



**BASELINE SERVICES AGREEMENT
FOR
INVERURIE
BUSINESS IMPROVEMENT DISTRICT**

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BASELINE SERVICES FOR INVERURIE BUSINESS IMPROVEMENT DISTRICT

Organisations

Aberdeenshire Council: Planning & Building, Schools and Learning, Waste, Roads, Housing, Social Care & Health, Trading Standards, Environmental Health, Economic Development, Registrars

Others: Police, NHS

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1.1 ROADS

1.1.1 Client Transport

Service Area: - Public Transport Unit	
Activity Area	Client Transport
Statutory/Non-statutory Service	A combination of both Statutory and non-Statutory
Description/Specification	Provision of Home to School transport for children attending Inverurie Academy, Inverurie Market Place Primary, Strathburn Primary, Kellands Primary, Port Elphinstone Primary and St Andrew's ASN School. Provision of Social Work transport within the Inverurie Area.
Contact	<p>Sean Jamieson Principal Officer (Client Transport) Aberdeenshire Council Public Transport Unit Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01224 665199 sean.jamieson@aberdeenshire.gov.uk</p>
Existing Activity	<p>Provision of school transport as follows:</p> <ul style="list-style-type: none"> i) Inverurie Academy – 25 services ii) Kellands Primary – 4 services iii) Strathburn Primary – 4 services iv) Inverurie Market Place Primary – 4 services v) Port Elphinstone Primary – 1 service vi) St Andrews ASN School – 30 services <p>Provision of social work transport as follows:</p> <ul style="list-style-type: none"> i) Inverurie Day Centre – 5 services ii) Harlaw Day Centre – 6 services iii) Pitscurry Visitor Centre – 4 services iv) Wyness Hall – 4 service v) Gordon Dementia Services – 4 services vi) Inspire Soaps – 4 services vii) Flycup Catering – 3 services viii) Comraich Mental Health – 2 service ix) Computers and Integration – 6 services
Operational Times	Office hours for contact, between 07:30 and 17:00 Monday to Friday for school/ASN transport and between 08:00 and 17:00 Monday to Saturday for social work transport



Staff Levels	9 office based staff, 1 surveyor and 11 drivers.
Key Performance Indicators	Mainstream school transport costs per pupil ASN school transport costs per pupil School transport service reliability Social Work transport service reliability 'In-house' passenger fleet performance
Legislation/Policy	Education (Scotland) Act 1980 Disability Discrimination Act 1995 Public Service Vehicle (Conduct of Drivers, Conductors and Passengers) Regulations 1990 Schools (Safety and Supervision of Pupils) (Scotland) Regulations 1990 Road Vehicle (Construction and Use) Regulations 1986 Local Government in Scotland Act 2003 Aberdeenshire Council's Passenger Transport Strategy 2014 Social Work (Scotland) Act 1968 NHS and Community Care Act 1990 The Public Contracts (Scotland) Regulations 2012 Equality Act 2010
Existing Value of Contract/Service	Total costs of school transport provision per annum: i) Inverurie Academy - £353,767 p.a. ii) Kellands Primary - £56,078 p.a. iii) Strathburn Primary - £24,989 p.a. iv) Inverurie Market Place Primary - £466,504 p.a. v) Port Elphinstone Primary - £16,720 p.a. vi) St Andrews ASN School - £579,312 p.a. Total costs of social work transport provision per annum: i) Inverurie Day Centre - £42,792 p.a. ii) Harlaw Day Centre - £129,156 p.a. iii) Pitscurry Visitor Centre - £54,984 p.a. iv) Wyness Hall - £74,464 p.a. v) Gordon Dementia Services - £55,087 p.a. vi) Inspire Soaps - £20,405 p.a. vii) Flycup Catering - £14,775 p.a. viii) Comraich Mental Health - £9,630 p.a. ix) Computers and Integration - £45,280 p.a.
Boundary Area	Inverurie and the surrounding area
Non-compliance Procedure	The performance of each service provided is monitored regularly by the surveyor. Any breaches in the terms and conditions of the contract, including poor performance, are dealt with through Aberdeenshire Council's Contract Performance Management System with Liquidated Damages being awarded where appropriate. Aberdeenshire Council's Complaints Procedure:



	http://www.aberdeenshire.gov.uk/online/have-your-say/have-your-say-guide/
Additional Information or Notes	The team responsible for client transport has a much wider remit and I have provided staff levels for the team, not solely for home to school transport and social work transport in the Inverurie Area.

