visit **www.communityplanningaberdeen.org.uk**

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- **participate** in the design, delivery, monitoring or review of service provision
- **challenge decisions** and **seek support for alternatives** which improve outcomes

Where can I submit a request to in Aberdeen?

- Aberdeen City Council
- NHS Grampian
- Police Scotland
- Scottish Fire and Rescue Service
- NESTRANS
- The Scottish Environment Protection Agency (SEPA)
- Scottish Enterprise
- Scottish Natural Heritage
- The board of management of a college of further education

For more information and contact details for each organisation, please visit **www.communityplanningaberdeen.org.uk**

If you want this document translated into another language or format please contact us via above email or telephone.

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Progress Report	Community Planning Budget 2017/18 – Q4 Budget Monitoring Report
Lead Officer	Derek McGowan, Head of Communities and Housing
Report Author	Guy Bergman Performance & Improvement Officer
Date of Report	11 May 2018
Governance Group	CPA Management Group – 28 May 2018

Purpose of the Report

The purpose of this report is to provide an update on the 2017/18 Community Planning Budget's financial performance for the period 1 April 2017 to 31 March 2018.

Summary of Key Information

1   BACKGROUND

1.1   The community planning budget agreed for 2017/18 on 27 of February 2017 was £1,675,719. This included contributions from Aberdeen City Council, Police Scotland, NHS Grampian and NESTRANS. Underspend of £22,430 from 2016/17 was also carried forward as general reserves to provide a total of £1,698,149.

	2017/18 Budget £
Aberdeen City Council	1,647,687
NHS Grampian	18,032
Police Scotland	5,000
NESTRANS	5,000
Total Contributions	**1,675,719**
2016/17 Underspend	22,430
Total	**1,698,149**

1

2 COMMUNITY PLANNING BUDGET 2017/18

2.1 This budget monitoring report shows the final expenditure of the 2017/18 budget.

	2017/18 Budget £	Actual Expenditure £	Variance £
Fairer Aberdeen Fund	1,626,897	1,600,782	26,115
City Voice	37,000	37,000	0
Civic Forum	5,000	5,000	0
Miscellaneous	6,822	6,822	0
2016/17 Underspend	22,430	22,430	0
Total	**1,698,149**	**1,672,034**	**(26,115)**

2.2 During 2017/18, £1,600,782 of the Fairer Aberdeen Fund was allocated to local projects.

3 GRANT FUNDING 2017/18

3.1 As well as the agreed community planning budget, the Partnership receives income from a number of external funding sources. The funding secured to date is below:

	2017/18 Funding £	Actual Expenditure £	Variance £
Community Justice Transition Fund	70,000	51,012	18,988
Grant for Switched on Fleets Ultra Low Emission Vehicle Procurement	47,372	47,372	0
Total	**122,042**	**98,384**	**(18,988)**

3.2 The Scottish Government has confirmed that a further years funding of £50k will be made available for community justice redesign during 2018/19. The under spend of £18,988 carried forward from the first year of funding in 2015/16 will carry into 2018/19 to cover the full costs of the Community Justice Officer post.

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| 3.3 | A total of £47,372 has been claimed from the £52,042 made available from Transport Scotland's Switched on Fleets Ultra Low Emission Vehicle grant. This is funding the three year lease of 3 Hydrogen Toyota Mirai cars by NHS Grampian and purchase of 1 Hydrogen Renault Kangoo van by Aberdeen City Council. This supports the aim in the Local Outcome Improvement Plan 2016-17 to increase the percentage of partnership fleet that are low carbon vehicles. |

Recommendations for Action

It is recommended that the CPA Management Group:

i)   Note Community Planning Aberdeen Budget's performance during 2017/18.

Consultation

The following people were consulted in the preparation of this report:

Michelle Cochlan, Community Planning Manager
Clare Davidson, Assistant Accountant, ACC
Susan Thom, Fairer Aberdeen Fund Co-ordinator, ACC
Yasa Ratnayeke, Senior Partnerships, Performance and Funding Officer, ACC
Louise Napier, Senior Project Officer, ACC

Opportunities and Risks

Regular reporting on the current year's budget gives Community Planning Aberdeen the opportunity to determine whether value for money is being achieved and allows early identification of possible shortfalls.

Background Papers

The following papers were used in the preparation of this report.

Community Planning Budget 2017/18

Q3 2017/18 Budget Monitoring Report

Local Outcome Improvement Plan 2016-26

Contact details:

Guy Bergman
Performance & Improvement Officer
Community Planning Team
Aberdeen City Council
Tel: 01224 52 2367
Email: gbergman@aberdeencity.gov.uk

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Progress Report	Regional Economic Strategy Update (including Regional Partnerships)
Lead Officer	Jamie Bell, Team Leader – Partnerships, Scottish Enterprise
Report Author	Jamie Bell, Team Leader – Partnerships, Scottish Enterprise
Date of Report	10 May 2018
Governance Group	CPA Management Group – 28 May 2018

Purpose of the Report

To update the Management Group and invite comment on the draft refreshed Regional Economic Strategy Action Plan for North East Scotland. The report also incorporates information on the Scottish Government's Enterprise & Skills Review, specifically the Regional Partnerships' workstream.

Summary of Key Information

1   BACKGROUND

Regional Economic Strategy

1.1   The Regional Economic Strategy 'Securing the future of the North East economy' was launched in December 2015. It played a critical role in underpinning and supporting the Aberdeen City Region Deal and has provided strategic direction for the economy of the North East of Scotland. The Economic Strategy provides a plan for investment in the economic development of the region up to 2035 – a 20-year vision.

1.2   To achieve the vision an Action Plan was developed by key partners centred on four key 'pillars' or themes:
- Investment in Infrastructure
- Innovation
- Inclusive Economic Growth
- Internationalisation

1.3   Oversight and delivery responsibility for implementing the Strategy and Action Plan lies with the Regional Economic Strategy group, currently comprising core partners:
- Aberdeen City Council

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- Aberdeenshire Council
- Opportunity North East
- NESTRANS
- Aberdeen & Grampian Chamber of Commerce
- North East Scotland College
- Scottish Enterprise
- Skills Development Scotland

1.5   In 2017 a two-year review of the Strategy Action Plan revealed that many of the actions had been delivered or were in the process of being delivered prompting a refresh of the Economic Strategy Action Plan. Other economic drivers for such a review in the intervening period included the economic downturn affecting the North East, the City Region Deal, the progress of ONE and policy drivers including the Government's Enterprise & Skills Review and Brexit. Importantly several key infrastructure related projects that had been secured for the region including the AWPR, new Aberdeen Arena (replacing the AECC) and Aberdeen Harbour expansion plans now provides a focus and imperative to determining how the region maximises the economic value generated by these key assets.

1.6   The Action Plan refresh process has been led by Scottish Enterprise on behalf of the Regional Economic Strategy Group, culminating in a draft Action Plan that is currently being consulted and commented on, and will include the Aberdeen Prospers Group.

Enterprise & Skills Review: Regional Partnerships

1.7 Running concurrently with the Regional Economic Strategy Action Plan refresh is the Scottish Government's Enterprise & Skills Review. Update reports on progress have been provided to the CPA Board and Management Group previously. The Review process was effectively completed in June 2017 with the workstreams and outcomes now moving onto the implementation phase. Government and partners have committed to delivering actions under each workstream or priority area.

1.8 A key outcome from the Review was a greater regional focus with Regional Economic Partnerships focused on the needs of the economy of their area. In support of this regional focus national Agencies are expected to respond more flexibly to regional needs with the private sector forming an integral part.

2   KEY FINDINGS/ PROPOSALS

Regional Economic Strategy

2.1   The draft Action Plan is attached as *Appendix 1*. [TO FOLLOW]

2.2   The four key strategic themes have been retained in the refreshed Action Plan – Infrastructure, Innovation, Inclusive Economic Growth and Internationalisation. The actions developed are deliberately high level with specific projects and related milestones to be developed by the lead and supporting partners identified. Actions have been developed for the next 5

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years but categorised as short (12-18 months), medium (18 months – 3 years), longer term (3-5 years) and ongoing (through the 5-year time span).

2.3 Integrated with the Action Plan is a draft Executive Summary that provides the context for the Plan highlighting key policy impacts and connecting back to the Economic Strategy. The 20-year Economic Strategy and vision itself remains relevant and this has not changed or formed part of the Action Plan refresh.

Enterprise & Skills Review: Regional Partnerships

2.3 The North East of Scotland has a long history of economic partnership working within the public sector and between the public and private sectors. Currently a range of inter-related economic partnerships exist that effectively embraces Regional Partnership working in North East Scotland, including:
   - Aberdeen City Regional Deal Joint Committee
   - Opportunity North East (ONE)
   - Regional Economic Strategy Group
   - Aberdeen Prospers

2.3 City Deals, where they exist, and associated governance arrangements are viewed by and large by the Scottish Government as bonding the Regional Partnerships across the country. In the North East, the City Region Deal Committee act to approve City Region Deal projects and business cases as they come forward; it is integrated with ONE through Committee membership and other partners through a City Deal Programme Board. Underpinning the City Deal and the region's economic direction is the Regional Economic Strategy, overseen by the Regional Economic Strategy Group. The connection to the CPP is via Aberdeen Prospers and its delivery of the economic element of the LOIP.

2.3 There are of course a range of other regional economic partnership initiatives underway or under development where partners from public (national and local) and private sectors work together to benefit the region's economy, for example:
   - Invest Aberdeen
   - Aberdeen City Centre Masterplan
   - Joint Scottish Development International/NE Councils forum
   - Aberdeen City Urban Governance model/approach

2.4 As part of the Review national agencies have been reviewing their approaches to regional economic development. For example, Scottish Enterprise is developing a Regional Partnerships Delivery Model focusing initially on:
   - The creation of a new Location Director model to lead regional partnership engagement – new full-time Heads of Partnership roles. The model will also develop a comprehensive economic asset register for Scotland;
   - An operating model that incorporates 'regional equity' considerations within project appraisal and business planning processes;

3

- Consideration of establishing a level of operational flexibility that is capable of delivering streamlined business, innovation, trade and investment and infrastructure support in response to regional priorities across the country.

2.4   Proposal 1

2.4.1   The Management Group note the production of the draft **Regional Economic Strategy Action Plan** and are invited to comment on the Plan (see *Appendix 1*).

2.5   Proposal 2

2.5.1   The Management Group note the growing focus on **regional partnership** working and regional priorities arising from the Scottish Government Enterprise & Skills Review; and noting the positioning of the regional partnership status in the North East.

3   NEXT STEPS

3.1   The ONE Board will review the draft Economic Strategy Action Plan following the consultation phase and endorse as appropriate, before relevant Council Committees receive the Plan.

Key Milestone	Timescale
ONE Board (Regional Advisory Board)	29 May 2018
Aberdeen City Council City Growth & Resources Committee	19 June 2018
Aberdeenshire Council Infrastructure Services Committee	21 June 2018

Recommendations for Action

It is recommended that members of the Group:

i)   Note this report, the refreshed Action Plan, note the next steps and provide comment where appropriate;

ii)   Note the position on Regional Partnerships and economic partnership working in North East Scotland.

Opportunities and Risks
The report is an update and for comment. There are no opportunities/risks arising from the report.

Consultation
The Regional Economic Strategy Action Plan refresh has been subject to significant consultation by partners. This report summarises the process and outcomes.

Background Papers
The following papers were used in the preparation of this report. Regional Economic Strategy https://www.aberdeencity.gov.uk/sites/aberdeen-cms/files/Regional_Economic_Strategy_0.pdf Enterprise & Skills Review: Report on Phase 2 Regional Partnerships http://www.gov.scot/Resource/0052/00521431.pdf

Contact details:

Jamie Bell
Team Leader, Partnerships
Scottish Enterprise
Tel: 0141 468 5525
Email: jamie.bell@scotent.co.uk

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APPENDIX 1:   Regional Economic Strategy Action Plan (Draft)

[TO FOLLOW]

Progress Report	National Public Health Priorities
Lead Officer	Susan Webb, Director of Public Health
Report Author	Chris Littlejohn, Deputy Director of Public Health
Date of Report	02 May 2018
Governance Group	CPA Management Group

1:	Purpose of the Report

To keep CPA Management Group informed of progress towards the development of national public health priorities as part of national public health reform.

