

# Annual Outcome Improvement Report 2019/20



## Public Performance Summary



# 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). Our LOIP 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 are highlighted as well as areas for improvement which in our Annual Report. This year's Annual Report is brought to you in exceptional circumstances. Although the consequences of the Covid-19 pandemic are set to be grave, this has not impacted on our overall performance during 2019/20, given it arrived only a few weeks before the end of the reporting year. This report serves as an important reminder of what we had achieved just weeks prior to the pandemic hitting and, as we approach the fourth year of our Local Outcome Improvement Plan (LOIP) 2016-26, confirms that our shared vision and priorities for the City remain as relevant as ever.

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.

- 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](http://www.communityplanningaberdeen.org.uk)

or email the Community Planning team

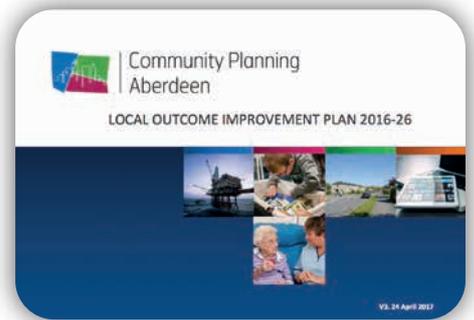


[CommunityPlanning@aberdeencity.gov.uk](mailto:CommunityPlanning@aberdeencity.gov.uk)

# Changes we have made:

It has now been almost 14 months since the LOIP was refreshed and during this time there has been a power of work to progress many of the change activities we detailed within the LOIP. Over the course of the year we have initiated 52 improvement projects which seek to tackle diverse issues and deliver wide ranging benefits for our economy, people and place.

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:

We are focused on helping to diversify Aberdeen's economy, and developing our workforce through skills support and employment opportunities. We are also working to improve investment in the city and encourage economic growth in areas that will create even more opportunities for all. Our work to support and sustain new businesses in priority growth sectors and create employment opportunities outwith the prominent oil and gas sector is starting to pay dividends. Digital is a growth sector which is growing rapidly and we are doing a lot of work to upskill our workforce and citizens to be able to take advantage of the opportunities this presents. Our latest City Voice survey of March 2020 shows an increase of 8% in the number of people who have basic digital tools since 2018.

### Our headline achievements during 2019/20 are:



## Looking ahead

Next year our overarching priority will be to help the economy recover following the Covid-19 public health crisis, accelerating improvement work planned in the following areas:

Job creation and skills development to address employment gaps in sectors such as health and care



Promotion of job and learning opportunities through an online local jobs portal to increase access to jobs at all levels for city region residents



Work with the business community to align corporate social responsibility efforts to our socio-economic recovery

Promotion of opportunities for the digital sector to enable new ways of working long-term



# Connecting Outcomes: Removing the barriers to employment

## Employability

Supporting people to get into employment contributes to improved outcomes across our economy, people and place.

Increasing the pool of available workers supports employers as well the wider community.

But being employed, or volunteering, offers much broader financial, health and wellbeing benefits for an individual.

We take a holistic approach to delivering the positives of employment to all our citizens.

## How are we doing this?

Through our multi agency improvement projects we are putting in place changes that open up the options for working and volunteering, for all of our citizens, regardless of their circumstances.

We're taking a multi-faceted approach recognising that the challenges and benefits are interconnected and support the delivery of multiple stretch outcomes.



## What changes are we currently testing?

- Employer focus groups/events to raise awareness of employment opportunities from targeted groups and to identify support required to remove barriers
- Developing opportunities for upskilling through training or volunteering
- Introduction of an apprenticeship information pack for guidance teachers
- Identifying single points of contact who can provide support/information to individuals
- Identifying methods that could be used to help support young mums to remain in education

## What have we achieved?

- Increase of 76 young people completing a Foundation Apprenticeship or currently training since 18/19
- 951 people attain their own personal outcomes through link work support
- 36 volunteers support the community pantries
- 8 employers attended autism awareness session
- Established a Fair Start Scotland Health and Wellbeing Group

## Prosperous people: Children

Supporting families to give children the very best start in life and to support children and young people on their journey's to meet their milestones are key priorities. Much of the work of the partnership deals with the consequences of adverse childhood experiences and supporting children, people and families to thrive in very challenging circumstances. Through the city's ambition to become a Unicef accredited 'Child Friendly City', we are working increasingly closely with children and young people to provide them with a range of opportunities to directly influence and shape the city they live in and the services that they access. From pre-birth to end of life, we are supporting people on their journey and it is fantastic to be able to celebrate in people's great achievements.

