



Your Annual Outcome Improvement Report 2017/18

Aberdeen - a place where
all people can prosper



Community Planning
Aberdeen

Community Planning Aberdeen Foreword



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

We are delighted to present you with Community Planning Aberdeen's second 'Your Annual Outcome Improvement Report'. This report is packed with examples of how our partner organisations have been working collectively over the last year to progress our Local Outcome Improvement Plan 2016-26 and secure improved outcomes for people, families and communities across the City.

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.

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.

As ever, we are grateful to the staff and communities involved in these achievements for their dedication, hard work and persistence; for it is this we need in abundance as we go into our third year of the Local Outcome Improvement Plan. Whilst we celebrate the progress we have made so far, we remain impatient for improvement and excited to see where our journey will take us next.

Our Partners include:

- NHS Grampian
- Police Scotland
- Scottish Fire and Rescue
- Aberdeen City Health and Social Care Partnership
- Integrated Children's 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:

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:

Creating opportunities for adults and young people to get into work is one of the ways we can help them secure a positive future. Last year 670 modern Apprentices started work in Aberdeen, with 77% completion rates. We are helping people of all ages across Aberdeen and last year over 7,300 people engaged with the Careers Information Advice and Guidance Services. Our Fair Start employability service has also been in place since April 2018 to reach our most disadvantaged groups and support them to enter and remain in work. It is through initiatives such as these that we will continue to build an inclusive economic growth in Aberdeen.

Spotlight: Marischal Square



Marischal Square, a flagship £107million City Centre Masterplan project, was named Development of the Year 2018 at the Scottish Property Awards. The development has transformed a key location at the heart of Aberdeen, creating a vibrant new mixed-use quarter which includes Grade 'A' office space, a hotel, cafes, restaurants and a civic space, along with public access, landscaping and public realm improvements. Marischal Square is the latest, most significant development designed to transform the centre of Aberdeen.



Alongside the Marischal Square developments, investments in the city centre continues. The partial pedestrianisation of Broad Street started in 2017 and was completed in summer 2018. Work is still ongoing to develop the Music Hall and Aberdeen Art Gallery.



Progress made:



City Centre premises occupancy has increased from **90.3%** to **90.8%**

90.8% of young people are entering positive destinations



The number of hydrogen vehicles has increased from **10** to **30**



Educational attainment at NVQ4 level and above of resident population has increased from **47%** to **52%**

Looking ahead:



We aim to increase the number people recruited by local employers from our **skills academies**

Prosperous People:

The Partnership is incredibly ambitious for the children of Aberdeen, particularly those who have had a difficult start in life. It is fantastic to see the evidence of impact that our relentless focus on children and young people is having. Our data shows that the educational attainment gap between the highest and lowest 20% continues to reduce and more young people are moving into positive destinations, with a staggering 10% increase since last year for children who have completed an activity agreement. Our involvement in the UNICEF Child Friendly Partners Programme is set to see our efforts go further. We are the first Scottish City to be accepted on the programme which is proven to result in positive outcomes for schools participating in the process.

Our Priority Families Service was launched in January 2017 to support vulnerable families to improve their outcomes. Of the families which have been supported by the Service, 40% of school pupils have improved school attendance and there has been a 76% reduction in criminal charges for supported families. Mental health is an area where we are eager do more to support people through initiatives such as our Choose Life Prevent Suicide App, which was named winner of the 'Innovation Award and the Care for Mental Health Award' at the Scottish Health Awards. This has undoubtedly contributed to the 28% reduction in suicide seen in Aberdeen which compares to an 8% increase seen nationally.



Spotlight: Priority Families Service



The Priority Families Service supports families who are affected by multiple problems and are at risk of poor life outcomes. It has been developed through Community Planning Aberdeen and by Aberdeen City Council. Launched in January 2017 the service is now showing its impact on families:

- **40%** of school pupils showed improved school attendance
- **76%** reduction in criminal charges
- **50%** of pupils had fewer unauthorised school absences



Progress made:



Reduced the educational attainment gap by **7.5%** between highest and lowest achieving 20% of young people



The % of young people entering positive destinations upon leaving school increased from **90.1%** to **90.8%** since 2015/16



The number of young people accused in relation to multiple CrimeFiles decreased by **48%** and single CrimeFiles by **13%** in the last two years

Looking ahead:

We aim to provide **wider/earlier support for families** of people involved in the Justice System