2:	Summary of Key Information

1. National public health priorities have been identified as part of the national public health reform programme, co-chaired by COSLA and Scottish Government.

2. The public health reform programme has three aims: to identify national public health priorities, to create a single national public health agency, and to clarify local partnership approaches for public health.

3. A national group was established to take an evidence-informed approach to refining the national public health priorities. Cross sector engagement sessions were hosted. Three regional stakeholder events were held to build consensus around future national priorities. Content analysis of Scotland's 32 Local Outcome Improvement Plans (LOIPs) was also undertaken.

4. Council Leaders endorsed the public health priorities at the COSLA Leaders meeting on 27/4/2018.

5. The six public health priorities are:

    -   We live in safe and healthy places
    -   We flourish in our early years
    -   We have good mental wellbeing
    -   We are not dependent on harmful substances
    -   We have an inclusive economy with fair share of what we have for all
    -   We eat well and are active

6. The draft priorities are intentionally broad to allow local flexibility in strategic focus across the public sector, and Scottish and Local Government will be

accountable for their delivery. Community Planning Partnerships are expected to have a key role to play in this. Further work is being done to identify indicators for performance management purposes.

7. Over the coming months work will be commissioned to inform the design of the new Public Health national body. National, regional and local perspectives will be considered. A key function of the new national body will be to support partnership action on the new public health priorities across the public sector.

8. COSLA is taking a lead role in the public health reform programme to ensure a broad view of public health is adopted, reaching far beyond the NHS, with the wider public sector - specifically local government and local partnerships, including Community Planning Partnerships (CPPs) – playing a significant role.

3:	Recommendations for Action

The Management Group is asked to note the national priorities and consider the strategic implications for CPA.

4:	Opportunities and Risks

Further guidance is expected on balancing and aligning the national priorities with local CPP strategic priorities.

5:	Further information

A dedicated public health reform website can be found at
https://publichealthreform.scot

Community Planning Aberdeen

Progress Report	Aberdeen City Carers Strategy – A Life Alongside Caring
Lead Officer	Sally Shaw, Interim Chief Officer, Aberdeen City Health and Social Care Partnership
Report Author	Alison MacLeod, Lead Strategy and Performance Manager, Aberdeen City Health and Social Care Partnership
Date of Report	7th May 2018
Governance Group	Community Planning Aberdeen Management Group – 28th May 2018

Purpose of the Report

The purpose of this report is to update the Community Planning Aberdeen Management Group on the development of a local Carers Strategy for Aberdeen City which has been entitled A Life Alongside Caring (see Appendix 1).

Summary of Key Information

1   BACKGROUND

1.1   On 1st April 2018 The Carers (Scotland) Act 2016 (the "2016 Act") came into effect.   The 2016 Act extends and enhances the rights of Carers in Scotland to help improve their health and wellbeing so that they can continue to care, if they so wish, and have a life alongside caring.

1.2   The 2016 Act places a duty on local authorities and health boards to prepare and publish a local Carers Strategy covering both adults and young carers.

1.3   A Life Alongside Caring sets out how the Aberdeen City Health and Social Care Partnership and the Integrated Children's Services Partnership within Aberdeen City intend to deliver the requirements of the 2016 Act particularly in relation to identifying both adult and young carers, understanding the care that they provide and their support needs, and providing comprehensive and easily accessible information on the type of support available as well as how and where to get it.

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1.4   The 2016 Act describes requirements for Local Carer Strategies to cover the following: -

- Plans for identifying relevant carers and obtaining information about the care they provide.
- Assessment of demand
- Support available
- The extent to which demand for support is currently not being met.
- Plans for support
- Plans to help with emergency arrangements
- An assessment of the extent to which support may reduce impact on health and wellbeing
- Intended timescales for preparing adult carer support plans and young carers statements
- Other appropriate information
- Information relating to the particular needs and circumstances of Young carers

In addition Local Carer Strategies must: -

- Have regard to
  - ➢ National health and wellbeing outcomes
  - ➢ Integration functions relevant to carers (set out in Strategic Plan)
  - ➢ Various sections of the Children and Young People (Scotland) Act 2014 and the principles of GIRFEC
  - ➢ Any other local or national plans
- Have undergone consultation with appropriate people and bodies
- Involve relevant carers
- Be published and reviewed (within 3 years)

1.5   The development of this strategy was co-ordinated by a Steering Group with representatives from the partnership, Integrated Children's Services, third and independent sectors, and carer representatives. It was informed by the output from various workshops, a programme of Carers Conversations and the work of various sub groups of the Steering Group looking at the different requirements of the legislation.

1.6   The Carers Conversations programme had a number of parts including:

- A large-scale event for Carer Organisations
- A large-scale public 'drop-in' event for Carers

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- A survey consultation including the City Voice survey and a 'Carers Conversation' questionnaire
- Formal and informal Carers conversations – attending carers meetings; 1:1 conversations and group conversations.

It is estimated that approximately 1000 carers were able to provide their views on what is important to them.

1.7   Following the development of a draft Strategy in December 2017 a period of public consultation was undertaken during January and February 2018. Subsequently the finalised strategy was approved by the Integration Joint Board on 27th March 2018.

1.8   There are a number of obligations within the 2016 Act that require further action from Aberdeen City Health and Social Care Partnership and the Integrated Children's Service Partnership: -
- **Eligibility Criteria for Carers** – the 2016 Act requires that Eligibility Criteria for Carers is prepared and published and reviewed in line with the Carers Strategy (after 3 years).   The Integration Scheme required to be revised to enable the delegation for the approval of the Eligibility Criteria for Carers to Aberdeen City Health and Social Care Partnership.   This has now been done and the Eligibility Criteria for Carers will be submitted to the IJB meeting of 22nd May 2018 for approval.

- **Short Breaks Services Statement** – the 2016 Act requires that a Short Breaks Services Statement is prepared and published by 31st December 2018.   The Lead Strategy and Performance Manager of Aberdeen City Health and Social Care Partnership is participating in a national Think Tank which is developing a template for national use for the Short Breaks Services Statement.   The Think Tank is holding six day long sessions from December 2017 to May 2018.   Thereafter the template and guidance will be available for use nationally.   It is proposed that the Short Breaks Services Statement for Aberdeen City will be developed following the publication of the national template and guidance, with the statement going to the IJB meeting in October 2018 at the latest in order that the statutory deadline for publication can be met.

- **Carers of Terminally Ill Persons** – guidance is expected from the Scottish Government late 2018 to set timescales for the preparation of adult carer support plans and young carer statements for carers of terminally ill persons.   Once this is received the Aberdeen City Health and Social Care Partnership and the Integrated Children's Services Partnership will respond appropriately,

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1.9   Additional funding was received from the Scottish Government for a number of purposes including the implementation of the Carers (Scotland) Act 2016.   Discussions are ongoing with regard to how best to allocate this funding.   Whilst we are currently working with a limited number of carers, the 2016 Act places a duty on us to actively encourage carers to help identify as such.   There remains uncertainty around how successful we will be in this regards and, even with great success, how many of these newly identified carers will want to come forward to undertake the planning process and seek support.

1.10   Currently, there is also a lack of clear guidance on the Waiving of Charges in relation to Replacement Care.   Again, currently, cared for people make a contribution to what has traditionally been known as Respite Care. Although allocated to the Cared for Person, the respite can be as much, if not more so, for the carer than the cared for person.   Under the 2016 Act if the respite (or replacement care) is to be provided solely to meet the identified personal outcomes for the carer then no charge can be made. In practice, a number of permutations of the replacement care situations exist and further guidance is being sought in order that policy can be adopted consistently across Scotland.   The Lead Strategy and Performance Manager of Aberdeen City Health and Social Care Partnership continues to attend the national Carers Leads Group. Feedback from this will be used to develop a local policy on the Waiving of Charges and this will be submitted to the IJB as soon as it is available.

1.11   The Carers Strategy Steering Group will become the Carers Strategy Implementation Group and will drive delivery of the Action Plan.   Progress on the implementation of the strategy will be reported to the IJB on an annual basis.

1.12   There is also a Young Carers Development Group, which is a sub group of the steering/implementation group, and they will focus on the delivery of the strategy in relation to Young Carers, reporting through the relevant governance committees of Aberdeen City Council.

2   KEY PROPOSALS

2.1   It is proposed that the Community Planning Aberdeen Management Group notes the development of a local Carers Strategy for Aberdeen City – A Life Alongside Caring, and notes the next steps to be taken in its approval, launch and implementation.

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3 NEXT STEPS

3.1 The following table outlines the key milestones and dates for the next steps in the approval process, launch and implementation of the Aberdeen City Carers Strategy.

Key Milestone	Timescale
Eligibility Criteria approved by IJB	22 May 2018
A Life Alongside Caring approved in relation to Young Carers by the Operational Delivery Committee of ACC	29th May 2018
Formal launch of A Life Alongside Caring during Carers Week	11 – 17 Jun 18
Publication of local policy on Waiving of Charges	August 2018
Publication of Aberdeen City Short Breaks Services Statement	31st Dec 2018
Publication of specific guidance on caring for terminally ill people	31st Dec 2018

Recommendations for Action

It is recommended that members of the Group:

i)   Note the requirement for a local Carers Strategy for Aberdeen City and the content of A Life Alongside Caring which has been developed.

ii)   Note the next steps in relation to approval, launch and implementation.

Opportunities and Risks

The development of a Carers Strategy for Aberdeen City is a massive opportunity to recognise the value of the contribution carers make to the health and social care system in Aberdeen and to provide them with the support they deserve.

The risk of not developing a local Carers Strategy for Aberdeen is that we fail to meet our legislative obligation.

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Consultation
The CPA Management Group were consulted in the preparation of this report:

Background Papers
None

Contact details:

Insert Name **Alison MacLeod**
Insert Title   **Lead Strategy and Performance Manager**
Insert Organisation **Aberdeen City Health and Social Care Partnership**
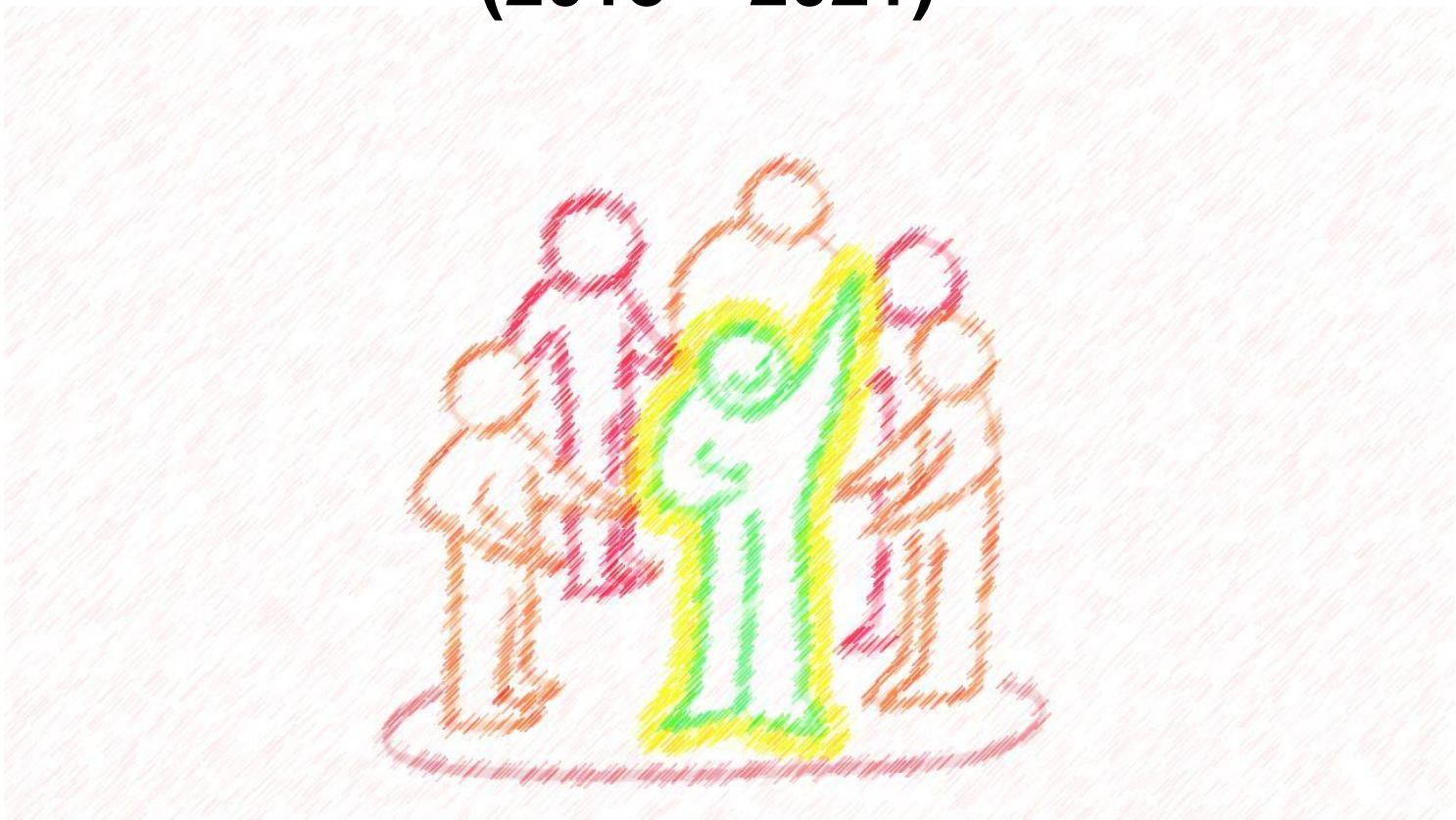Tel: Insert number   **01224 655746**
Email: Insert email address **alimacleod@aberdeencity.gov.uk**

