

Your Annual Outcome Improvement Report 2016/17

Aberdeen - A place where all can prosper



Community Planning
Aberdeen

Community Planning Aberdeen Foreword



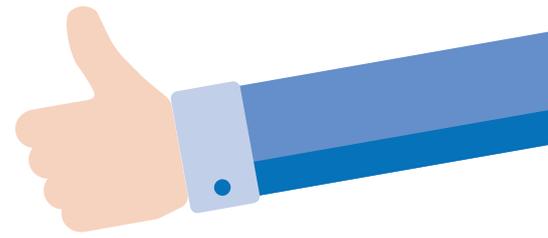
By Councillor **Jenny Laing** and
Chief Superintendent **Campbell Thomson**

Community Planning Aberdeen is the name of the community planning partnership at the heart of the city. The partnership consists of senior representatives from all partner agencies working together to deliver improved outcomes for those who live, work, visit and do business in Aberdeen.

The introduction of the Community Empowerment Act (Scotland) 2015 places a legal duty on community planning partners to set out and achieve outcomes. To help do this Community Planning Aberdeen produced a Local Outcome Improvement Plan (LOIP). This report summarises and reflects on the themes and priorities within the LOIP which sets out a clear vision and a ten year plan for how Community Planning Aberdeen will help improve outcomes by working together with communities.

Key changes to achieve improved outcomes have been highlighted as well as areas for improvement which were reported in our Annual Report.

A fundamental aspect of Community Planning is working with our partners and communities to develop the services that they need. Each of the community planning partners plan the delivery of their services in a range of ways, and as partners our commitment is to work together to improve outcomes for our communities.



Our Partners include:

- NHS Grampian
- Police Scotland
- Scottish Fire and Rescue
- Aberdeen City Health and Social Care Partnership
- Integrated Childrens Services
- ACVO
- NESTRANS
- North East Scotland College
- University of Aberdeen
- Aberdeen City Council
- Scottish Enterprise
- Alcohol and Drugs Partnership
- Aberdeen and Grampian Chamber of Commerce
- Robert Gordon University
- Sport Aberdeen
- Scottish Environmental Protection Agency
- Civic Forum

This report is a celebration of what has been achieved so far, but there is still so much to be done. Our thanks go to all staff across the partner organisations and to communities for their hard work. We are excited to see what more can be achieved in the year ahead.

If you would like to receive a full copy of the Annual Performance Report or to find out more about the LOIP please visit:



www.communityplanningaberdeen.org.uk

or email the Community Planning team

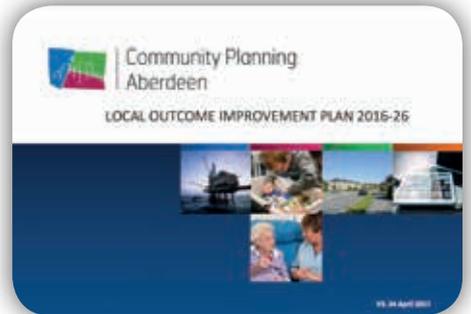


CommunityPlanning@aberdeencity.gov.uk

Changes we have made:

It has now been almost 16 months since the LOIP was first published and during this time there has been a power of work to progress many of the change activities we detailed within the LOIP.

This section of the report is structured around the themes and priorities within the LOIP and provides information about the areas where we have made key changes over the last year to help us achieve our improvement aims. Importantly, it includes the data which tells us whether our changes are resulting in improvement of outcomes.



Prosperous Economy:

There are signs of an improving economic situation. There has been an increase in hotel and city centre premise occupancy. We expect to see further improvement in our economic data in the months to come as a result of our efforts to rejuvenate the city centre, the major infrastructure developments taking place, the refurbishment of Aberdeen Art Gallery, the new Aberdeen Exhibition and Conference Centre and the opening of £27m state of the art Recycling Centre for Aberdeen.

However, it remains a challenging time with the decline of oil and gas and we need to do more to support local business growth. We are testing some ideas to support business start-ups in our communities but more needs to be done with communities to build their skills and confidence.

Affordable housing is an important measure of an inclusive economy and we are on track to build in excess of 600 houses by the end of the financial year, and again the year after as a result of a new housing development and funding opportunities.