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1.1.2 Supported Local Bus Services

Service Area: - Public Transport Unit	
Activity Area	Supported Local Bus Services
Statutory/Non-Statutory Service	Statutory
Description/Specification	Under Sections 63 - 64 of the Transport Act 1985, to secure the provision of such passenger transport services as it considers appropriate to meet any public transport requirements in its area which would not, in its view, be met apart from action on its part.
Contact	<p>Neil Stewart Principal Officer (Local Bus Services) Aberdeenshire Council Public Transport Unit Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01224 664583 neil.a.stewart@aberdeenshire.gov.uk</p>
Existing Activity	<p>Provision of supported local bus services:</p> <ul style="list-style-type: none"> a) Aberchirder - Turriff – Inverurie (Service 308) b) Fraserburgh - Tarves – Inverurie (Service 452) c) New Byth - Woodhead – Inverurie (Service 248) d) Kingseat - Hatton of Fintray – Inverurie (Service 402) e) Kingseat – Kinmuck – Inverurie (Service 403) f) Ellon – Oldmeldrum – Inverurie (Service 493) g) Oldmeldrum – Inverurie (Service 240) h) Inverurie Town Service (Service 22/22A) i) Rhyne – Auchleven – Inverurie (Service 416) j) Huntly/Insch – Inverurie (Service 41/41A) k) Alford – Kemnay – Inverurie (Service 421) l) Aberdeen – Kintore – Inverurie (Service 37) m) Inverurie – Kintore – Kemnay (Service 221) n) Oldmeldrum – Inverurie – Dyce (Service 777)
Operational Times	<ul style="list-style-type: none"> a) 4 return journeys incl. peak (M-F); 2 return journeys (Sat) b) 1 return journey inter-peak (Tue) c) 1 return journey inter-peak (Thur) d) 1 return journey inter-peak (Thur) e) 1 return journey inter-peak (Tue) f) 6 return journeys incl. peak (M-F); 5 return journeys (Sat) g) 3 return journeys (Sat) h) Every 45 mins incl. peak (Mon - Sat) i) 1 return journey inter-peak (Tue)



	<ul style="list-style-type: none"> j) 8 return journeys incl. peak (M-F); 3 return journeys (Sat) k) 6 return journeys incl. peak (M-F); 8 return journeys (Sat) l) 1 journey from Aberdeen to Inverurie (Sun) m) 1 return journey on schooldays to/from Kemnay Acad. n) 1 peak return journey (M-F)
Equipment Levels	None
Staff Levels	Local Bus Services team comprises 5 members. 4 office-based and 1 Transport Surveyor (contract monitoring)
Key Performance Indicators	The performance of each supported Local Bus service is monitored monthly by the Public Transport Unit using a Performance Management Framework Model, which is a tool to highlight poorly performing services in terms of demand and subsidy per passenger, but also taking into account factors such as journey purpose, availability of alternative transport, Scottish Index of Multiple Deprivation, car ownership levels, population with restricted mobility, function of service subsidy, minimum service standards and local policies.
Legislation/Policy	<p>Aberdeenshire Council's Passenger Transport Strategy, 2014 http://www.aberdeenshire.gov.uk/media/7991/passengertransportstrategy.pdf;</p> <p>Transport Act, 1985 Section 63;</p> <p>Quality Partnership for Public Transport in North East of Scotland, 2010 http://www.nestrans.org.uk/db_docs/docs/Bus%20Quality%20Partnership.pdf.</p>
Existing Value of Contract/Service	<ul style="list-style-type: none"> a) £64,072.84 per annum b) £2958.80 per annum c) £3,993.60 per annum d) £6,136.00 per annum e) £6,136.00 per annum f) £100,545.12 per annum g) £5,024.76 per annum h) £92,308.32 per annum i) £120.12 per annum j) £98,280.49 per annum k) £129,047.88 per annum l) £334.88 per annum m) £26,263.70 per annum n) £31,200 per annum
Boundary Area	Services operate between Inverurie and various settlements in Aberdeenshire, as well as from Aberdeen City to Inverurie
Non-compliance Procedure	<p>Aberdeenshire Council's Complaints Procedure: http://www.aberdeenshire.gov.uk/online/have-your-say/have-your-say-guide/</p>
Additional Information/Notes	*Quality Partnership targets are currently being reviewed to provide revised standards and target dates