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APPENDIX 1: **TITLE**

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Aberdeen City Carers Strategy
(2018 – 2021)

A Life Alongside Caring

This document is also available in large print, other formats and other languages, on request.

Please contact the Aberdeen City Health & Social Care Partnership on 01224 625729

For help with **language / interpreting** and other formats of communication support, please contact 01224 522856/522047

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Contents

Foreword

We welcome the publication of the Aberdeen City Carer's Strategy.   The strategy recognises the significant contribution that unpaid carers make to the health and wellbeing of the citizens of Aberdeen and the value that we as Aberdeen City Health and Social Care Partnership and Integrated Children's Services Partnership place on the role that unpaid carers have.

The publication of this strategy is our response to the implementation of the Carers (Scotland) Act 2016 on 1st April 2018.   The Act extends and enhances the rights of unpaid carers.   Our strategy seeks to take into account those areas of a carers life that may be impacted by their caring role and identify the provision of a variety of support in order that they can continue in that role should they wish to do so.   Our aim is that they are enabled to have a life alongside caring.

It is our ambition is that the role of unpaid carers is recognised, that their views are heard and used in designing and delivering services, not only for themselves but for those that they care for.   We know that undertaking a caring role can often be a demanding and complex task and we hope that this strategy offers opportunities to lighten the load.

We acknowledge the demographic and financial challenges that we face and we recognise that unpaid carers are key to the sustainability of the health and social care system.   Whilst funding is limited we will ensure we target what funding we have the areas that need it most.

We are committed to ensuring that young carers are seen as children and young people first and foremost and that any caring responsibilities that they undertake are appropriate and have regard to their age and maturity.

Chair,
Aberdeen City Health and Social Care Partnership Integration Joint Board

Chair,
Aberdeen City Integrated Children's Services Partnership

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Carers Strategy at a glance

What we want carers in Aberdeen City to be able to say as a result of this strategy and what we plan to do:

I am supported to identify as a carer and am able to access the information I need

- Provide Dedicated Resource
- Commission Services
- Communicate and Engage
- Provide Access to Improved Information
- Raise Public Awareness
- Train Staff
- Identify

- Eligibility Criteria
- Adult Carer Support Plans
- Young Carers Statements
- Transition Planning
- Support Provision
- Short Breaks
- Self-Directed Support
- Telecare

I am supported as a carer to manage my caring role

I am respected, listened to and involved in planning the services and support which both I and the person I care for receive

- Engagement Protocol
- Hospital Discharge Protocol
- Carers Database
- Train Staff
- Repeat Carers Conversations
- Involve in Commissioning
- Improve access to IJB

- Monitor Implementation of Strategy
- Review Strategy in 3 years' time
- Consult
- Promote the Carer Positive Award Scheme

I am supported to have a life alongside caring if I choose to do so

How can this strategy help carers?

Area of Life	Issues	How this strategy might help?
Health & Wellbeing	• Mental health (stress, worry, depression) • Sleep & energy levels • Physical health	• Respite/Short Break • Additional services for the cared-for person • Support groups and activities for carers • Information and advice
Relationships	• Strained relationships	• Counselling • Respite/Short Break • Additional services for the cared-for person
Finance	• Reduced income • Additional costs • Debt or money worries	• Support to maintain employment • Access to benefits such as Carers Allowance • Help with heating/travel costs
Life Balance	• Reduced ability to socialise • Feeling too tired/stressed	• Respite/Short Break • Additional services for the cared-for person
Future Planning	• Careers advice • Training opportunities • Socialisation	• Support groups and activities for carers • Information and advice
Employment & Training	• Unable to work • Reduced hours • Restricted opportunity	• Additional help with care • Support from employers: flexibility and understanding
Living Environment	• Adaptations • Location	• Information and advice • Link to relevant services to support
Education	• Access to education • Restrictions on positive destinations • Ability to engage with education	• Information on opportunities available • Young carers supported in schools, colleges and universities • Additional help with care to enable participation in education

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Background

On 1st April 2018 the Carers (Scotland) Act 2016 comes into effect. The Act aims to give adult and young carers new rights, whilst bringing together all the rights carers currently have, under one piece of legislation. The Act places a duty on local authorities and health boards to prepare a local Carers Strategy. Aberdeen's strategy encompasses all ages and relates equally to young carers as it does to adult carers. The strategy sets out how the Aberdeen City Health and Social Care Partnership (ACH&SCP) and the Integrated Children's Services Partnership (ICSP) intend to deliver the requirements of the Act particularly in relation to:

- identifying both adult and young carers
- understanding the care that they provide and their support needs
- providing comprehensive and easily accessible information on the type of support available as well as how and where to get it.

Importantly, the Act brings changes to how carers can access support through 'Adult Carer Support Plans' and 'Young Carers Statements'. Under previous legislation, a carer had to provide 'regular and substantial' care in order to access a support plan. This has been removed and all carers will be entitled to one, if they want one. Additionally, the new Act requires a focus on assessing the needs of the carer separately from the needs of the cared-for individual.

The Act also brings a range of new duties and powers:

Adult Carer Support Plans & Young Carers Statements	Adult Carer Support Plans will replace carers' assessments and consider a range of areas that impact on a carer. Young Carer statements must also be produced.
Eligibility Criteria	Eligibility criteria for access to social care services for carers must be published. However, not all support offered to carers will be subject to the criteria.
Carer Involvement	Carers must be involved in both the development of carers services and in the hospital discharge processes for the people they care for.
Local Carers Strategies	Local Carers' strategies, such as this one, must be produced and reviewed within a set period.
Information and Advice	An information and advice service must be provided for relevant carers, with information and advice about rights, advocacy, health and wellbeing (amongst others)
Short Breaks Statements	To prepare and publish a statement on short breaks available in Scotland for carers and cared for persons.

One of the priorities of ACH&SCP's Strategic Plan is to: *"Value and support those who are unpaid carers to become equal partners in the planning and delivery of services, to look after their own health and to have a quality of life outside the caring role if so desired."*

The AH&SCP is committed to delivering on the nine National Health and Wellbeing Outcomes. Outcome six is: *"People who provide unpaid care are supported to reduce the potential impact of their caring role on their own health and wellbeing."*

ACH&SCP's commitment is that the significant role of unpaid carers will be recognised, that their views will be included, that their health and wellbeing will be nurtured and the impact of their caring role on their everyday lives reduced.

The ICSP is committed to ensuring that young carers are seen as children and young people first and foremost and that any caring responsibilities that they undertake are appropriate and have regard to their age and maturity.

Development

The development of this strategy was co-ordinated by a Steering Group with representatives from ACH&SCP, the ICSP, third and independent sectors, and the two IJB carer representatives. It was informed by the output from various workshops, a Carers Conversation programme, a dedicated consultation with children and young people in schools and the work of various sub groups of the Steering Group including a Young Carer's Development Group looking at the different requirements of the legislation.

Approval and Delivery

Following consultation with relevant stakeholders, the strategy was approved by the Integration Joint Board (IJB) on 27th March 2018, the Integrated Children's Services Board (ICSB) on 24th April 2018, and Aberdeen City Council on 22nd May 2018. It will be published on the AH&SCP and the ICSP websites and will be reviewed and refreshed in three years' time. An Action Plan has been developed which details what we will do to deliver on the strategy.   The Action Plan can be found at the end of this document.   The delivery of the strategy will be driven and monitored by a Carer's Strategy Implementation Group (CSIG) which will have a similar membership to the Steering Group mentioned previously in that it will again include representatives from the AH&SCP, the ICSP, third and independent sectors, and the two IJB carer representatives.   The IJB, ICSB and Aberdeen City Council will oversee the delivery via annual progress reports provided by CSIG.

Vision, Principles and Values

We recognise that our services across health, social care, education, third and independent sectors need to better support children, young people and adults in a caring role including, in some areas, improving practices and culture. Without carers' vital contribution the health and social care 'system' could not survive.

The focus of Aberdeen City Health and Social Care Partnership is on support in localities, rather than institutional care; increased personalisation of services and choices; and working to improve the outcomes for carers.   In addition the partnership is seeking to tackle health inequality and developing a stronger preventative emphasis to its activities and interventions.

The Integrated Children's Services Partnership focuses its work through outcome groups based on the SHANARRI indicators. Each of these looks to ensure that services are developed to meet the needs of all children and young people including young carers.

Vision

> ***Our vision is that organisations communities and citizens work together to ensure that carers in Aberdeen are fully valued, respected and supported and that their vital contribution is recognised.***

Principles

Equal Partners in Care (EPiC) is a joint project between NHS Education Scotland (NES) and the Scottish Social Services Council (SSSC) aimed at achieving better outcomes for all involved in the caring relationship.   The project has a set of core principles which were developed in consultation with a wide range of stakeholders and are based on key outcomes.   These are very relevant to this strategy and as such we have adopted these as the best practice we will work to.

The 'Equal Partners in Care' (EPIC) Principles are:

1. Carers are identified.
2. Carers are supported and empowered to manage their caring role.
3. Carers are enabled to have a life outside of caring.
4. Carers are fully engaged in the planning and shaping of services.
5. Carers are free from disadvantage or discrimination relating to their role.
6. Carers are recognised and valued as equal partners in care.

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Values

Values are a set of accepted standards.   Our values for this strategy are noted below.   These underpin everything we do from communicating with carers, to designing services, to planning for and providing support.

V A L U E S	• Equality of Access • High Quality • Collaboration • Integration • Localisation

S T R A T E G Y	• Identify all those with a caring role in Aberdeen City (even those who may not see themselves as carers). (EPiC 1 & 6) • Meaningfully engage on an ongoing basis with carers. (EPiC 2) • Support carers to maintain their health and wellbeing. (EPiC 3 & 5) • Increase the profile of carers and the recognition of their unique contribution. (EPiC 4 & 6) • Further develop our staff to increase carer support. (EPiC 2)

Equality, Diversity and Human Rights

The principles of equality, diversity and human rights are the basic rights for all carers. Carers reflect the diversity of Scotland's population. We will work to ensure that carers are aware of their rights under this legislation and that no carer is disadvantaged due to age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity, race; religion or belief; or sex or sexual orientation, in line with the Equality Act 2010.

All children and young people have an established set of rights and principles based on the United Nations Convention on the Rights of the Child.   These say that nobody should treat a child or young person unfairly and that when adults make a decision about a child or young person it is what's best for the child or young person that should be the most important thing to consider. The child or young person must have their say too.

As an adult or young carer, being aware of their rights and those of the person they care for can help both get fair access to things that most people take for granted.