2016/17
38.1%
of Household
waste recycled



2017/18
year to date
48%
of Household
waste recycled

2015/16
57%
Hotel
occupancy rates



2016/17
63%
Hotel
occupancy rates



216 affordable houses
built year to date in 2017/18

On track to build **600**
by the end of the year.

Looking ahead:

To **increase footfall** in Aberdeen's Business Improvement District we will prioritise the development of transport and other intervention areas in the City Centre Masterplan.



City Centre Rejuvenation



As part of the City Centre Masterplan Operation Union Street Rejuvenation was launched in partnership with Aberdeen Inspired and local businesses. Phase 1 of the operation has included the upgrading of street furniture and the creation of a dedicated team for targeted cleaning and repairs. The mile-long street is currently undergoing the second phase of the project launched last September where a second specialist deep clean is under way to rejuvenate the street. The next phase will include repairing and preserving key buildings on Union Street as part of a Conservation Area Regeneration Scheme, for which Aberdeen City Council has secured and matched an award of £1.2m from Historic Environment Scotland.



Prosperous People:

Supporting families to give children the very best start in life is one of our key priorities. Efforts are being made to expand provision of high quality, affordable early learning and childcare place through initiatives such as the Me2 Service, which provides free early learning and child care for 2 year olds of families on welfare benefits. Aberdeen is the first Scottish city to be accepted on to the Unicef Child Friendly City program and Aberdeen City Council has worked closely with Unicef UK to deliver the 'Rights Respecting School Award' which promotes creating communities where children are valued and are able to thrive. Our data shows that the attainment gap between the highest and lowest achieving 20% is narrowing and more children in Aberdeen are achieving better destinations after leaving school, including those from deprived areas. But we need to do more to help our looked after children. This involves ensuring that staff have the right information to provide immediate and bespoke support for children.

We know that to achieve real and lasting change in our society, we need to empower communities to help themselves and community empowerment is a central theme which runs throughout our LOIP. This means supporting people and communities to be more resilient. But there are members of society who are vulnerable and at times need more support to keep safe from harm.

Early detection and intervention of people at risk of harm continues to be of utmost importance for the Partnership and our improvement efforts continue to focus on how we can improve the sharing of data between our organisations to support this to happen.

We hope to see the positive impact of these initiatives in next year's data, if not before.

Hospital admission rates decreased by **5%** in 2016/17



83.6% of young people from deprived areas enter positive destinations upon leaving school



4% reduction in the attainment gap between the highest and lowest achieving 20% of pupils in 2016/17



Looking ahead:

We aim to **increase the number of staff** entering the early learning and childcare sector by working with the Scottish Government and education partners to develop an Early Learning and Childcare Academy.



Choose Life App

28% decrease
in suicides during 2016

Over the last year we have taken steps to protect a wide range of vulnerable people. We launched the Choose Life app which reached 22,000 users between March 2016 to August 2017. During this time Grampian has seen a 28% decrease in suicides during 2016 compared to an 8% increase nationally.



Prosperous Place:

Some of our best examples of partnership working can be seen in our work to improve community safety outcomes. We've seen an 8% increase in the percentage of people who reported that they feel safe in the city since last year and a reduction in crime overall. New schemes such as AMPED, which aims to divert young people from antisocial behaviour; and the alcohol misuse referral scheme, which signposts people with alcohol issues to support and recovery services, aim to tackle some of our most persistent community safety issues at their root cause. We also launched our Priority Families Service in January 2017, which offers intensive help through partnership working to families affected by antisocial behaviour, offending and wellbeing issues. Already we are seeing evidence that families involved are experiencing improved outcomes. We hope to see the positive impact of these initiatives in next year's data, if not before.



Helping people affected by household food insecurity is a focus for the Partnership. We hope to be able to see a future improvement in the data as a result of initiatives being put in place now; such as free school meals during holidays in our priority localities and supporting communities to grow their own food.

91%
of people felt safe
in the city centre in
2016/17



Overall crime reduced by
6% in 2016/17

Gold Award
achieved at the
Beautiful Scotland
awards in 2017



Looking ahead:

We aim to increase the provision of **community food growing spaces** by developing a Community Food Growing Programme which provides new community growing spaces both city wide and in priority localities of Aberdeen. The programme is being funded by £145,000 of the Council's Non Housing Capital Programme.