1.1.3 Street lighting - installation, management and maintenance

Service Area: - Roads and Landscape Services	
Activity Area	Roads Covers:- Maintenance of adopted lighting network including lit signs and bollards.
Statutory/Non-statutory Service	Statutory – Roads (Scotland) Act 1984, Transport Scotland Act
Description/Specification	The Council is responsible for the repair and maintenance of over 44,200 streetlights (including associated signs, bollards, traffic lights and pedestrian crossings). The Council is not responsible for lighting units on Trunk roads. Further details on Street Lighting can be found on the Council's website at:- http://www.aberdeenshire.gov.uk/roads-and-travel/roads/maintenance/lighting/
Contact	Philip Leiper Roads Manager (Garioch & Formartine & KM) Aberdeenshire Council Roads and Landscape Services Gordon House Blackhall Road Inverurie AB51 3WA 01467628086 philip.leiper@aberdeenshire.gov.uk Scott Walker Principal Roads Engineer (Garioch) Aberdeenshire Council Roads and Landscape services Gordon House Blackhall Road Inverurie AB51 3WA 01467 628094 Scott.walker@aberdeenshire.gov.uk
Existing Activity	Works managed and undertaken by Aberdeenshire Council with specialised contractors used as required.



Operational Times	Local Roads Issues: Normal Business hours. Operational Depot: Normal Operational Hours and on an emergency basis.
Equipment Levels	3 No Hydraulic platforms and associated small plant to carry out range of duties associated with maintenance tasks.
Staff Levels	Electricians – 3 No available but they work over Garioch, Marr and Kincardine & Mearns. Technical Team based in Gordon House support Electricians.
Key Performance Indicators	Contained within Infrastructure Service Plan http://arcadia3.aberdeenshire.gov.uk/?p=38693
Legislation/Policy	Roads (Scotland) Act 1984 Maintenance of Street Lighting Partnership Agreement
Existing Value of Contract/Service	This can vary depending upon the conditions of the asset at any given time. Currently managed with the Partnership agreement http://arcadia3.aberdeenshire.gov.uk/wp-content/uploads/2014/09/02/partnering_agreement(f).doc
Boundary Area	As per the Town Centre Plan contained within the current Local Development Plan.
Non-compliance Procedure	Internal Quality Management System used to record issues of non-compliance and measures taken to address.
Additional Information or Notes	Lifecycle Plans for Street Lighting can be found on Arcadia at:- http://arcadia3.aberdeenshire.gov.uk/?p=40423 Advisory notes covering Street Lighting can be found on Arcadia at:- http://arcadia3.aberdeenshire.gov.uk/?cat=1102 Advisory Note for Street Lighting can be found on Arcadia at:- http://arcadia3.aberdeenshire.gov.uk/?cat=1114