Consultation and Engagement

In line with the National Standards for Community Engagement that were put in place following the implementation of the Community Empowerment (Scotland) Act 2015 we sought the views of carer and other relevant stakeholders across Aberdeen to inform the development of the Carers Strategy and the Action Plan.

The Carers Strategy Steering Group included representatives from ACH&SCP, the ICSP, the third sector, the independent sector and the two carer representatives who are appointed to the Integration Joint Board.

In addition, we spoke to many carers throughout the city through a programme of 'Carers Conversations'. This programme had a number of parts including:

- a large-scale event for Carer Organisations
- a large-scale public 'drop-in' event for carers
- survey consultation including the City Voice survey and a 'Carers Conversation' questionnaire developed by the group
- formal and informal carer's conversations achieved through attending carers meetings, one to one conversations and group conversations.
- consultation sessions with children and young people in both primary and secondary schools.

It is estimated that approximately 1000 carers, young carers and other interested parties were able to provide their views.   These consultation and engagement activities were valuable sources of information and it is intended that similar events will be repeated throughout the lifespan of this strategy to test how we are doing with its implementation as well as providing an opportunity to revise the content of the strategy if necessary.

What the consultation told us in relation to adult carers:

In general, adult carers feel that they do not have access to any formal support. Only 20% identified that they had a Carer's Assessment. Those who had had one had mixed opinions on the impact that it had. Many identified that it had a positive effect saying that it helped to feel that someone had listened to them and that they were seen as an individual in their own right as well as providing information and help for them to access support such as Attendance Allowance. Others felt that it had been a waste of time, a paper exercise that did not improve their situation.

Adult carers did cite support groups and various activities that they were able to participate in within their community such as a "Knit and Knatter" Group or a fortnightly "Dementia Café".

The strongest theme that emerged when adult carers were asked to describe any forms of support that they received, was that of support that they received from friends and family, whether this was sharing the caring role; allowing for "me time"; or simply being there to listen to the carer's concerns and frustrations. The majority stated that they got no support whatsoever, and that they felt they were on their own.

The two things that adult carers said would have the most impact upon their caring role were the provision of regular and appropriate respite, and the cared-for person themselves receiving adequate services in their own right.   They also said they wanted recognition for the work that they do; peer support from other carers; support to maintain employment and help to access benefits and help with heating and travel costs.

72% of carers agreed that their mental health and well-being has suffered.

41% of carers agreed that they have had to reduce their working hours due to their caring role. Some even took early retirement

44% of carers agreed they worried about money.

63% of carers have incurred additional expenses

44% of carers agreed they have had a reduction in their income

56% of carers agreed they have experienced difficulties in their relationship with the person they care for

59% of carers agreed they have experienced difficulties in their relationship with their family or partner.

65% of carers felt more lonely and isolated because of their caring role.

My husband was diagnosed with Alzheimer's and vascular dementia over 18 months ago following over a year of noticing changes.

He thinks he is still capable of most things but can no longer work the microwave which he has been using for years. The intruder alarm is now also a problem and other everyday things. It seems that number order is a problem along with his memory for names and places.

For me it is extremely difficult to leave him because of these things and the fact that he wants to be with me all the time. Also, recently we have entered the realms of delusion and I fear for what might happen if he was alone or out. These experiences really frighten me.

When this came into our lives I was already extremely exhausted with caring for my elderly mother and family with health problems. On top of these I am now feeling grief as bits of my husband – of 53 years – character which made me love him are fading as he changes. I love him deeply and the changes hurt. I am depressed and frightened for the future as I do not know how I will cope without help. He can do many things including driving and does not believe he has any problem whereas I am losing such a lot of my life. And not just the luxuries! I stopped having coffees with a couple of friends as he didn't want me to go. I have forgotten what it is like to look around a shop. Now, I badly need new underwear!! I REALLY need quiet time and I cannot get it.

We have a small group of friends and as he doesn't feel there is anything wrong I can hardly ask them to amuse him. He would wonder what was going on. It all sounds and feels so bad, but when the moments come when he lets me help with tasks like tablets or injections or trusts my word on his doubts or delusions it is wonderful."

"I was at school when my father had his first heart attack. I remember being very unsure as to what was really happening. Going to school and not knowing how to express how I felt and how to handle the instability of the future. It was equally difficult as my mum was upset. I had never witnessed my mum upset before. In many ways I felt I had to lie to my mum and play down what was happening so she wouldn't worry so much. This led her to believing that I wasn't as concerned about my father as I should be.

As an adult I am better equipped to deal with these emotions and circumstances.

My daily routine consists of going to work full time. During my break at work I will call my father and see how he is. I tend to see my father about 4 times a week. I am extremely active in my community and attend various meetings. I have learned to juggle my time to fit caring for my father, working and attending meetings. There's always a constant worry if you hear the telephone ring and it's late at night or an unknown number as your first thought is that something is wrong with dad. I have very little time to attend social activities with friends as dad comes first. If I do attend anything I try and bring him along too.

I like him enjoying an evening even if it's only for an hour or so. Positively it's enabled me to be more understanding of the struggles that people go through and it's made me a more caring and non-judgmental person. Even though I have had to juggle time and put my caring role first there are many positive sides to caring. It can provide you with a whole host of knowledge and in fairness I've never met a better chess player than my dad! Caring is not an easy job. You will be tired, stressed, worried, unsure, and anxious at times too but there is help at hand. If you feel this way you need to tell someone so support can be provided."

What the consultation told us in relation to young carers:

Children and young people reported that conflicting emotions were linked to the caring role. As well as the feelings of worry and loneliness that might be expected there were also feelings of happiness and pride at being able to support a loved one.

Children and Young people identified concerns about bullying and a lack of understanding from both their peers and their teachers as barriers to young carers seeking support. There were also concerns around knowing where and who to seek support from and concerns that they may be taken away from their parents or that their parents may be placed in residential care.

The consultation identified that some of the support that would be most valued by young carers included:

- ❖ better communication between guidance and teaching staff
- ❖ support for doing their homework or extra support for their studies
- ❖ having a quiet space within the school environment
- ❖ having someone to talk to or a befriender
- ❖ having a holiday with the family
- ❖ having a plan for some time off from the caring role
- ❖ pet therapy

Young Carer's Story

Cara's mum has a long history of poor mental health. Cara (14) is increasingly taking the role of a young carer due to mum's poor health both physically and emotionally. She can present as mature but it can be a pseudo-maturity as she will often revert to being "young" when mum's mental health is good. She has had several house and school moves and has fallen behind with education due to this.

Cara is socially isolated and is increasingly using social media. Mum has a lack of awareness of internet safety and there is concerns regarding inappropriate TV programmes on Netflix.

This is what Cara says: -

'Being a young carer is like role reversal – parenting a parent. I have to remind my mum to take her medication or to eat breakfast. It is a stressful complicated life. I want to go out with my friends but I can't because I am too worried about something happening at home.

One day my French teacher was very cross at me after I had been up all night with my mum and I found it hard to concentrate in class. I usually love French but all I wanted to do was go home and check up on my mum. It was the longest day. All I did was worry about my mum. I stopped going to French class after that.'

What the consultation with other relevant stakeholders told us:

We also spoke to staff and a number of partner organisations and providers of care who come into contact with carers on a regular basis and were able to give us their views on the caring situation.   Some of the key things they told us were:

- ❖ The strategy will allow providers to look where we can align and build in resource and support for carers.
- ❖ Carers need support when their loved one is transitioning to residential care and this should be put in place as early as possible.
- ❖ Carers need help to understand the care that is on offer in a residential setting and be supported to positively negotiate any role they wish to play in that.
- ❖ We're dealing with the same people in Housing and Community Learning and Development.   By working together we can complement the support each other provides.
- ❖ Could "Making Every Opportunity Count" be used to help carers identify with the caring role?
- ❖ Hospital admission and discharge needs to be planned with carers in mind.
- ❖ Employers need to be educated in relation to carers and the impact of the caring role.
- ❖ Could support networks for employed carers be established in workplaces?
- ❖ Carers need support to plan and prepare for the end of life of the cared-for person.

So what does this all mean?

The outcome of the consultation and engagement with carer and other relevant stakeholders informed and influenced the development of this strategy.   It helped design our vision and values and confirmed that the EPiC principles were valid and relevant.   It shaped the 4 statements of achievement that we want carers in Aberdeen City to be able to say as a result of this strategy:

1. *I am supported to identify as a carer and am able to access the information I need*
2. *I am supported as a carer to manage my caring role*
3. *I am respected, listened to and involved in planning the services and support which both I and the person I care for receives*
4. *I am supported to have a life alongside caring if I choose to do so*

The information we gathered during the consultation and engagement was used to identify the commitments we needed to make in this strategy and the actions we needed to take to deliver on these.   Our commitments and actions are detailed in later chapters.

Carers in Aberdeen City

<u>Definition</u>

The Carers (Scotland) Act 2016 defines a carer as: -

> *"an individual who provides or intends to provide care for another individual (the "cared-for person")"*
>
> *A "Young Carer" is someone who is under the age of 18, or over 18 but still at school.*
>
> *An "Adult Carer" is someone who is 18 years old or over and not a Young Carer.*

<u>Who are carers?</u>

A carer can come from all walks of life; be any age, including young children; employed, in education or neither; and have other responsibilities in terms of family to look after.   The lives of children and young people within a family environment who are not the direct care-giver can nonetheless be significantly impacted by the caring situation.

A carer can provide care for a few hours a week or 24/7.   The care they provide can be light touch or intensive. Some carers have to care for more than one person, which presents unique challenges. They may have had a caring role their whole life or it may be for only a short time.

The "cared-for person" can often be a family member, friend or neighbour. They can also be young or old and have a range of care needs from support within the home, to help with getting out and about, to end of life care. Some cared-for people may have multiple care needs.

Many people providing care do not see themselves as a 'carer'.   They are first and foremost a husband, wife, son, daughter, or friend, who is undertaking acts of kindness, perhaps sometimes seen as duty, for their loved one.

There are, however, some communities of carers we know very little about, most notably: refugees, asylum seekers, Gypsy Travellers and carers who themselves have disabilities, including learning disabilities.

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For the purposes of the legislation and this strategy though, all of these people are defined as "carers". The term carer used throughout this strategy refers to those in an unpaid caring role.

As the types of carer are varied, the approaches we take to support them must also be diverse and nuanced. A one size fits all is not going to work.

Carer Profile Aberdeen City

57% Aged 50 or above	7% Aged 0-24	36% Aged 25-49
60% Female	40% Male	
56% Employed	25% Retired	

51% of carers provide 35+ hours of care per week. For many this is a 24/7 role.