This year we can report that 93.2% of our young people have reached a positive destination, which is up from previous years, including in the City's most deprived areas. Our work to improve levels of attendance keeps young people engaged in school and encouraging the uptake of foundation apprenticeships offers a solid basis to find employment. This year we saw a significant increase in the number of children undertaking and completing a foundation apprenticeship from 17 last year to 93.

Care experienced young people face many barriers to achieving positive outcomes and we are taking forward a range of initiatives to help them overcome these. Enabling care experienced children and young people to remain in kinship care can have a very positive impact on mental and physical health and wellbeing and our improvement work in this area has resulted in an increase in 17% of kinship care placements this year. We are also able to report that that the proportion of care experienced young people attaining one or more qualifications at SCQF level 4 has increased from 73.9% to 76% since 2016/17 and sustained positive destinations have increased from 73.9% to 79% during the same period.

### Our headline achievements during 2019/20 are:



## Looking ahead

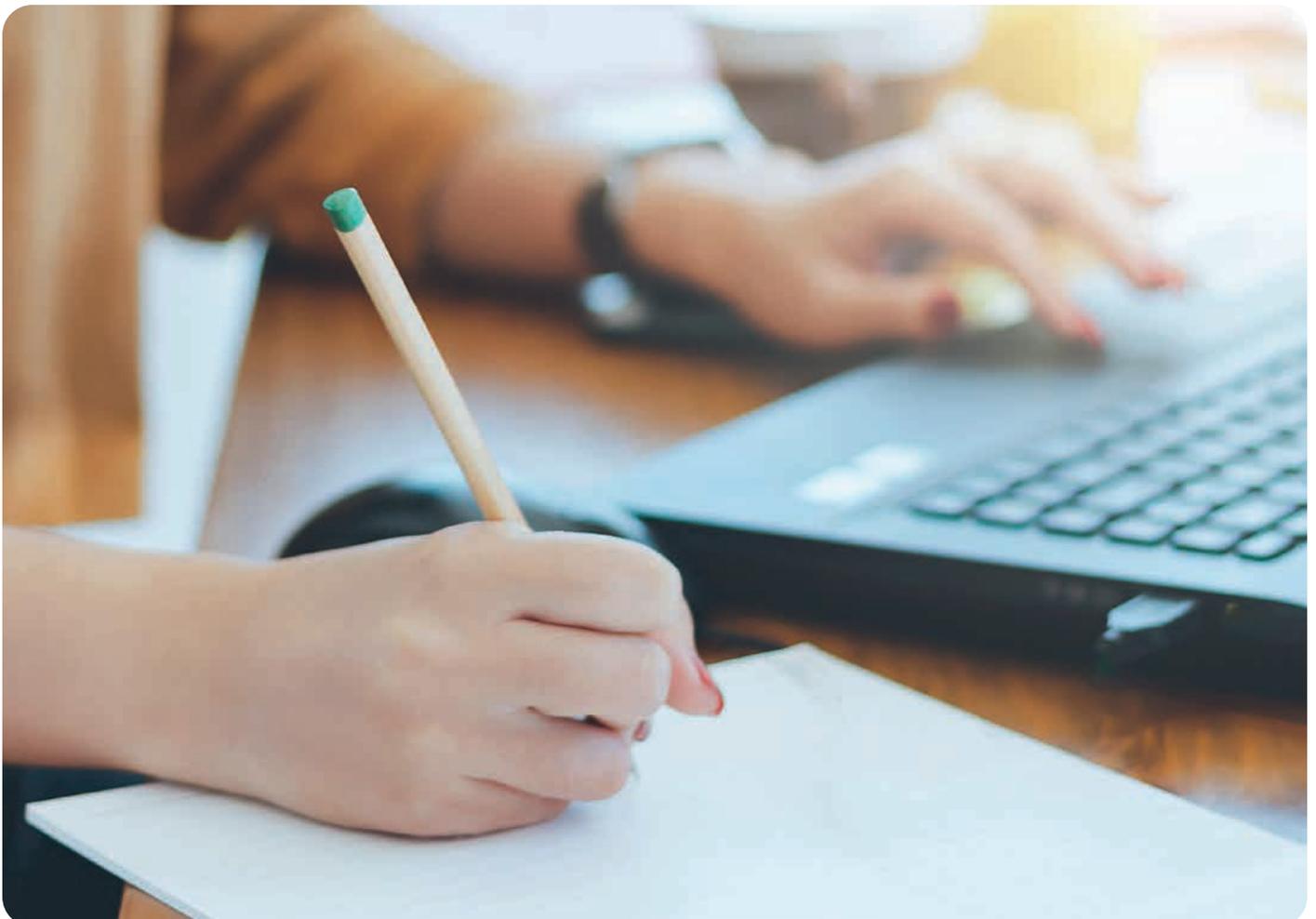
Next year our planned improvement programme will be more relevant than ever as we support children and young people in the aftermath of Covid-19. To secure improved outcomes during this time we will want to prioritise improvement activity in the following areas:

Providing support for mental wellbeing needs of children and young people at all stages through schools, community hubs and online forums



Continuing to support young people to reach positive destinations, particularly our most vulnerable groups including care experienced young people and those living in priority localities

Accelerating our Reboot programme to support winter leavers; and piloting an accredited course for young parents to aid them back into education or employment using Google classroom



# Connecting Outcomes: Improving Outcomes in Priority Localities

## Equity of Outcomes

Young people growing up in areas of deprivation face significant barriers to achieving the same outcomes as their peers and this sets them up for an inequality of opportunity which continues into adulthood and old age.

The challenges priority localities face is multifaceted. Poverty, unemployment, crime, higher drug and alcohol levels among many others make it difficult for families and children in these communities to have the same opportunities as those in the rest of the city.

## Our Approach

Supporting young people living in areas of deprivation requires a whole community approach to give them the best possible start in life. This includes improving safety; working to tackle intergenerational poverty and unemployment; improving the health and wellbeing of residents; and supporting our local schools.



 **ECONOMY**

 **PEOPLE**

 **PLACE**

## What changes are we currently testing?

Across our themes we have been and continue to test a number of interventions and supports, some of these include:

- Introducing Welcome to Breastfeed throughout local businesses and establishments
- Promoting the availability and eligibility of community pantries
- Working with community members to define community benefit requirements for local developments
- Supporting the educational outcomes care experienced young people in St Machar Academy

## What have we achieved?

- An increase in the number of families signed up to the Best Start Pantry
- Improved Substance Misuse curriculum in schools
- A 20% increase in attendance of the Care Experienced young people supported in St Machar

## Prosperous people: Vulnerable Adults

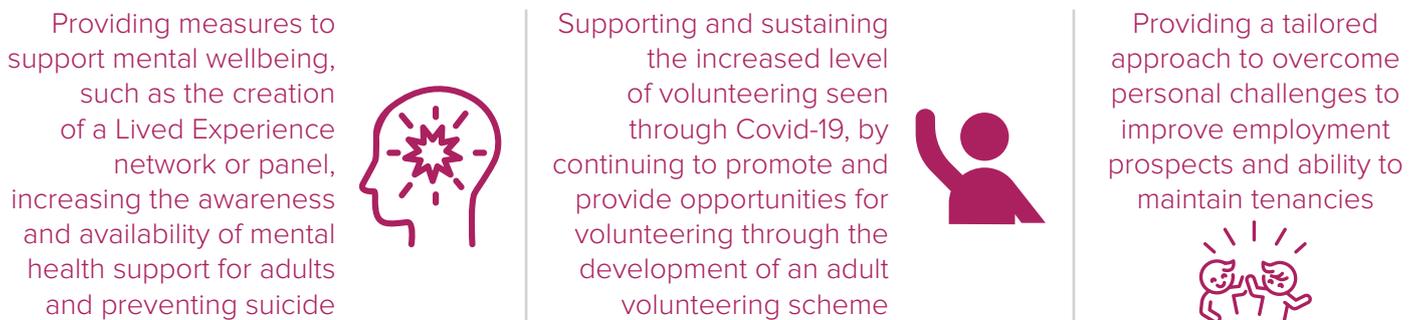
The support that the Partnership is offering through our improvement projects this year promises to be life changing for many vulnerable people across the City: supporting people in the justice system get back into employment, helping individuals recover from being involved in cuckooing, organising activities for people with long term conditions to be more active, working with homeless people and others to define and achieve their personal health and wellbeing outcomes, early and preventative interventions for people using drugs and alcohol.