First Cruyff Court in Scotland



The first Cruyff Court in Scotland opened in Aberdeen in January 2017. We worked in partnership with The Denis Law Legacy Trust, the Johann Cruyff Foundation, the People's Postcode Lottery, Tiger Turf and Hunter Construction Ltd to bring the initiative to the Granite City. The previously run-down space at Catherine Street Court has now been transformed into a hi-tech, all-weather play and activity area for families in the surrounding community and wider Aberdeen area. Named 'Cruyff Court Denis Law'; in honour of Dutch footballing legend Johan Cruyff and Aberdeen's Ballon d'Or winner Denis Law, the new facility provides a modern safe play area that encourages young people to get outdoors and enjoy a variety of sports and activities.



Enabling Technology:

Becoming digitally friendly is essential for improving daily life for the significant majority of people and businesses in Aberdeen and the roll out of public access Wi-Fi across the city has been an important development this year. Thirty public buildings, Union Street and Union Terrace now have free Wi-Fi available to the public. There are other areas however where we are not yet seeing the benefits of our work.

We have been targeting our priority localities to help people benefit from free Wi-Fi spots. The programme has been rolled out initially in the areas of Northfield, Cummings Park, Woodside and Tillydrone. The two-year project has been designed to give regeneration areas in Aberdeen access to information and help to encourage education, training and skills development.



An aligned programme has seen sheltered and care housing in the south of the city provided with free public Wi-Fi to address social isolation, health and care challenges for residents. Residents and their guests are now able to access the internet at high speed and consultations and meetings are taking place over a video conferencing solution. In the south we are investigating the use of the network to enhance and add services for residents. This includes the development of video based, shared fitness classes across centres. The public Wi-Fi programme continues to develop with installation planned for the remainder of the city centre (including the Broad Street redevelopment) and the beach front.

 **98%** of households have the ability to access **superfast broadband**

4G Coverage has increased from **33%** in 15/16 to **90%** in 2017/18



Looking ahead:



We aim to increase the % of businesses that have access to **ultrafast broadband** by attracting public and private sector investment in digital infrastructure.

Wi-Fi Network Delivery



We have been collaborating with the Wireless Infrastructure Group and Telefonica (O2) to construct phase one of Aberdeen's multi operator wireless scheme. It is the first fibre-connected, multiple operator capable, small cell network in the UK, and is attached to public infrastructure such as lamp-posts and traffic lights to deliver faster and higher capacity mobile services. The technology was turned on in September 2017, at key locations within the city, such as the rail station, Pittodrie Stadium and the University of Aberdeen. This is part of a £10 million plan to expand the network across the city over the next few years as part of the plans for the city to be a leader in digital technology and to unlock future investments for Aberdeen.



Working with Communities:

Engagement, Participation and Empowerment Strategy

Our Engagement, Participation and Empowerment Strategy was published in December 2016 with the aim that service users and communities are proactively and routinely involved in any developments that affect them. We are currently in the process of developing a toolkit which will sit alongside the strategy to include guidance on a variety of methods, skills and techniques useful in working with communities.

Locality Planning

Community Planning Aberdeen approved three draft Locality Plans which were published in April 2017 covering the period of 2017 – 2027 for the priority areas below.



The vision and strategic priorities set out within the three Locality Plans provides a clear focus for the future to deliver improvements on those areas where further work is required to ensure people in these communities and young people in particular, have equal opportunities to develop their full potential.

The locality plans have been developed as living documents, and are being developed in consultation with local residents. Locality Partnerships have been established with the aim of at least 50% of members to be from the neighbourhoods themselves. These Boards will oversee the continued development and delivery of these plans.



To get involved in any of the Locality Partnerships please visit our facebook pages or contact the Locality Managers who would love to hear from you.