32% of carers felt involved and listened to, when determining the support that the person they care for receives.
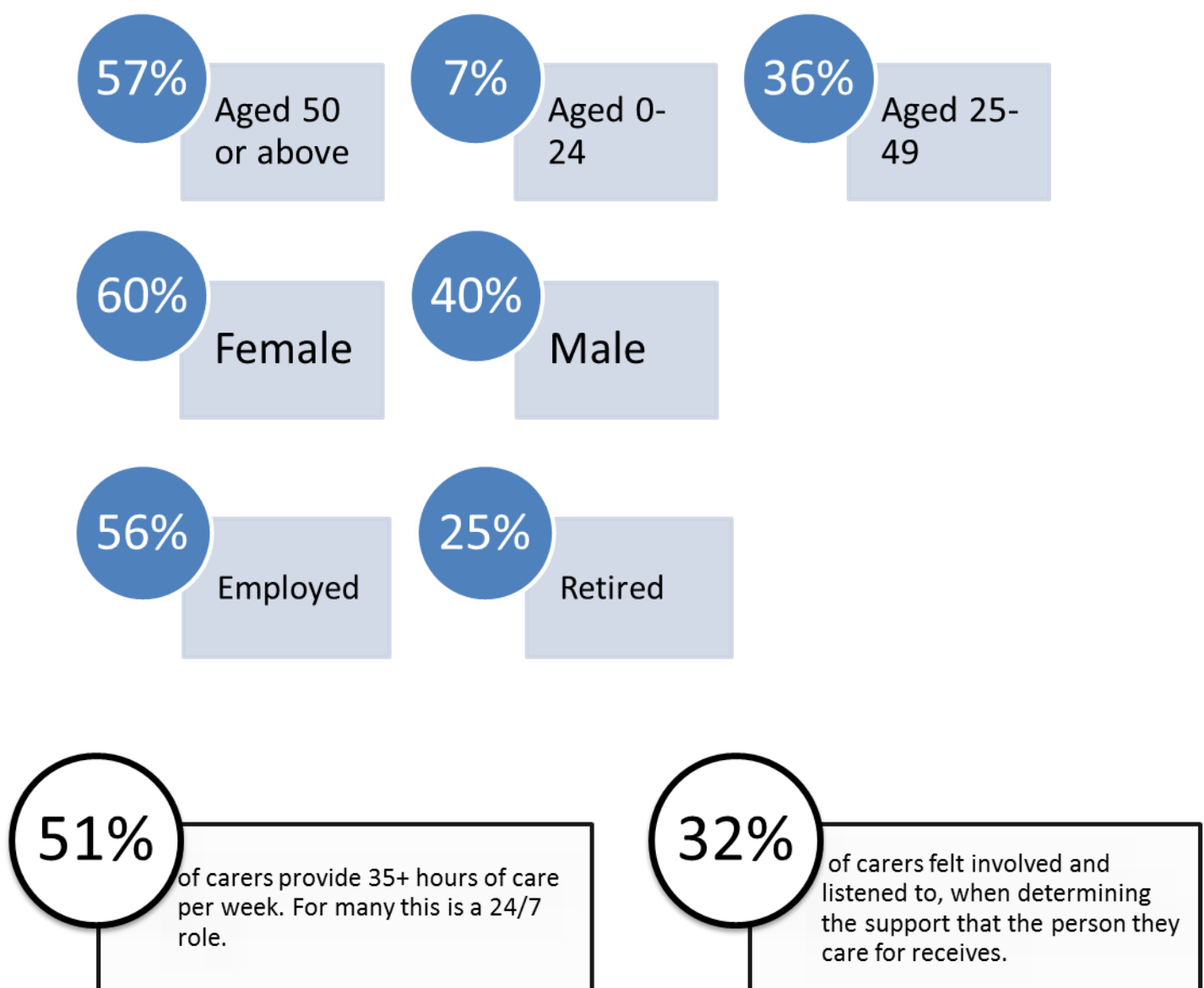
The number of carers in Aberdeen

It's difficult to estimate the numbers of adult carers for a number of reasons including:

Caring activities can often be seen as just a part of the relationship and the term 'carer' can seem alien to people.	Caring often starts at a low intensity so can go unnoticed.	Accepting the identity of carer means acknowledging the other person needs care, which can be difficult.	There may be a general lack of awareness of the role of a carer

Accurately identifying the number of young carers is even more challenging. Many young people will not identify themselves as a young carer for a number of reasons.

- They do not realise that they are a carer or that their life is different to their peers.
- They don't want to be any different from their peers.
- They believe that the school will show no interest in their family circumstances.
- They want to keep their identity at school separate from their caring role.
- It's not the sort of thing they feel can be discussed with friends.
- There has been no opportunity to share their story.
- They are worried about bullying.
- They worry that the family will be split up and taken into care.
- They want to keep it a secret and/or are embarrassed.
- They see no reason or positive outcome as a result of telling their story.

It is our responsibility to educate not only professionals to assist in the identification of adult and young carers but also to inform them and in terms of young carers the people who support them, of their right to identify themselves as a carer if they so wish and what this would mean for them.

The Scottish Health Survey (SHeS) estimates that there are 759,000 adult carers and 29,000 young carers (under the age of 16) in Scotland.

These individuals are critical to health and social care in Scotland, as the estimated value of the care provided is huge and nearly the equivalent of the entire NHS Scotland budget[1]:

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[1] http://www.audit-scotland.gov.uk/reports/e-hubs/transforming-health-and-social-care-in-scotland

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£10.8 billion

Estimated annual value of 788,000 unpaid carers' contribution

It is difficult to come to an accurate figure for how many carers there are in Aberdeen. We can provide many different answers looking at different sources to estimate how many carers are known:

Adult Carers with a Carers Assessment	**542 carers[2]**
Adult Carers registered with Social Care databases	801 Carers. [3]
Adult Carers known to the commissioned Carers' Support service	1200 Carers[4]

However, if we consider the 2011 census data, we get a much larger answer:

222,793 — Total population of Aberdeen City (2011 Census)

15, 571 — Total number of carers in Aberdeen City (2011 Census)

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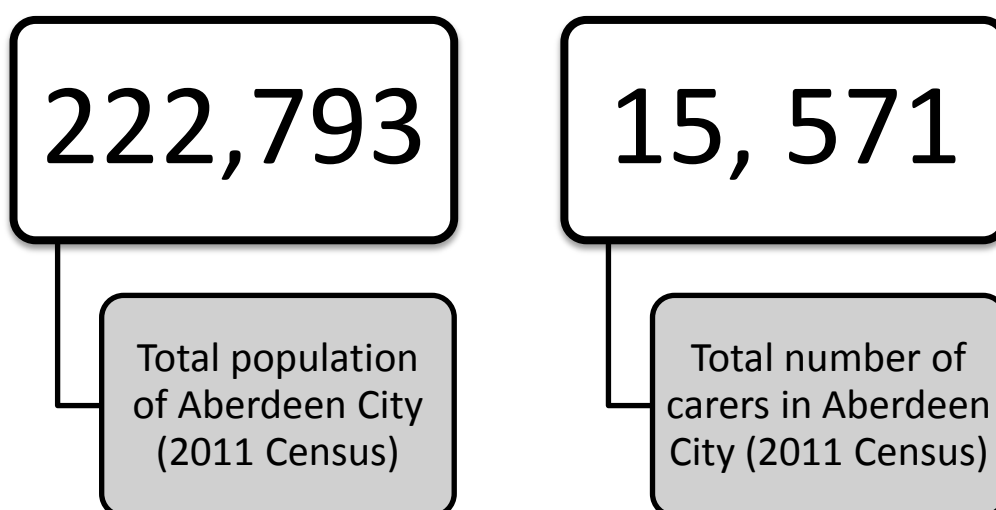
[2] Unpaid carers with a carers assessment recorded on Aberdeen City's CareFirst system as of July 2016.
[3] People recorded on Aberdeen City's Care First system with role of unpaid carer as of July 2016.
[4] Carers on the VSA Carers' Database as of September 2016.

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[5] Furthermore, according to the report Scotland's Carers (2015)[6], the Scotland Census 2011 may be a poor reflection of the number of carers in Scotland.

Whilst the census identified that 10% of Scotland's population are carers, the Scottish Health Survey (SHeS) estimates this figure at 17% of the adult population.

The main difference between the two surveys appears to be those carers who only care a few hours a week. Generally, the SHeS is thought to provide the best estimate.

This means we could have up to **37,874** carers in Aberdeen City, aproximately

1,300 of which could be young carers aged between 0 and 14.

There is a bit of a gap between the maximum number of carers we know about (1200) and the maximum potential number of carers (37,874). We have a huge challenge on our hands to close that gap. We will attempt to do this by:

- Raising awareness generally about the caring role

- Training staff to recognise carers

- Improving our communication to consider how this reaches carers

- Implementing the "Think Young Carer" approach

- Investigate the creation of a Carers Database

- Maximise the opportunity for identification of and engagement with carers at any and all events the partnership and its partners hold

- Promote the role of the IJB carer representatives and explore ways to improve carer access to them

- Promote the Carer Positive Award Scheme

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[5] Scotland Census Results & Data http://www.scotlandscensus.gov.uk/census-results

[6] Scotland's Carers (2015) Report http://www.gov.scot/Resource/0047/00473691.pdf

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The impact of the caring role

The National Carer Organisations (NCO) has produced a Best Practice Framework for Local Eligibility Criteria for Unpaid Carers. In it they have identified seven areas of a carer's life which may be impacted by their caring role. Aberdeen City Health and Social Care Partnership is using the framework to help determine their Eligibility Criteria for adult carers as, by considering each of the areas of impact, we can ensure we have a comprehensive assessment of a carer's needs and begin to identify appropriate support to help minimise any potential adverse impact of the caring role. Each of the seven areas may not be impacted upon for all carers and not every carer will be impacted upon to the same degree, but the areas are relevant for consideration for all carers both young carers and adult carers and in all circumstances.

At the beginning of 2016, Aberdeen City Health and Social Care Partnership undertook a 'Carers Conversation' programme. What carers told us in that could all be linked to the seven areas identified by the NCO and some of what they told us is reflected in the narrative against each of the areas below:

Health & Wellbeing – This is perhaps the most obvious area where the impact of the caring role is seen. The impact could be on mental or physical health or well-being and could range from feeling a bit worried about things to depression; from a general feeling of tiredness to serious joint and/or muscle damage; or from perhaps having to assist with lifting and moving the cared-for person.

Relationships – Caring for a loved one can often be upsetting particularly if the person is physically deteriorating or their personality is changing. This can affect the carer's emotions and in some cases their experience can be similar to grief or feeling bereaved. Relationships with family and friends can become strained.

Finance – The caring role can affect the carer's ability to work which in turn can affect their finances. The act of caring can incur additional expenses with the cost of transport and/or parking whilst attending medical appointments. Having to buy specialist equipment or products, replacing clothing, turning up the heating or doing more laundry all bring added expense. If the cared-for person was the main earner and their condition has meant that they have had to give up work this affects the overall household income. Some carers told us that they had taken out a loan or fallen behind with bill payments as a direct result of their caring responsibilities.

Life Balance – Dedicating time to caring can mean that the carer often cannot find time to socialise or even just have some "me time" to do things that they want to do for themselves. Often they put the needs of the cared-for person first and don't have

the time or the energy to fully consider their own needs leading to these being neglected.

Future Planning – In some situations it can be difficult for the carer to make any plans whether they are short, medium or long term. This can be in any area of their life from their career, their education and development, or even their social life. Even a simple invitation to a night out at the weekend may be impossible to accept. For some, future planning may include ensuring care will continue for the cared-for person should the time come when the carer is no longer around to do it themselves.

Employment and Training - Caring can affect the carer's ability to work and access to training opportunities.   It can also impact on their choice as to what type of employment they do or training they undertake, where they work and how many hours they do. They may be forced to delay starting work or training at all, have to give up work or a course, take early retirement, or reduce their working hours as a result of their caring role. They may not be able to focus on career development, or apply for promoted posts and may be restricted to particular jobs in certain areas that allow them to continue to provide care. Carers told us that not all employers understand the caring role or are flexible enough to accommodate it.

Living Environment – In some cases a carer may have to adapt their home to accommodate the needs of the cared-for person. This fundamentally changes their own living experience. Other carers do not live with the person that they care for but their living environment can still be impacted upon. Some carers told us that they are considering moving house to make their caring role easier.

Particular Impact on Young Carers

In addition to the principles noted above, the assessment of the impact of caring upon a young person needs to consider the SHANARRI indicators. For example, caring responsibilities may impact negatively upon a young carer's participation in education and their educational attainment, especially if professionals in school are unaware of the situation within which they live.

Support currently available for carers

This section of the strategy details what support is currently available for carer in Aberdeen.

- Within Aberdeen City Health and Social Care Partnership there is provision within the Care Management Standards and National Eligibility Criteria for a consideration of the risks and priorities relating to carers. As with the criteria for any social care service, risks must be substantial or critical to be eligible for support. Eligibility Criteria for carers will be developed specifically in line with the requirement of the Carer (Scotland) Act 2016. The Carers Assessment and Support documentation and process is being reviewed in consultation with carer representatives and a new form will be designed and made available to support the development of Adult Carer Support Plans.

- Aberdeen City Health and Social Care Partnership commission a third sector provider to provide a Carers Support Service for adult carers over 18. The current contract with them runs until September 2019 although there is likely to be a variation required initially to reflect the new legislation. There are five elements to the service :

  - Information, advice and signposting
  - Support and wellbeing
  - Awareness and training to support the caring role
  - Carer consultation
  - Priority Discharge
  - Adult Carer Support Plans (including Emergency and Future Planning)

- The Integrated Children's Services Partnership also has guidance on Eligibility Criteria for children and young people. The Eligibility Criteria Matrix for Children in Need in Aberdeen has three levels from children who are vulnerable with low priority needs through to children and families in crisis needing urgent intervention. Young Carers whose caring responsibilities are adversely affecting their development are at Level 2 on this current matrix – "children with moderate priority needs requiring targeted intervention". Again the guidance will be reviewed to meet the needs of the Carers (Scotland) Act 2016 and a process for the identification of young carers and the development of Young Carers Statements devised.