### Our headline achievements during 2019/20 are:



### Looking ahead

Covid-19 has undoubtedly impacted on the people of Aberdeen, particularly the most vulnerable, although the precise implications are yet to be fully understood. Many of the areas impacted by Covid-19 align to the improvement aims in the LOIP, but these areas need to be continued at pace:



# Connecting Outcomes: Changing Lives - Breaking the Cycle

## Changing Lives

Involvement in the justice can define a person's life and impact negatively on them, their family and the wider community. A single intervention may have some impact, but we recognise that the barriers to enable a person to succeed outwith the justice system are multi faceted and the interventions to enable success also needs to be.

## Our Approach

Through our cross cutting improvement projects we are putting in place changes that are connected and providing a whole person approach with a focus on early intervention.

## What we've achieved?

- 136 referrals for diversion from prosecution during 2019/20
- 17 individuals referred to the My Way To Employment project to-date.
- Increase of 14 participants (70%) in the Housing First programme and ALL have reported improved health and wellbeing outcomes
- An average of 188 referrals to the Aberdeen Links Service per month



 **ECONOMY**

 **PEOPLE**

 **PLACE**

## Outcomes for Martin

Martin – not his real name – left HMP Grampian in January and was supported by the My Way to Employment project. To prepare for his release, Martin gained work experience at the Mission Café on Union Street, Peterhead, where he helped out for a year as part of a day-release programme. Martin had battled against drug addiction over the course of several years and was suffering from leg ulcers almost certainly caused by intravenous drug use. Despite suffering from depression, Martin managed to reduce his methadone dose from daily collection on his release from prison to monthly collection. His ankle problems have healed, he has moved into permanent housing and has found work at a café.

Martin said, "I'm really enjoying it. The people are friendly, it's great speaking to the customers – and the food at the café is good. I'm really pleased with the help I've had." Mrs Ferguson, his Work Coach, said, "Martin has been on a journey and is a success story due to his hard work. He claims Employment & Support Allowance and, through the Permitted Work Scheme, can work up to 16 hours a week without losing that. He received help from Fair Start Scotland and his employer has been keen to help. Many ex-offenders who gain work, like Martin, get into a routine and build up confidence and become independent and – in the best way – they no longer need our help."

## Prosperous Place

Building strong and resilient communities is vital to achieve our aims. We are committed to reducing the number of households affected by food insecurity. Through our projects on community food growing and community pantries work is taking place with regards to advancing food growing in schools and communities and providing access to fresh and healthy food affordable and available. We are also working

### Our headline achievements during 2019/20 are:

**2.5%**

reduction in people worried about food



**3%**

reduction in people who have had to skip a meal



**52**

families registered with the Best Start and Smile Pantry in Torry

**36**

volunteers support our 3 community pantries



**453**

members of our 3 community pantries



Increase in the number of workplaces committed to growing food

### Looking ahead

Covid-19 has dramatically increased the demand for food parcels across the City and we are as committed as ever to ensuring no one in Aberdeen goes without food as a result of poverty. One of the few positive impacts of Covid-19 has been the reduction in pollution which we would hope to have a lasting impact. Over the next year we will:

Continue to ensure people in food insecurity have access to food



Signpost to welfare support, employability, volunteering services



Continue to promote active and sustainable travel

Support communities to prepare Community Resilience Plans for the future



# Working with Communities:

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## Locality Partnerships

Our three Locality Planning Partnerships have reported progress made in pursuing their local priorities in their most recent Annual Reports for 2019/20. The reports reflect the range of activities being taken forward in collaboration with the Community Planning Aberdeen Outcome Improvement Groups, also highlighted in this report, as well as local actions and initiatives. Information on the three locality partnerships and copies of their annual reports are available at [www.communityplanningaberdeen.org.uk/priority-localities](http://www.communityplanningaberdeen.org.uk/priority-localities)



Torry



Middlefield,  
Mastrick,  
Cummings Park,  
Northfield &  
Heathryfold



Seaton,  
Woodside &  
Tillydrone

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.