Prosperous Place:

We continue to work together to help make Aberdeen a safer place. Our partnership working in Aberdeen City Centre has been hailed as exemplary to the rest of the country, having secured the prestigious Purple Flag accreditation for a fifth year in a row. Over the last two years there has been a 17% decrease in crime across the city and, since 2015/16, 3% more people are reporting that they feel safe. It is positive to see an increase in the number of venues committing to promoting responsible drinking, helping to create a safer night time economy in the city. Home fire and safety visits have increased significantly over the last year to help people feel safe in their homes and instances of wilful fire raising have decreased. Partnership schemes like the AMPED project continue to tackle some of our most persistent community safety issues by diverting more young people away from antisocial behaviour.

Our strong resolve to tackle poverty is another way we are making Aberdeen a more People Friendly place. Last year Aberdeen City Council agreed an anti-poverty strategy to create a 'fairer Aberdeen that prospers for all', setting out how we will support the most disadvantaged in the city, including those affected by welfare reform, food and fuel poverty. Food poverty is a particular focus for the Community Planning Partnership. The Sustainable Food City Partnership Aberdeen (SFCPA) was launched last year to bring together key stakeholders to drive positive food change across the city.

It is also great to see that 70% of people are reporting that they are satisfied with our green spaces which is a testament to our communities who are so hands on in helping us to create an attractive and welcoming environment, with some 3800 volunteers involved in environmental improvement opportunities. We have also, once again, achieved a Gold medal in the Keep Scotland Beautiful awards; while Seaton Park was awarded winner of the Parks and Green Spaces Prize.

Spotlight: Food and Fun



Provision of free school meals during school holidays is a priority improvement aim within the Local Outcome Improvement Plan for Aberdeen City. In 2017/18 1,734 school meals were provided to pupils in three primary schools as part of a pilot across our locality areas during Easter and summer holidays. The success of this award winning project has led to further expansion with 10,000 further school meals due to be delivered in 2018/19 during the holidays. Partnership working was vital to deliver the scheme effectively, with local charity CFINE providing the majority of the food for the programme, and Aberdeen Football Club Community Trust and Sport Aberdeen delivered the activities. The project aims to help alleviate hunger and support parents and those struggling with family food budgets in pressured holiday periods.



Progress made:



Overall crime has decreased by **17%** since 2015/16

The number of participants in Best Bar None and the Unight scheme to promote responsible

drinking has increased by **44%** in the city in the last two years



3,802 volunteers were involved in Britain in Bloom and other environmental opportunities in 2017/18



70% of people reported that they were satisfied with our green spaces in 2017/18

Looking ahead:

We aim to **develop community food skills and knowledge** about sustainable food provision in the city



Enabling Technology:

Securing next generation digital connectivity for the people of Aberdeen has been a key focus this year, Aberdeen will be the first city in Scotland to receive next generation full-fibre broadband as part of CityFibres national rollout allowing much higher connection speeds. Aberdeen was chosen as the first Scottish city because of the its strong technology and energy sector and the additional benefits the technology would offer to the sector.

The city has secured a £40m investment from the private sector to extend the fibre network and deliver 800km of fibre across the city. This will make fibre accessible to approximately 90,000 homes by 2021. Fibre optic cables are used for every stage of the connection, from the customer's home or business to the internet. Customers will be able to access ultrafast and reliable broadband services capable of Gigabit speeds (1,000 Mbps). At present, just three per cent of UK premises have access to those levels of connectivity.

The City Region Deal will also see the roll out of a large scale Internet of Things Network that will cover the region and allow for the mass deployment of sensors to enable the city and Regions Smart City ambitions which will relieve traffic congestion, enable intelligent street lighting, smart waste, flood prevention and much more. We hope to see the benefits of these new developments in the coming year.

Spotlight: Aberdeen's Full-fibre transformation



Full-fibre investment is especially important in the UK as our internet infrastructure is still reliant on limited copper cabling. With new full-fibre infrastructure connecting directly to premises all users can enjoy the benefits of reliable gigabit-speed internet connectivity.

Aberdeen will be the first city in Scotland to receive next generation full-fibre broadband as part of CityFibres national rollout.