- Aberdeen City Council currently commissions a third sector provider to support young carers who already meet eligibility criteria for children's social work.

- There are many more other informal supports for carers available. These range from third party providers who, although not directly commissioned to deliver carer support will do this at the same time as they are delivering services to the cared-for person. The support carers need can often come in the form of existing services such as the Citizen's Advice Bureau, Housing, Energy, Benefits or Financial Advice teams, Mental and Physical Health Services etc. Friends, family, neighbours and existing social and faith groups can also be a source of valuable support for carers. In many cases the support required for the carer is to put them in touch with these groups, help them make the connection and encourage them to make full use of what is available.

Our strategic intentions in relation to carers

We have our vision for carers and we have agreed values and principles.   We have identified the statements we would wish carers in Aberdeen to be able to make which would demonstrate that we have achieved our vision.   We have the feedback from our consultation and engagement with carers, with staff and other relevant stakeholders.   We have a profile of the carers in Aberdeen and a sense of the scale of the number of carers we have yet to identify.   We have an understanding of the impact that the caring role can have and we know the support that is currently available to carers.   All of this information has led us to develop a number of strategic intentions in relation to carers to enable more carers to identify as such; to enhance and improve the support available to carers; to reduce the impact of the caring role; and to involve carers more in the design and delivery of services both for carers and for the people they care for.   In Aberdeen we want to ensure that we get it right for all adult and young carers.

The following paragraphs provide a high level overview of our strategic intentions grouped under each of the statements of achievement.   The Action Plan in the next section contains more detail on how and when we will deliver. Successful delivery of the Action Plan will be driven and managed by a Carer's Strategy Implementation Group (CSIG) consisting of senior officers of ACH&SCP and the ICSP, as well as independent and third sector partners and the IJB carers' representatives.

The financial challenges we face are acknowledged and whilst funding is limited we will aim to target what funding we have to those carers and services that need it most.   We will maximise opportunities for access to existing support and services available within the partnership, the Council, partner organisations and in the carer's family network and the wider community.

Statement 1: I am supported to identify as a carer and am able to access the information I need

ACH&SCP values carers and the support that they provide to cared-for people. As a measure of that value the partnership intend to ensure that a *dedicated resource* is aligned to support carers. We will provide a dedicated officer with lead responsibility for service user and carer involvement in Aberdeen City.

The current Carer's Support service for adult carers is commissioned from a third sector provider. The current contract ends in September 2019. Prior to this date we will review the existing contract and *enhance the arrangements* through a formal variation to meet the requirements of the Carers (Scotland) Act 2016. When the

contract is due for renewal the specification will take account of the new requirements, learning from the first 18 months of the Act's implementation.

Recognising that carers come from all areas of our wider population, we will seek to **engage** with them in a variety of ways that is appropriate to their needs, but is also familiar to them. For example, we will utilise social media such as Facebook and Twitter. All communication and engagement will take account of any particular needs of carers in relation to the nine protected characteristics as described by the Equality Act 2010.

A dedicated **Information and Advice** sub group will be convened, reporting to the Carers Strategy Implementation Group and it will develop and manage the information available to all carers ensuring that it is continuously updated and improved. The dedicated Information and Advice service for carers which is already commissioned may need review and further development in future. A Communication and Engagement Plan will be developed by the sub-group. The type of information made available to carers will be:

- Information on their rights, including those set out in the Carer's Charter
- Income maximisation
- Education and training
- Information on the role of the Named Person in supporting young carers under the age of 18
- Advocacy/Brokerage
- Health and wellbeing
- Bereavement support
- Emergency care planning
- Future care planning

It is clear that we need to increase the **identification** of young carers in Aberdeen. It is our responsibility to educate not only professionals to assist in this but also to inform young carers and people who support them of their right to identify themselves if they so wish and what this would mean for them. We will ensure that we sensitively identify young carers within schools via awareness raising, training and continuous professional development building on the principles of GIRFEC.

A series of **awareness raising events** will be run to help people understand the role of adult and young carers and the challenges that they face and we will maximise every opportunity at other events and in other strategies, policies and guidance to raise the profile of carers and enable people across Aberdeen City to identify as a carer if that is what they wish to do. This will include supporting people to end their caring role if that is what they wish to do.

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Statement 2: I am supported as a carer to manage my caring role

Both the ACH&SCP and the ICSP already have Eligibility Criteria for access to social care services which make reference to carers. Carers are a valued element of the broader health and social care workforce however with limited funding available eligibility criteria will need to be set for access for funded support.   The ACH&SCP will prepare and publish *eligibility criteria specifically for carers*.   This will make it clear who is eligible to be supported and what criteria will be used for determining that eligibility. The eligibility criteria will also make it clear what support and advice is available for anyone who does not meet the criteria for formal, funded support. In preparing the eligibility criteria we will involve and consult with carers. The criteria will be reviewed every three years in line with the Carer's Strategy.

The ICSP will review the existing eligibility criteria for the level of service that a young carer can access based on their needs. These criteria will be incorporated within the GIRFEC model of tiered intervention and the Eligibility Criteria Matrix for Children in Need in Aberdeen.

All young carers will have a right to access a minimum level of advice and information. We will develop a tiered approach to service delivery ranging from the pro-active and comprehensive availability of information and advice for young carers with low level needs; through support from a commissioned service for those with moderate needs and requiring early help such as support via a short break; to support from a specialist and individualised service to promote the young person's resilience, for those with high level needs.

Similarly, both the ACH&SCP and the ICSP already have an assessment process which identifies outcomes and needs for social care services and also what support will be provided to meet those needs.

ACH&SCP will review the template and the processes used for these assessments in order that they meet the needs of adult carers under the new legislation and are able to inform the *Adult Carer Support Plans (ACSP)*. In particular we will ensure that *emergency* arrangements and *future planning* are areas that are covered in these plans in order that carers can successfully plan for periods of transition or crisis. We will give consideration to those caring for the *terminally ill* ensuring that they plan for their life after caring, including young carers who may be left without a parent or other significant adult in their lives. We will use NHS Grampian's Palliative and Supportive Care Plan template for this purpose. The responsibility for the methodology of care and support planning will remain with ACH&SCP.

We will develop *Young Carer's Statements* (YCS) to provide a framework for the identification of individual needs and personal outcomes, based on the SHANARRI indicators, for supporting young carers who have been identified either by a professional or by themselves. A YCS is separate from other forms of assessment that a young person may be entitled to, such as a Child's Plan or Co-ordinated Support Plan (CSP). This is to address some of the barriers that have previously been acknowledged that prevent young carers being identified. Careful consideration will however be given as to how a YCS sits alongside these other forms of assessment.

A YCS will include the nature and extent of care provided, or to be provided, as well as the impact of caring upon the young carer's wellbeing and day-to-day life. It will also include information about whether a young carer has in place arrangements for emergency care planning (sometimes referred to as contingency planning), future care planning, anticipatory care planning and advanced care planning (for when the cared-for person is receiving end of life care). A YCS will also show if support should be provided in the form of a break from caring.

We will ensure that we have clear procedures about who will complete a YCS, how it will be completed and by when. We will look at the role of the Named Person, school nurses and any commissioned services to ensure that the most appropriate person undertakes the assessment.

Young carers will be provided with information about what to expect when they request, or accept the offer of a YCS. All Statements will be reviewed within a given time frame, particularly if the health of the young carer or the cared-for person deteriorates, or if the cared-for person is being discharged from hospital.

A key stage for young carers is the point at which they *transition* from being a young carer to an adult carer. This age group is often characterised by life transitions such as the transition to college, university and work; living away from home; wanting to reduce the caring role; or not wanting to be a carer at all. These may impact upon and change the caring role and/or the need for support. This should be reflected in the YCS.   When a young carer transitions to being an adult carer, the YCS will still be considered relevant until an Adult Carer Support Plan has been provided.   We will not wait until the young carer reaches 18 to start this process.

In response to what carers told us that they wanted, we will seek to maximise the opportunities for carers to access support groups and activities. As required by the legislation, we will prepare and publish a *'Short Breaks Services Statement'* by 31st December 2018. The statement will cover both traditional and bespoke commissioned respite services and endeavour to provide more innovative and flexible arrangements. A 'Short Break' will be further defined as a short break away

from the caring role. Short Breaks will be based on assessed needs and will be outcome focused. Our aim is that Short Breaks will be planned, reliable, and positively anticipated by carers and the cared-for person. We also recognise that young carers may need to combine their caring role with other family activities, responsibilities, education and employment.

Recognising the Social Care (***Self-directed Support***) (Scotland) Act 2013 and the fact that carers are entitled to have choice and control over how their support is delivered we will ensure that, as part of the process to prepare the Adult Carer Support Plans and Young Carer Statements, that the four options are explained and offered to all carers who are eligible. In addition, we will ensure that the use of **Telecare** options is explored to further assist with the caring role.

Statement 3: I am respected, listened to and involved in planning the services and support which both I and the person I care for receive

Engaging with service users and carers is vital in ensuring that services and support which are delivered are high quality and appropriate. We will develop a ***Service User and Carer Engagement protocol*** that will ensure that service users and carers are involved in planning services and support for both carers and cared-for people. The protocol will include specific sections on hospital discharge and commissioned services.

In terms of ***hospital discharge*** we will review patient admission documentation to ensure that it prompts consideration of and engagement with carers at an early stage, building on our person-centred approach. Using funding from the Scottish Government we ran a pilot on hospital discharge using a care assurance tool and the learning from that has informed our future approach.

The Carers (Scotland) Act 2016 brings a number of new and different obligations for staff and we will ensure that they are ***trained*** appropriately to understand these responsibilities and also in the use of the Service User and Carer Engagement protocol.

It is essential that we know who our carers are in Aberdeen City. We will develop and maintain a ***database*** of all known carers which will be used for communicating and engaging with them. The database will be developed and maintained in full alignment with relevant Data Protection legislation, based entirely on an informed and explicit willingness of carers to be included in this.

The *Carers Conversation Programme* used to develop this strategy was very successful and well-received. We plan to repeat that on a regular basis as a means of monitoring the impact the implementation of the strategy is having and of understanding how carers are feeling and whether anything has changed that we need to take account of.

There are two *carer representatives on the IJB* and we commit to provide ongoing support to them to ensure that their voice is heard appropriately. The carers' representatives will change over time and we will develop recruitment and selection protocols to inform and support future appointments.   We will also develop a reference group of carers with different caring experience to support the two IJB carer representatives and examine ways in which we can improve the accessibility to and communication with them.

We aim to involve young carers in every step of the implementation of the new strategy from the development of the YCS to what is needed from a young carers' service. We need to take into consideration young carers' willingness to take part and ensure that any involvement meets their needs as well as ours. As such different approaches will be taken from group activities to one-to-one consultations where appropriate.

Statement 4: I am supported to have a life alongside caring, if I choose to do so

All of our strategic intentions are about ensuring that carers are supported to have a life alongside caring if they choose to do so. We will *monitor* the implementation of the strategy and *report* on this regularly and appropriately to ensure that it is having the desired effect on reducing the impact of caring upon the health and wellbeing of carers.

In addition, we will seek to promote the *Carers Positive Award Scheme* in Aberdeen City to signify the importance that we place on the value of the caring role.

We will *review* the strategy after 3 years.