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

### **TORRY**

Jo Mackie, Locality Manager

 [JoMackie@aberdeencity.gov.uk](mailto:JoMackie@aberdeencity.gov.uk)

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### **CUMMINGS PARK, HEATHRYFOLD, NORTHFIELD, MASTRICK AND MIDDLEFIELD**

Martin Smith, Locality Manager

 [MartinSmith@aberdeencity.gov.uk](mailto:MartinSmith@aberdeencity.gov.uk)

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### **WOODSIDE, TILLYDRONE AND SEATON**

Paul Tytler, Locality Manager

 [PTytler@aberdeencity.gov.uk](mailto:PTytler@aberdeencity.gov.uk)



## Empowered Communities

This year the Partnership's Community Engagement Group, chaired by the Chair of the Civic Forum and Community Council Forum, has led the development of a range of materials to raise awareness and support communities to be able to engage with asset transfer and participation request process. This includes guidance materials, an information handbook, training for Council staff and identification of community champions.

During 2019/2020 one formal participation request to the city was determined. The request was from Tillydrone Flat Association and proposed that the Tilly Flat did not relocate to the new Tillydrone community campus and remained in its current accommodation. Following submission of requested information this request was granted. Also, 30 expressions of interest in community asset transfers were received from 18 different groups. Two groups have been granted a lease of ground in Torry; one looking to develop a shelter at the Torry Battery for those interested in watching the Dolphins and other wildlife in the area; and a growing group who want to convert a former depot site into a garden and education centre.



## Fairer Aberdeen

The Fairer Aberdeen Fund is allocated by Aberdeen City Council and aims to tackle poverty and deprivation within the city, support partners to work together to achieve outcomes and to help more residents access and sustain employment opportunities. The funding supports initiatives and services work in priority areas and across the City with vulnerable groups and individuals.

In 2019/20 £1.6m was made available to support this work. Overall a total of 34,235 people were involved in or benefitted from the 42 funded initiatives within the main programme, as well as a Community Support Fund supporting community engagement; an Employment Support Fund to support costs associated with getting people back into work, and a Participatory Budgeting event in Froghall, Powis and Sunnybank.

Over 9,272 of the people involved were under 16 years old. 949 volunteers contributed 144,868 volunteer hours valued at over £2.2m more than doubling the value of the Fund.

## Participatory Budgeting

The Fairer Aberdeen Fund has contributed £30,000 to UDECIDE participatory budgeting (PB) events across priority localities. PB activities were organised by the Locality Partnerships in Northfield and Torry, involving residents and partners and supported by community staff from Aberdeen City Council. Northfield held a community event, whilst Torry sought participation online and via voting 'roadshows' at 11 venues across the community. PB in Woodside, Tillydrone & Seaton has been deferred to 2019/20.

Twenty two local volunteers were involved in running the events across Northfield and Torry, with Northfield PB (NPB) focusing on increasing the involvement of the young people in the area and delivering the project jointly with pupils from Northfield Academy. Almost 1,250 local residents participated in deciding which projects should be funded. Nineteen local groups submitted bids with 16 successful projects sharing the £20,000 allocated.

## Community, Learning and Development

The first review of the Community Learning Development (CLD) Plan was presented. The Plan aims to improve the life chances for people of all ages, through learning, personal development and active citizenship.

During 2019/20 the youth work team supported 186 children and young people to gain an accredited award. A number of notable achievements have been made:

**266**

learners delivering 2,456 Learner hours covering Literacies, ESOL, ESOL for new Syrian Scots, ICT and Health and wellbeing



**23**

adult learners achieved an adult learning qualification in 2019 and 12 completed an Adult Achievement Award



**12**

learners have achieved the John Muir Award through the Branching Out course run in partnership with the Countryside Ranger Service