1.1.4 Street / carriageway and footway winter maintenance gritting and snow clearance and removal

Service Area: - Roads and Landscape Services	
Activity Area	Roads
Statutory/Non-statutory Service	Roads (Scotland) Act 1984
Description/Specification	<p>Planned and preventative action is essential for effective winter roads maintenance. In advance of forecast snow or freezing conditions, salt is spread on the road surface to prevent ice from forming. The salt also creates a de-bonding protective layer, which means:</p> <ul style="list-style-type: none"> • snow is more readily removed by ploughing • compacted snow is more easily shifted by traffic <p>This is commonly referred to as 'gritting'.</p> <p>When adverse weather resulting in ice formation, or snow has been predicted, our gritter crews are called out and the Primary Treatment Network will receive a precautionary treatment. The level of treatment (salt spread rate) will be chosen dependent on conditions predicted. Morning gritting usually on Priority 1 routes commences at 5:30am and ends around 8:00am. Evening gritting start times vary depending on conditions but generally we aim to finish before 10.00pm.</p> <p>For more information see the Council's website at:-</p> <p>http://www.aberdeenshire.gov.uk/roads-and-travel/roads/maintenance/winter-maintenance/#gritting</p>
Contact	<p>Bill Lennox Roads Quality and Resources Manager Aberdeenshire Council Roads and Landscape Services Unit 15, Harlaw Industrial Estate Inverurie AB51 4SG 01467 627610 bill.lennox@aberdeenshire.gov.uk</p> <p>Philip Leiper Roads Manager (Garioch & Formartine & KM) Aberdeenshire Council Roads and Landscape Services Gordon House Blackhall Road Inverurie AB51 3WA</p>



	<p>01467 628086 philip.leiper@aberdeenshire.gov.uk</p> <p>Scott Walker Principal Roads Engineer (Garioch) Aberdeenshire Council Roads and Landscape Services Gordon House Blackhall Road Inverurie AB51 3WA</p> <p>01467 628094 Scott.walker@aberdeenshire.gov.uk</p>
Existing Activity	Works managed and undertaken by Aberdeenshire Council with specialised contractors used as required, including Farmers ploughs.
Operational Times	Normal business hours and as required to address the predicted conditions and reactive to any specific event as per our Operational Plan.
Equipment Levels	Inverurie Town gritter augments the 32 Primary Network Routes along with contractor and farmer ploughs. Depending on the extent and severity, resources from across Aberdeenshire can be called to assist.
Staff Levels	Each primary gritter route has a minimum of 3 drivers working on a rota to ensure cover. Colleagues from Landscape Services can be called upon to assist as required for driving and grit bin filing duties.
Key Performance Indicators	Contained within Infrastructure Service Plan http://arcadia3.aberdeenshire.gov.uk/?p=38693
Legislation/Policy	Roads (Scotland) Act 1943, Aberdeenshire Roads Winter Maintenance Operational Plan.
Existing Value of Contract/Service	Winter maintenance is drawn down from a Winter and Other Emergencies Fund.
Boundary Area	Garioch
Non-compliance Procedure	As per internal QMS
Additional Information or Notes	<p><i>Roads Winter Maintenance Operational Plan</i>, sets out how resources such as salt, fuel, spreaders, depots, labour and budget will be effectively utilised during gritting and snow clearing operations.</p> <p>http://www.aberdeenshire.gov.uk/roads-and-travel/roads/maintenance/winter-maintenance/</p>



	<p>A Guidance Note on Winter Maintenance can be found on Arcadia at:-</p> <p>http://arcadia3.aberdeenshire.gov.uk/?cat=1102</p>
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1.1.5 Street signage installation and maintenance

Includes:-

Traffic signage - installation, management and maintenance

Street furniture installation and maintenance - bins, bollards and benches and road side railings