TORRY -

Colin Wright, Locality Manager

 COWRIGHT@aberdeencity.gov.uk

 @CommunitiesTorry

CUMMINGS PARK, HEATHRYFOLD, NORTHFIELD, MASTRICK AND MIDDLEFIELD -

Kay Diack, Locality Manager

 KDiack@aberdeencity.gov.uk

 @NorthfieldTotalPlace

WOODSIDE, TILLYDRONE AND SEATON -

Paul Tytler, Locality Manager

 PTytler@aberdeencity.gov.uk

 @tillywoodsea

Participatory Budgeting

Three Participatory Budgeting events called “U Decide” took place between October 2016 and March 2017 with the aim of encouraging community participation in Locality Planning as well as identifying community based solutions to the priorities identified within each of the Locality Plans.

The Fairer Aberdeen Fund has strong community representative membership, and is supported by Community Planning Partners. Events took place in three regeneration areas, with local steering groups set up for each locality.

Residents from each locality voted for projects they thought should receive a share of £250,000. Funding was provided by Community Planning Aberdeen, Aberdeen City Council and the Scottish Government.

There were 156 bids received from local groups, individuals and organisations and 3,694 residents voted across the Localities, which is an average of 8% of the population of the localities.

There were 40 successful bids, with grants ranging from £600 to £15,000.

To find out more or get involved please visit www.aberdeencity.gov.uk/udecide

DECIDE

93% 

voters in the localities felt more empowered to make changes in their community

3873 residents across the city voted in PB events in 2016/17



40 successful bids from community projects in the localities



£384,500 spent on funding all the successful projects across the city



Community, Learning and Development

We are revising our Community Learning and Development (CLD) Plan for 2018-2021. The Plan aims to improve the life chances for people of all ages, through learning, personal development and active citizenship. It is mainly focused on communities with significant levels of multiple deprivation and communities of interest. Key priorities across all are closing the attainment gap and improving health and well-being.

Achievements this year have included the creation of 12 new Partnership Forums across the city, which include representation from the third sector and communities. This ensures that the community voice helps shape the delivery of the CLD plan. Working with young people in schools has also been a key area of delivery, with 8 young people achieving Dynamic Youth Awards, 27 young people received bronze and 10 achieved silver Youth Achievement Awards.



Volunteering in Aberdeen is at high levels with a large increase over 2017. **70,500** people are volunteering formally through an organisation or group. This places the city **13%** above the national average for volunteering levels. The economic value to the local economy is estimated at **£108.5 million** and young people in the city have been awarded over **990** Saltire Awards Certificates.

Fairer Aberdeen

The Fairer Aberdeen Fund is allocated by Aberdeen City Council and is aimed at tackling poverty and deprivation within the city, supporting partners to work together to achieve outcomes and to help more resident's access and sustain employment opportunities. The funding supports initiatives and services for the most disadvantaged communities in the city.

In March 2017, **£1,459,000** was allocated to **44 projects** across the city supporting work in regeneration areas and vulnerable groups and individuals.

£1,459,000



allocated to 44 projects

Over the past 6 months over 19,700 people were involved in, or benefited from funded initiatives. These included money advice provision, affordable loans, food parcels, employment initiatives, with 173 people moving into work through funded initiatives, plus a variety of adult learning and activities for communities.

The Fairer Aberdeen Fund also uses Participatory Budgeting with £25,000 allocated from the Fund, the Scottish Government and AHSCP. An event was held in Froghall, Powis and Sunnybank in October 2016, with 12 projects securing funding. A strength of Participatory Budgeting in Aberdeen is that it is community led and officer / partner supported.

Ways to get involved:

Your City Your Say. Join City Voice today

What is Aberdeen City Voice?

Aberdeen City Voice is a panel of Aberdeen City residents who have agreed to give their views on a range of issues. We contact our panellists and ask them to complete up to three questionnaire surveys a year. The questionnaires cover a wide range of topics and issues that affect our communities.



Who runs the panel?

The City Voice is run by Community Planning Aberdeen. Aberdeen City Council is responsible for managing the day-to-day running of the City Voice. This involves collating questions from partners, preparing and issuing the questionnaire, conducting the analysis, and preparing and distributing the results. The completed questionnaires give us vital information and tell us what you think about Aberdeen's public services and how we can make them better.

What do City Voice panel members do?