Progress made:



The % of households that are in properties passed by superfast broadband provision has increased from **83% in 15/16** to

95.5% in 2017/18



The **average download speeds (M/Bts)** has increased from **19.5** to

26.4 in the last two years



Aberdeen will be the **first city in Scotland** to receive **next generation full-fibre broadband** as part of CityFibres national rollout

Looking ahead:

We aim to improve our digital infrastructure by extending **free wi-fi in the city**, including our fibre network and our 4G small cell network



Working with Communities:

Locality Partnerships

Locality Partnerships between public services and local people were established in April 2017 support our priority communities deliver their Locality Plans. The Locality Plans were co-produced with community residents in 2017 through discussions and events.

Torry

Middlefield,
Mastrick,
Cummings Park,
Northfield &
Heathryfold

Seaton,
Woodside &
Tillydrone

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

Jo Mackie, Locality Manager

 JoMackie@aberdeencity.gov.uk

 [@CommunitiesTorry](https://www.facebook.com/CommunitiesTorry)

CUMMINGS PARK, HEATHRYFOLD, NORTHFIELD, MASTRICK AND MIDDLEFIELD

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 PTytler@aberdeencity.gov.uk

 [@tillywoodsea](https://www.facebook.com/tillywoodsea)



£170,000 spent on Participatory Budgeting

Four UDECIDE participatory budgeting (PB) events took place last year in George Street, Castlehill, Pittodrie as well as the city centre and the three regeneration areas. The events were delivered with the help of 28 volunteers including Police Scotland Youth volunteers.

- A staggering 125 bids were received by local groups, individuals and organisations
- 389 residents voted on the proposals
- £70,000 was made available to help deliver the 40 successful projects

Some of the projects supported included setting up a farmers' market, free school summer holiday activities, support for local veterans and funding for children's orchestra and many other fantastic ideas. In Wales Street Aberdeen City Council tenants were able to have their say on how to spend £75,000 to improve their own housing blocks, with 71% of properties having their say. £30,000 was also made available for residents in Torry to improve local unused green space.



125 bids were received by local groups, individuals & organisations



389 residents voted

£70,000 was made available to help deliver 40 successful projects



Participation Requests and Asset Transfer Requests

The Community Empowerment (Scotland) Act 2015 introduces Participation Requests which aim to extend and improve community participation in improving outcomes for communities and Asset Transfers which introduces a right for community bodies to make requests to all local authorities, Scottish Ministers and a range of public bodies for any land or building they feel they could make better use of.

Last year three community asset transfers from groups across Aberdeen were received. This included a local Men's Shed who would like to make use of a former cadet hut in Peterculter as a workshop, a community church in Seaton wishing to convert a number of disused huts into a community centre and the development of a gospel hall in Fittie.



If you would like to find out more about how to make a Participation or Asset Transfer request, please visit: www.communityplanningaberdeen.org.uk/our-communities/participation

Community, Learning and Development

The priority over the next year is to continue to improve on engaging the community voice to assist in the delivery of the CLD plan outcomes.



Working with schools continues to be a key area for the Youth Work team:

- 16 young people achieving Dynamic Youth Awards
- 21 young people achieving Bronze
- 4 achieved Silver Youth Achievement Awards
- 45 young people have achieved the new HI Five awards.

The Adult Learning team have supported adults to achieve the following accredited Learning Awards:

- 12 adults have achieved their working with others SCQF level 3
- 10 adults achieved ICT core skills level 2
- 12 adults achieved ICT core skills level 3
- 24 adults achieved English as a Second Language for everyday life
- 11 adults achieved other awards ranging from communication, adult achievement awards and employability awards
- The Healthy Minds team supported adults in recovery of Mental Health to achieve 6 John Muir awards as well as 2 SQA volunteering awards.

Fairer Aberdeen

The Fairer Aberdeen Fund is allocated by Aberdeen City Council and aims to tackle poverty and deprivation within the city. The funding supports projects and services for the most disadvantaged communities in the city with £1,650,000 made available in 2017/18 to support this work. The positive outcomes from these projects have been:

- The Healthy Minds team supported adults in recovery of Mental Health to achieve 6 John Muir awards as well as 2 SQA volunteering awards
- Less families required support from social work
- 280 people were able to move into work
- 130 people were involved in producing community media.
- 26,702 people were involved in or benefitted from 45 funded initiatives and small grants supporting community engagement
- Over 15% of the people involved were under 16 years old
- 954 volunteers contributed 125,849 volunteer hours valued at over £1,727,000 more than doubling the value of the fund.

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



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



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