Service Area: - Roads and Landscape Services	
Activity Area	Roads Also includes:- Brown Tourist Signs
Statutory/Non-statutory Service	The Traffic Signs Regulations and General Directions 2016, Traffic Signs Manual 1,2,3,4 & 7 guidance. Tourist Signs.
Description/Specification	Roads signs are provided to assist road users to undertake their journey safely. They provide route guidance, warn of hazards and indicate regulations that must be obeyed. More information on Road Signs can be found on the Council's website at:- http://www.aberdeenshire.gov.uk/roads-and-travel/roads/maintenance/road-signs/ or on Arcadia: http://arcadia3.aberdeenshire.gov.uk/?cat=1115
Contact	Philip Leiper Roads Manager (Garioch & Formartine & KM) Aberdeenshire Council Roads and Landscape Services Gordon House Blackhall Road Inverurie AB51 3WA 01467 628086 philip.leiper@aberdeenshire.gov.uk Scott Walker Principal Roads Engineer (Garioch) Aberdeenshire Council Roads and landscape Services Gordon House Blackhall Road Inverurie AB51 3WA 01467 628094 Scott.walker@aberdeenshire.gov.uk



Existing Activity	Works managed and undertaken by Aberdeenshire Council with specialised contractors used as required.
Operational Times	Local Roads Issues: Normal Business hours Operational Depot: Normal Operational Hours and on an emergency basis.
Equipment Levels	General construction equipment associated with Road Maintenance available for use in the installation and maintenance of signs, a proportion available for deployment within the BID area. Sign Shop based in Inverurie and Banff for the purpose of fabrication and repair of signs.
Staff Levels	Workforce based at Inverurie Depot available as required along with the Sign Shop. Technical Team based in Gordon House support Electricians.
Key Performance Indicators	BSI Accredited with sign manufacture.
Legislation/Policy	The Traffic Signs Regulations and General Directions 2016, Traffic Signs Manual 1,2,3,4 & 7. Roads Policy Note 5, 8 & 9.
Existing Value of Contract/Service	Contained within an identified annual budget of which a proportion can be used within the BID area depending upon asset condition.
Boundary Area	Garioch
Non-compliance Procedure	As per internal QMS procedure
Additional Information or Notes	There are a range of Roads Policy Notes covering work in this area. They can be found on Arcadia at:- http://arcadia3.aberdeenshire.gov.uk/?p=59385 Advisory Notes for signage can be found on Arcadia at:- http://arcadia3.aberdeenshire.gov.uk/?cat=1114



1.1.6 Road network management

Service Area: - Roads and Landscape Services	
Activity Area	<p>Roads</p> <p>Covers:- Carriageway and footway repair and maintenance Carriageway and footway drainage / gully - installation and maintenance</p>
Statutory/Non-statutory Service	<p>Statutory – Roads (Scotland) Act 1984, Transport Scotland Act</p> <p>Guidance can be found on Web Site / Arcadia at:- https://www.aberdeenshire.gov.uk/media/15034/specification_for_standards_for_road_construction_consent_and_adoption_issue_b01.pdf http://arcadia3.aberdeenshire.gov.uk/?cat=1132</p>
Description/Specification	<p>Aberdeenshire Council is responsible for the maintenance of roads, footways, drainage and verges.</p> <p>A good road infrastructure is vital for a rural authority like Aberdeenshire and an efficient and effective maintenance programme is essential. Aberdeenshire's infrastructure includes some 3,490 miles of carriageways, 990 miles of footways, 1440 bridges and 44,200 streetlights.</p> <p>Further details can be found on the Council website at:- http://www.aberdeenshire.gov.uk/roads-and-travel/roads/maintenance/maintenance-we-perform/</p> <p>Aberdeenshire's Road Asset Management Plan (RAMP) was approved by Infrastructure Services Committee on 4 October 2012. The principles within that plan are used in the preparation of an annual works programme for each Area. The Area Committees are asked to approve these programmes of work each March.</p> <p>For 2016 the RAMP has been used specifically to realign Resurfacing, Surface Dressing and Road Strengthening works to manage the budget savings whilst minimising the impact on road condition. Budgets have been allocated to the Areas on a priority/needs basis using the normal survey and assessment techniques for the various categories of work. This ensures that the monies are used in the most cost-effective way on an Aberdeenshire wide basis and is in accordance with the approved policy on Road Inspections and Assessments.</p> <p>Aberdeenshire's public road network is carried by 1,279 council owned bridges. Looking after bridge infrastructure in an efficient and effective manner is vital for a rural authority like Aberdeenshire. The Council is developing its bridge strategic asset management processes in accordance with the approved Road Asset Management Plan and with ongoing development work by the Society of Chief Officers for Transportation in Scotland (SCOTS).</p> <p>The number of council owned bridges in each area is as follows; Banff and Buchan 162 Buchan 155 Formartine 207 Garioch 149 Marr 397</p>