Action Plan

I am supported to identify as a carer and am able to access the information I need			
1.1 Provide a dedicated resource for carers within wider ACH&SCP			
What will we do?	**When will we have done it by?**	**How will we know it is working?**	**Who will be responsible?**
Establish a Planning and Development Officer (Carers) post.	December 2017	Worker in post with sole focus on carer development/support.	Lead Strategy and Performance Manager (ACHSCP)
Enhance commissioned Carer Support service for Adult Carers to take account of the new legislation.	November 2017	Commissioned services adapted to account for new legislation and described accordingly.	Lead Strategy and Performance Manager (ACHSCP)
Review commissioned service arrangements for Adult Carers, out with existing, and prepare for contract renewals as appropriate, taking cognisance of requirements of the new legislation.	March 2019	Contract renewals are appropriate agreed in line with new legislation and described accordingly.	Lead Strategy and Performance Manager (ACHSCP)
1.2 Increase meaningful engagement with carers across Aberdeen City.			
What will we do?	**When will we have done it by?**	**How will we know it is working?**	**Who will be responsible?**
Engage with all carers using social media via carer specific websites e.g. Facebook, Twitter and other platforms.	March 2019	Increase number of followers, number of hits and number of likes on social media and relevant websites.	Carers Strategy Implementation Group Commissioned Service
1.3 Continuously improve the information provided to Aberdeen citizens relating to carers			
What will we do?	**When will we have done it by?**	**How will we know it is working?**	**Who will be responsible?**
Create an Information and Advice sub-group to the Carer Strategy Implementation Group to develop and manage communication with carers.	March 2018	Sub-group is established and contributing towards carer communication	Carers Strategy Implementation Group
Develop and publish a Communication and Engagement Plan.	September 2018	Communication and Engagement plan is published and actioned.	Information and Advice Sub-Group

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1.4 Create opportunities for more people across Aberdeen City to identify as a carer.

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
Deliver awareness raising events throughout the City both carer specific events and participation in other events.	Ongoing	Number of citizens attending events. Evaluation of events (such as benefits of attending).	Carers Strategy Implementation Group
Pilot the 'Think Young Carer' Toolkit within the St Machar ASG and following evaluation introduce across all schools within Aberdeen. Improve awareness of Young Carers and the issues that they face through training and CPD for multi-agency staff across ASG Partnerships, building on the principles of GIRFEC.	Ongoing	Increased number of Young Carers recorded on SEEMiS. Number of staff participating in awareness raising training. Availability of 'Think Young Carer' Toolkit across all services.	Integrated Children's Services Young Carers Development Group
Deliver briefings and training to relevant staff across the Aberdeen City Health and Social Care Partnership.	Ongoing	Briefings circulated, training delivered and number of participants.	Lead Strategy and Performance Manager (ACH&SCP)

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I am supported, as a carer, to manage my caring role.

2.1 Ensure all identified carers have comprehensive Adult Carers Support Plans or Young Carers Statements.

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
Prepare and publish Eligibility Criteria for Adult Carers.	June 2018	Eligibility criteria is published and being utilised.	Lead Strategy and Performance Manager (AH&SCP)
Enhance the Integrated Children's Services Operational Guidance 2016 to make clear the eligibility criteria for Young Carers.			Young Carers Development Group
Review Eligibility Criteria for Adult Carers after three years.	June 2021	Revised Eligibility Criteria approved, published and utilised	Lead Strategy and Performance Manager (AH&SCP)
Review the eligibility criteria for Young Carers Integrated Children's Services Operational Guidance 2016 to make clear.			Young Carers Development Group
Revise templates and procedures for Adult Carer Support Plans, Anticipatory Care Planning and Patient Admission/Discharge. The former to include sections for Emergency Arrangements and Future Planning.	June 2018	Templates revised and in use.	Lead Strategy and Performance Manager (AH&SCP)
Develop Young Carer's Statement template in parallel with Child's Plan to include additional sections for Emergency Arrangements and Future Planning.			Young Carers Development Group
Review use of Adult Carer Support Plans and Young Carer's Statements.	June 2019	Increase number of completed Adult Carer Support Plans and Young Carer Statements. Annual audit of the value of the completed plans with the individual carers.	Adult Social Care; Integrated Children's Services (ACC) Commissioned Service
Develop a pathway and protocol for transition planning from Young to Adult Carer, including response to and provision for 16 & 17 year old Young Carers.	December 2018	Transitions pathway and protocol developed and utilised	Lead Strategy and Performance Manager (AH&SCP) Multi-agency Group for 16/17 year olds

2.2 Maximise the opportunities for relevant support that carers want.

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
Maximise opportunities for carers to access support groups and activities.	March 2020	Feedback from carers	Carers Strategy Information Group
Prepare and publish a short breaks statement.	December 2018	Statement published and in use.	Lead Strategy and Performance Manager (ACH&SCP)
Increase the numbers of carers being offered the 4 options under Self-Directed Support.	Ongoing	SDS Statistical Report.	Lead Social Work Manager (ACH&SCP)
Increased use of Telecare options to support carers (and reduce transport costs).	March 2020	Increased number of telecare packages in place.	Lead Social Work Manager (ACH&SCP)

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3. I am listened to and involved in planning the services and support which the person I care for receives.

3.1 Ensure carers are involved in planning the specific services and support the person they care for receives

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
Development of Carer and Service User Engagement protocol for planning services, including awareness and recognition of the role of Young Carers.	March 2019	Protocol developed and in use.	Carers Strategy Implementation Group
Develop specific guidance in relation to carer involvement in the hospital discharge process, including awareness and recognition of the role of Young Carers.	March 2019	Guidance developed and in use.	Carers Strategy Implementation Group
Revision of practitioner training to include requirements of new legislation and Engagement Protocol including awareness and recognition of the role of Young Carers.	September 2019	Practitioner training revised to include requirements and described accordingly.	Carers Strategy Implementation Group

3.2 Ensure carers are listened to and consulted in the availability and design of services for them

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
Develop database of carers in Aberdeen City. Ensure that SEEMiS is used to accurately record Young Carers within Aberdeen City.	March 2019	Database created. Increased number of Young Carers recorded on SEEMiS.	Information and Advice Sub-Group Integrated Children's Services
Hold bi-annual 'Carers Conversation' events. Develop Young Carers feedback loops within each ASG following successful pilot within St Machar ASG.	Ongoing	Events are held and evaluated (including number of attendees and feedback on events) Feedback from Young Carers evaluated and used to develop and review support available to them.	Carers Strategy Implementation Group Young Carers Development Group
Carers to be involved in future commissioning of Carer Support Services and other ACHSCP services and are recognised as a specific consultation group. Young Carers involved in the commissioning of additional specialist services to support the current universal and targeted provision.	June 2019	Carers identified and engaged in services through commissioning work planning.	Lead Strategy and Performance Manager (ACH&SCP) Young Carers Development Group

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Provide on-going support as required to the carer representatives to the IJB in consultation with them as to their specific needs.	March 2019	Feedback from carers representatives Protocols developed and in use	Carer Strategy Implementation Group
Develop recruitment/selection protocols for future IJB representative appointments.			
Develop a reference group made up of carers with different experiences of caring to support the IJB carer representatives and improve access to and communication with them.		Reference group in place Communication arrangements in place	

4. I am supported to have a life alongside caring, if I choose to do so.			

4.1 Monitor implementation of strategy and the affect it is having on reducing the impact of caring on the health and wellbeing of carers.

What will we do?	When will we have done it by?	How will we know it is working?	Who will be responsible?
Monitor the implementation of the Carers Strategy and report regularly on progress.	Ongoing	Monitoring of delivery of action plan through CSIG meeting minutes Annual reports delivered to IJB, Children's board and ACC	Carer's Strategy Implementation Group
Review strategy after 3 years	March 2021	Strategy revised, approved, published and implemented	Carer's Strategy Implementation Group
Undertake regular consultation with Carers to check that they are supported and readjust activity if required.	Bi-annually	Consultation results	Carer's Strategy Implementation Group
Promotion of the Carer Positive Award Scheme within Aberdeen City Health and Social Care Partnership in order that they are seen by carers and staff as 'carer positive' and also promote this across wider businesses and organisations in Aberdeen City.	December 2019	'Number of businesses and organisations participating in the scheme and achieving awards	Lead Strategy and Performance Manager (AH&SCP)

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CPA MANAGEMENT GROUP FORWARD PLANNER/ BUSINESS STATEMENT

The reports scheduled within this document are accurate at this time but may be subject to change.

Title of report *(For a copy of the minute reference please contact* aswanson@aberdeencity.gov.uk*)*	Contact officer
2018	
28 May 18	
Qrt 4 – 2017/18 Budget Monitoring Report	Michelle Cochlan, ACC
Outcome Improvement Group Improvement Tracker	Michelle Cochlan, ACC
Locality Partnership Improvement Tracker	Neil Carnegie, ACC
Opportunity for Inclusive Growth for Employability – To be Deleted - this item will be reported by way of the Outcome Improvement Tracker report and therefore not a standalone report	Richard Sweetnam/Matt Lockley, ACC
Engagement, Participation and Empowerment	Chris Littlejohn, NHS
Regional Economic Strategy including update on Enterprise and Skills Review – Regional Partnership	Jamie Bell, SE
Easy read Locality Plan for Seaton, Tillydrone and Woodside (for approval)	Chris Littlejohn, NHS
National Public Health Priorities	Chris Littlejohn, NHS
Aberdeen City Carers Strategy – A Life Alongside Caring	Alison McLeod, HSCP
6 August 18	
Annual Outcome Improvement Report 2017/2018	Michelle Cochlan, ACC
Locality Plan Annual Performance Reports 2017/2018	Neil Carnegie, ACC
Qrt 1 – 2017/18 Budget Monitoring Report	Michelle Cochlan, ACC
Results of Locality Questionnaire 2018	Nicola Torrance, ACC
Northern Alliance: Draft Regional Improvement Plan	Aisling MacQuarrie, Northern Alliance
Public Health Reform Visit	Eibhlin McHugh, Co-Director, Executive Delivery Group for Public Health Reform, Scottish Government
Locality Improvement Tracker Project Charter: Unpaid Work Placement	Val Vertigans, ACC
Locality Improvement Tracker Project Charter: Jog Torry	Colin Wright, ACC

Title of report *(For a copy of the minute reference please contact* aswanson@aberdeencity.gov.uk*)*	Contact officer
OIG Improvement Tracker Project Charter: Enhancing Employer Brokerage	Matthew Lockley, ACC
OIG Improvement Tracker Project Charter: Project Charter: Invest Aberdeen	Matthew Lockley, ACC
OIG Improvement Tracker Project Charter: Food and Drink Sector Development	Matthew Lockley, ACC
OIG Improvement Tracker Project Charter: Tourism Project	Matthew Lockley, ACC
29 October 18	
Outcome Improvement Group Improvement Tracker	Michelle Cochlan, ACC
Locality Partnership Improvement Tracker	Neil Carnegie, ACC
Qrt 2 – 2017/18 Budget Monitoring Report	Michelle Cochlan, ACC
Timescale TBC	
Local Fire and Rescue Plan	Darren Riddell, SFRS
Future of Scotland's Planning System	Gale Beattie, ACC/ Chris Littlejohn, Public Health
CPA response to Review of Planning System/Planning Bill consultation	Gale Beattie, ACC
Community Planning Aberdeen response to consultation on the review of Strategic Transport Projects *(CPMG 29.05,17)*	TBC
Regional Alliance Skills Partnership	Neil Cowie, North East College
Warm Homes Bill Consultation Response	Derek McGowan/Richard Sweetnam, ACC
Fairer Aberdeen Fund	Neil Carnegie, ACC
National Transport Strategy	Derick Murray, NESTRANS
National Culture Strategy	TBC
A Connected Scotland: Tackling social isolation and loneliness and building stronger communities	Julie Somers, HSCP
Scottish Government evaluation of parts 3 and 5 of the Community Empowerment (Scotland) Act 2015	Neil Carnegie, ACC / Chris Littlejohn, NHS
CPA PB strategy	Chris Littlejohn/Neil Carnegie

Acronyms:
ACC   Aberdeen City Council
ACVO   Aberdeen Council of Voluntary Organisations
CPA   Community Planning Aberdeen
CSP   Community Safety Partnership
HSCP   Health and Social Care Partnership
NHSG   National Health Service Grampian
PS   Police Scotland
SDS   Skills Development Scotland

SE   Scottish Enterprise
For further information, or to make a change to this document, please contact Allison Swanson, tel. 01224 522822 or email aswanson@aberdeencity.gov.uk.

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CPA BOARD FORWARD PLANNER/ BUSINESS STATEMENT

The reports scheduled within this document are accurate at this time but may be subject to change.