**16**

families achieved the John Muir Family Award



# 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!

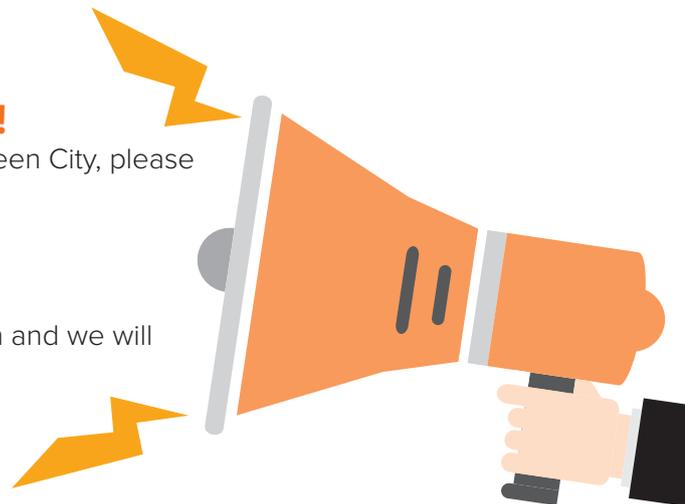
If you would like to join the panel and give your views on Aberdeen City, please visit the City Voice website

 [www.communityplanningaberdeen.org.uk/cityvoice](http://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](mailto: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](http://www.civicforumaberdeen.com)



# Our Response to Covid-19:

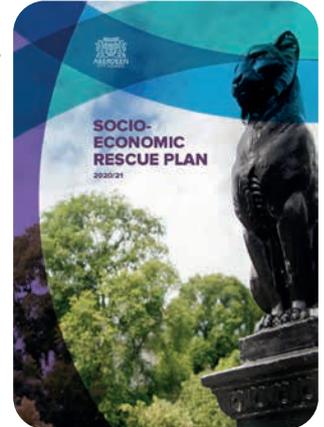
The **Socio-Economic Rescue Plan** was published in June 2020 and is a short-term, immediate response to the impact of Covid-19 and aligns to the LOIP strategic themes of Economy, People and Place.

The business theme has 20 actions across three sections: General Response; Tourism, Leisure and Hospitality; and Job Retention and Creation and is about supporting our local businesses respond to the impact of the pandemic.

The people theme is the largest theme in the plan and its focus is to support our local people respond to COVID-19 and help them to navigate through these uncertain times. There are a total of 36 actions in this theme, split into 5 sections: Supporting young people into positive destinations; Community Spaces; Job retention / creation; Workforce development; and Wellbeing support.

The place theme of the Rescue Plan is split into 4 sections: Safe zones – social distancing; Transport; Shop, Visit, Eat Local; and Economic Strategy, Net Zero Vision, City Centre Masterplan – Leading to Recovery phases. This theme has a total of 19 actions and is about maximising our indoor and outdoor spaces in the city.

It is intended that this plan has a lifespan of around 12 months, after which there is an opportunity for it to be incorporated into the scheduled refresh of the LOIP in 2021. Scrutiny and oversight of the implementation of the plan is done through the Community Planning Aberdeen (CPA) Board.



## Locality Partnership Response

In addition to the city wide Recovery Plan, Locality Recovery Plans for each of our priority localities have been developed by our Locality Partnerships.

- Torry
- Seaton, Woodside and Tillydrone
- Middlefield, Cummings Park, Heathryfold, Northfield and Mastrick

The Recovery Plans show what is happening, or planned to happen, in each of the specific priority localities to support recovery from the ongoing impact of Covid-19. To their success they show that community groups and organisations have responded extremely well in adapting local support and service delivery to meet the needs of all communities and our most vulnerable citizens and this has been complimented by responses from Community Planning Partners.

In developing the plans, the Locality Partnerships have used the data on the impact on their localities to refresh their priorities. The emerging priorities for both the Torry and Seaton, Woodside and Tillydrone Plans are:

- A safe community is important to me
- An inclusive community where people have the same opportunities regardless of age, ability, gender, race and wealth is important to me
- Improving physical health in the area is important to me
- Improving mental health in the area is important to me
- Improving well-being (health, happiness and comfort) is important to me

In the Northfield Plan, key priorities are addressing food poverty, creating employment and education opportunities and supporting positive mental health.