You will be asked to complete up to three questionnaires per year. This can be done by postal questionnaire (we will send you a reply paid envelope) or by completing an online version (we will send you an email with a link to the questionnaire). A full report is produced for each questionnaire. Additionally a newsletter which highlights key issues from the report is produced. This newsletter is posted to our paper panellists and a link is emailed to our online panellists.



Join the panel and make your voice heard!

If you would like to join the panel and give your views on Aberdeen City, please visit the City Voice website:

 www.communityplanningaberdeen.org.uk/cityvoice

If you would prefer a paper recruitment form, please get in touch and we will send one out to you.

If you have any queries, please contact us:

 cityvoice@aberdeencity.gov.uk



Civic Forum

The Civic Forum is one of a variety of methods through which communities and individuals can have their say, share their views and promote their priorities to Community Planning in Aberdeen.



The membership of the Civic Forum includes Community Councils and Community Groups in the city and welcomes everyone to take part in its discussions and projects. The Civic Forum also encourages further engagement and more direct communication between public services, partners and local communities. The forum provides accessible information, consultations, co-production, empowerment, representation and participation in decision making.

To learn more about what civic forum does or to get involved please visit:



www.civicforumaberdeen.com

or email:



civicforumaberdeen@gmail.com

Participation Requests

Participation requests are a way that communities can get involved with public service authorities to improve local issues and local services that affect their communities and community lives.

Communities can be geographical groups, like community councils or communities of interest, which are groups that are city wide but have a shared interest, examples could be faith groups, sports groups, ethnic or cultural groups.

Participation requests can help communities to:

- Start a dialogue about something that matters to their community
- Have their voices heard in policy and service development
- Participate in the design, delivery, monitoring or review of service provision

For more information about which public service authority you can make a participation request to and for contact details, please visit:



www.communityplanningaberdeen.org.uk/our-communities/participation

or email:



CommunityPlanning@aberdeencity.gov.uk

Volunteering:



There has never been a better time to volunteer in Aberdeen. If your organisation involves volunteers, or you are thinking of doing so, then ACVO have lots of resources which can help you.



Register your organisation and volunteering opportunities for free to reach thousands of potential volunteers in Aberdeen City.

You can keep up to date on the latest in volunteering news by signing up to ACVO's weekly E-Bulletin and by following ACVO on:



@Aberdeen_ACVO

or



@ACVOTSI

To find out more about becoming a volunteer or registering volunteer opportunities with ACVO please visit www.volunteeraberdeens.org.uk or contact ACVO on:



01224 686076



volunteer@acvo.org.uk

Further Information:

If you have any questions about this report or Community Planning Aberdeen please contact:



CommunityPlanning@aberdeencity.gov.uk

To find out more about community planning please visit:



www.communityplanningaberdeen.org.uk



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



Community Planning
Aberdeen

If you want this document translated into another language or format (including Braille, large print, audio disk or BSL DVD) please contact us via email or telephone number listed below.

Jeżeli ten dokument jest wymagany w innej wersji językowej lub formacie (w dużym druku lub na dyskietce audio) proszę się skontaktować z

إذا كنت تود الحصول على هذه الوثيقة مترجمة إلى لغة أخرى أو بشكل آخر (مثلاً بالخط العريض أو القرص السمعي) فالرجاء الإتصال:

Если Вы хотите получить этот документ, переведенным на другой язык или в другом формате (крупным шрифтом или на звуковом диске), пожалуйста, свяжитесь по

Jeif jūs norite susipažinti su šiuo dokumentu jūsų kalba ar gauti jį kitokiam formate (Didelėmis raidėmis ar audio disku), prašau susisiekti

Dacă doriți ca acest document să fie tradus într-o altă limbă sau într-un alt format (scris mare sau format audio), vă rugăm contactați

如果你需要把文件翻译成另一种语言或者把文件变成另一种格式（大号字体或声盘），请通过以下的邮件或电话方式联系我们。

Ma tha thu ag iarraidh eadar-theangachadh den sgrìobhainn seo ann an cànan neo cruth eile (clò mòr neo clàr clàistinneach) feuch an cuir thu fios gu

If you are deaf or have a hearing impairment, you can still communicate with the Council via Text Relay by dialling 18001 + telephone number:

01224 522367