Title of report *(Hyperlink to minute reference where applicable)*	Contact officer
2018	
4 July 18	
Outcome Improvement Group Improvement Tracker – Q1	Michelle Cochlan, ACC
Locality Partnership Improvement Tracker – Q1	Neil Carnegie, ACC
North East College Regional Outcome Agreement	Neil Cowie, N E College
Update on Child Friendly City Programme	Catriona Mallia, ACC
11 September 18	
Annual Outcome Improvement Report 2017/2018	Michelle Cochlan, ACC
Locality Plan Annual Performance Reports 2017/2018	Neil Carnegie, ACC
Update on Child Friendly City Programme	Catriona Mallia, ACC
3 December 18	
Outcome Improvement Group Improvement Tracker – Q2	Michelle Cochlan, ACC
Locality Partnership Improvement Tracker – Q2	Neil Carnegie, ACC
Update on Child Friendly City Programme	Catriona Mallia, ACC
Timescale TBC	
Local Fire and Rescue Plan	Darren Riddell, SFRS
Aberdeen City Council Strategic Business Plan	Angela Scott, ACC
Future of Scotland's Planning System	Gale Beattie, ACC/ Chris Littlejohn, Public Health
National Shared Public Health Priorities for Scotland	Susan Webb/Chris Littlejohn, Public Health
Community Planning Aberdeen response to consultation on the review of Strategic Transport Projects *(CPMG 29.05,17)*	TBC
Fairer Aberdeen Fund	Neil Carnegie, ACC
Plan On How Pilot Projects Could Be Upscaled	Neil Carnegie, ACC
Child Friendly City Programme Terms of Reference	Catriona Mallia, ACC

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CSP   Community Safety Partnership
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NHSG   National Health Service Grampian
PS   Police Scotland

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Consultation and Legislation Tracker

The below tables are adapted from the monthly update sent to Aberdeen City Councils Corporate Management Team (CMT). The Community Planning Team have added in consultations and legislation that they believe where appropriate are relevant to the CPA Management Group.

Prosperous Economy

Name	Subject of Consultation / Legislation	Date of Closure	Lead Partner / OIG	Status
Proposals for reviewing the current landlord registration fee structure and expanding the range of prescribed information applicants must provide to local authorities	The proposals are intended to strengthen the system of landlord registration in a proportionate way that will help to ensure that homes rented to private rented sector tenants are of good quality and are managed professionally.	7 June 2018		**CPA response?**
Increasing the Employment of Disabled People in the Public Sector	The consultation aims to identify the best way to achieve Scottish Government's ambition of increasing the number of disabled people employed in the public sector. It seeks views on the best way to effect change and how we can know that this change is making a difference to the lives of disabled people in Scotland.	15 August 2018		**CPA response?**

Prosperous People

Name	Subject of Consultation / Legislation	Date of Closure	Lead Partner / OIG	Status
Early Years Assistance, Consultation on the Best Start Grant Regulations	The purpose of this consultation is to test the Early Years Assistance (Best Start Grant) Regulations and identify any gaps, issues or unintended consequences.	15 June 2018		**CPA response?**
Establishing a statutory Appropriate Adult service in Scotland	The purpose of this consultation is to seek views on plans to place existing, non-statutory, Appropriate Adult services on a statutory footing.	26 June 2018		**CPA response?**
Welfare Foods - a consultation on meeting the needs of children and families in Scotland	The Scottish Government is consulting on the opportunity to develop an effective and proportionate Welfare Foods package for Scotland that reaches the right children at the right time, makes it easier for families to make healthier choices, improves delivery and makes best use of resources.	28 June 2018	ICS – Best Start in Life Group	Response being coordinated
Early Learning and Childcare Service Model for 2020: Consultation Paper	The Scottish Government intend to introduce a new, and more progressive, service model in 2020. This will be built on a Funding Follows the Child approach	29 June 2018	Aberdeen City Council - Louise Beaton	Response pending approval from Aberdeen City Council.
Protection of Vulnerable Groups and the Disclosure of Criminal Information	This consultation seeks views on proposals for the reform to the disclosure regime in Scotland. The aim is for respondents to focus on what changes are required to make disclosure of criminal convictions fit for the 21st century.	18 July 2018		**CPA response?**
Age of Criminal Responsibility (Scotland) Bill – Call for Evidence	The Scottish Parliament's Equalities and Human Rights Committee is seeking views on the Age of Criminal Responsibility (Scotland) Bill. Which was introduced in the	6 July 2018		**CPA response?**

Name	Subject of Consultation / Legislation	Date of Closure	Lead Partner / OIG	Status
	Scottish Parliament on 13 March 2018, its main purpose is to raise the age of criminal responsibility in Scotland from 8 to 12. The Committee is particularly interested in hearing from young people and will be engaging with them separately between May and October.			

Prosperous Place

Name	Subject of Consultation / Legislation	Date of Closure	Lead Partner / OIG	Status
Energy Efficient Scotland Consultation: Making our homes and buildings warmer, greener and more efficient	This consultation outlines proposals for a long-term standard for Scotland's homes and the proposed phasing of standards in privately rented and owner occupied homes. It seeks views on the future approach to setting long-term improvement targets for non-domestic buildings, which will help inform research later in 2018 and a more detailed consultation during 2019.	27 July 2018		**CPA response?**
Consultation on the Energy Efficiency Standard for Social Housing post-2020 (EESSH2)	This consultation seeks views on the Energy Efficiency Standard for Social Housing post2020 (EESSH2). Through the work of the EESSH Review, a new milestone has been agreed for consultation, proposing to maximise the number of homes in the social rented sector attaining Energy Performance Certificate (EPC) Energy Efficiency (EE) Rating B (hereafter referred as EPC B) by 2032	27 July 2018		**CPA response?**
National Transport Strategy	The review began in autumn 2017. Nestrans has advised that a new National Transport Strategy was expected to be developed for consultation by winter 2018 for adoption in summer 2019.	TBC	Nestrans	A report will be prepared for 2019

Working with communities

Name	Subject of Consultation / Legislation	Date of Closure	Lead Partner / OIG	Status
Scottish Government evaluation of parts 3 and 5 of the Community Empowerment (Scotland) Act 2015	Scottish Government are commissioning research to carry out an independent evaluation of parts 3 (Participation Requests) and 5 (Asset Transfer Requests) of the Community Empowerment (Scotland) Act 2015. The research will run from April 2018 to January 2020 and is anticipated to include examination of annual reports by public bodies on Participation Requests and Asset Transfer Requests, and other contributing information.	January 2020	Community Engagement Group	Awaiting contact from Scottish Government's research team.

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APPENDIX 1   Community Planning Aberdeen Funding Tracker

The tracker below includes key funding opportunities available to the Partnership linked to the themes within the LOIP and Locality Plans.

Title	Description	Amount	Deadline for applications	Relevant CPA Group
Economy				
Nestrans – Sustainable Travel Grants https://www.nestrans.org.uk/about-nestrans/organisation/documents-sustainable-travel-grants/	Sustainable Travel Grant Scheme to support and encourage Travel Planning and increase sustainable travel throughout the North East of Scotland. The scheme provides financial assistance to organisations investing in measures aimed at encouraging sustainable travel, such as increasing travel to work by public transport, cycling and walking, low emission vehicles and reducing the need for travel.	Up to £10,000 Applicants expected to secure 50% match funding	No deadline date	Aberdeen Prospers/ Sustainable City Group
Youthlink Scotland – Notional Voluntary Youth Organisations Support Fund https://www.youthlinkscotland.org/funding/national-voluntary-youth-organisations-support-fund/	Scottish Government fund to contribute to the achievement of the National Youth Work Strategy that "All young people, in every part of Scotland, should have access to high quality and effective youth work practice" Must address the outcomes: • Improved support and engagement of volunteers • Increased access to workforce development opportunities for paid staff and/or volunteers	Maximum award £30,000	1st June 2018	Integrated Children's Services Locality Partnerships Aberdeen Prospers

	• Increased access to leadership development opportunities for senior managers and/or senior volunteers • Improves strategic leadership • Improved communication and partnerships with local authorities supporting the delivery of the national outcomes for young people			
People				
BBC Children in Need http://www.bbc.co.uk/programmes/articles/wWhd5lqf4RZ3xhL63G9Xmc/small-grants-what-you-need-to-know	The fund is open to charities and not-for-profit organisations for: Projects working with children and young people of 18 years and under experiencing disadvantage through: • Illness, distress, abuse or neglect • Any kind of disability • Behavioural or psychological difficulties • Living in poverty or situations of deprivation	Up to £10,000 per year for up to 3 years (total request of £30,000)	2018 deadlines: 13th May 2nd September 2nd December	Resilient, Included, Supported Group Locality Partnerships Alcohol and Drugs Partnership Integrated Children's Services Community Justice Group
Youth Music Initiative Funding http://www.creativescotland.com/funding/funding-programmes/targeted-	Creative Scotland administers the Scottish Government's Youth Music Initiative (YMI) programme which will: • Create access to high-quality music making opportunities for young people	Between £1k and £40k Targeted funding applications are invited by Creative Scotland for up0 to £90k for activity which strategically	2018-19 deadlines: 4th June 20th August 14th November	Integrated Children's Services Locality Partnerships

funding/youth-music-initiative	aged 0-25 years, particularly for those that would not normally have the chance to participate. • Enable young people to achieve their potential in or through music making • Support the development of the youth music sector for the benefit of young people.	address the aims of the programme		
Place				
Jewsons Building Better Communities Fund https://www.buildingbettercommunities.co.uk/	Building Better Communities rewards good causes with a share of £250,000 in building materials. Must be a community project i.e. village hall new roof, sports club with poor facilities. Successful projects will be shortlisted from the 9th – 25th May and voting will take place from the 31st May – 20th June. Winners will be announced 3rd July.	Up to £50,000 in building materials and labour (50/50 split)	Deadline 9th May	Locality Partnerships
Regeneration Capital Grant Fund https://beta.gov.scot/policies/regeneration/capital-investment/	Supporting locally developed regeneration projects that involve local communities, helping support and create jobs and build sustainable communities Projects much be able to start in 2019/20. It is expected that the main infrastructure works, which will be the focus of the RCGF support, will be underway or will at least have gone through full procurement and a successful contractor appointed and legally binding contract signed during 2019/20	Capital Funds Only	29 June 2018	Aberdeen Prospers Group Locality Partnerships

	Stage 1 closes 29 June 2018			
SSE – Resilient Communities Fund https://www.ssepd.co.uk/resiliencefund/	The fund aims to support communities to improve their resilience. It is particularly focussed on projects which help vulnerable or isolated people living in the SSE network areas. The fund will support projects that protect the welfare of vulnerable community members through enhancing their resilience and improving community participation and effectiveness; enhance community facilities, services and communication specifically to support the local response in the event of a significant emergency event.	Up to £20,000	Deadline 15th May	Aberdeen Prospers Group Sustainable City Group Locality Partnerships
WREN – FCC Scottish Action Fund http://www.wren.org.uk/apply/fcc-scottish-action-fund	The FCC fund offers funding to projects via the Scottish Landfill Communities Fund. Project come under the headings: • Land reclamation • Community Recycling • Public amenities and parks • Biodiversity and historic buildings	Between £2000 and £100,000	2018 deadlines 13th June 12th September 12th December	Resilient, Included, Supported Group Locality Partnerships Aberdeen Prospers Group Sustainable City Group
Technology				

Scottish Enterprise - CAN DO Innovation Challenge Fund	Scotland's public bodies can receive up to 100% funding to support the development of innovative solutions to challenges with no current market solution. The aims of the fund are: • Find solutions for societal and service delivery challenges faced by public sector • Improve public service quality and reduce delivery costs • Boost Scotland's innovation and economic development performance	Up to 100% of total costs.	Expression of interest 15 June 2018	Aberdeen Prospers Group
SCVO – Digital Participation Charter Fund https://scvo.org/digital/participation/charter-fund/call-for-funding/	This fund, supported by the Scottish Government and BT, invests in community digital participation projects across Scotland. It provides small grants to help a range of organisation tackle • Poverty • social isolation and, other forms of inequality in society through embedding basic digital skills development work in day-to-day activity with their service users.	Between £1000 and £10,000	11th June 2018	Aberdeen Prospers Digital City Group Resilient, Included, Supported Group Locality Partnerships

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