# 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**

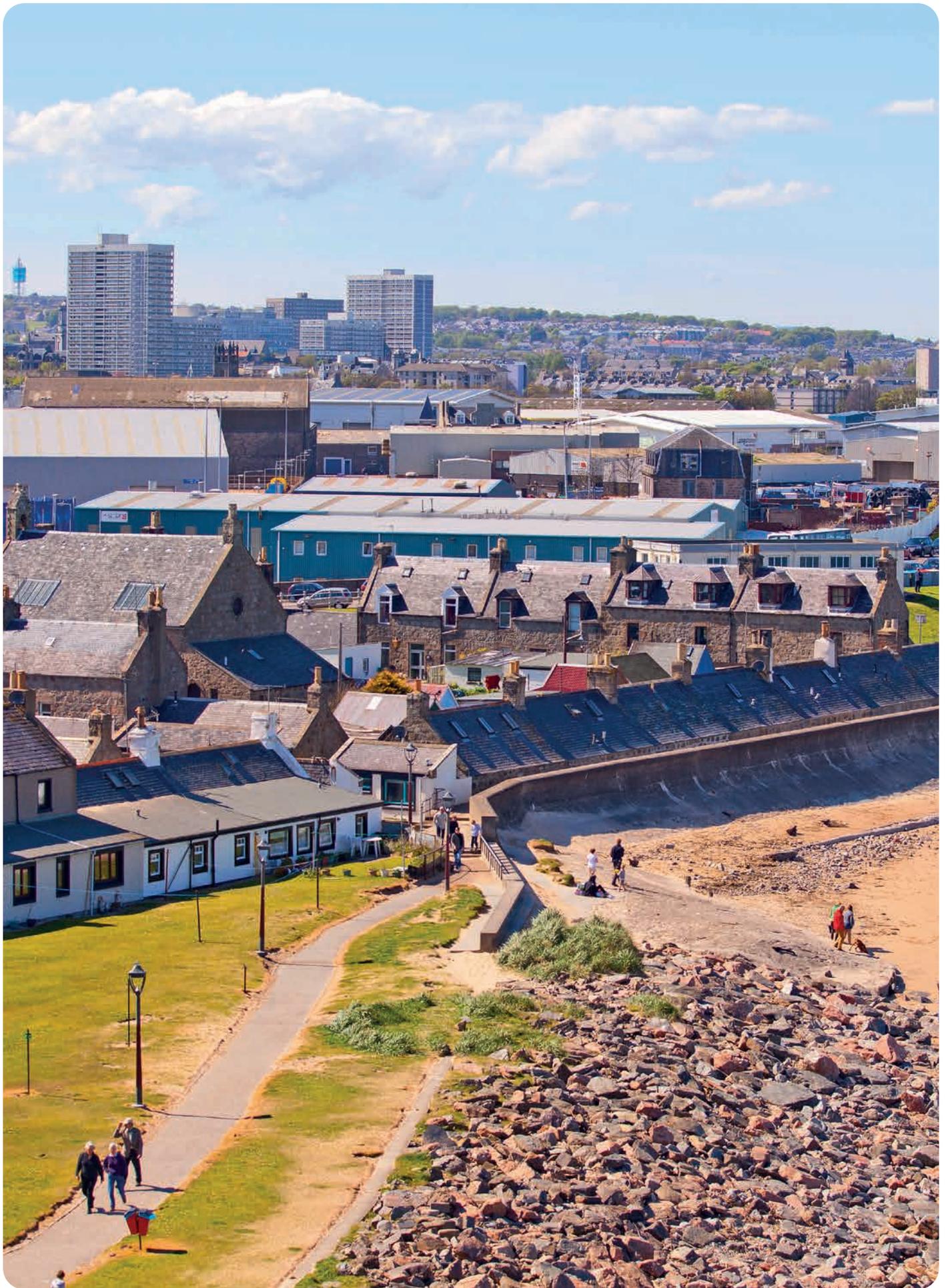
To find out more about becoming a volunteer or registering volunteer opportunities with ACVO please visit [www.volunteeraberdeen.org.uk](http://www.volunteeraberdeen.org.uk) or contact ACVO on:



**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](mailto:CommunityPlanning@aberdeencity.gov.uk)

To find out more about community planning please visit:



[www.communityplanningaberdeen.org.uk](http://www.communityplanningaberdeen.org.uk)



Community Planning  
Aberdeen

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