	<p>Kincardine and Mearns 209</p> <p>Some of these bridges were built by Britain's most eminent civil engineers. Some are large but most are small; some are steel, concrete or timber but most are masonry arches. They are part of our built heritage. We try to ensure that they are fit for purpose, their purpose being to transport people and vehicles over obstructions, mostly rivers.</p> <p>All bridge types deteriorate over time and require regular maintenance.</p> <p>We carry out routine inspections on a two yearly cycle and special inspections when necessary. Defects are noted and recorded, their causes determined and appropriate repair specifications prepared. Maintenance works are then prioritised. Programmes of work for each area are presented to the Area Committee each year.</p> <p>For more details see the Council's website at:-</p> <p>http://www.aberdeenshire.gov.uk/roads-and-travel/roads/maintenance/bridges/</p>
<p>Contact</p>	<p>Philip Leiper Roads Manager (Garioch & Formartine & KM) Aberdeenshire Council Roads and Landscape Services Gordon House Blackhall Road Inverurie AB51 3WA</p> <p>01467628086 philip.leiper@aberdeenshire.gov.uk</p> <p>Scott Walker Principal Roads Engineer (Garioch) Aberdeenshire Council Roads and Landscape Services Gordon House Blackhall Road Inverurie AB51 3WA</p> <p>01467 628094 Scott.walker@aberdeenshire.gov.uk</p>
<p>Existing Activity</p>	<p>Works managed and undertaken by Aberdeenshire Council with specialised contractors used as required.</p>
<p>Operational Times</p>	<p>Local Roads Issues: Normal Business hours.</p> <p>Operational Depot: Normal Operational Hours and on an emergency basis.</p>
<p>Equipment Levels</p>	<p>Vehicles Tippers – 5 Crewcabs – 8</p>



	<p>Small Vans – 4 Lighting Platforms – 3 Telehandler – 1 Gritters - 5</p> <p>Various small plant associated with Road Maintenance.</p> <p>It is not possible to quantify what vehicles and plant would be available to work within the identified area, but in terms of an emergency we can call on other resources.</p>
Staff Levels	Technical Team of 8 and a frontline team of 36 when at full complement work within the Garioch Area.
Key Performance Indicators	Contained within Infrastructure Service Plan http://arcadia3.aberdeenshire.gov.uk/?p=38693
Legislation/Policy	Roads (Scotland) Act 1984 Transport Scotland Act 2005 Scottish Road Work Register (SRWR) Road Asset Management Plan Aberdeenshire Council Inspection Policy
Existing Value of Contract/Service	This can vary depending upon the conditions of the asset at any given time. Currently capturing data to ascertain level of gully cleaning required.
Boundary Area	As per the Town Centre Plan contained within the current Local Development Plan.
Non-compliance Procedure	Internal Quality Management System used to record issues of non-compliance and measures taken to address.
Additional Information or Notes	<p>The Statutory List of Public Roads maintained by the service can be found on the Council's website at:- http://www.aberdeenshire.gov.uk/roads-and-travel/roads/maintenance/public-and-private-roads/</p> <p>Asset Management Plans for Roads and Lifecycle plans for Footways, Carriageways and structures can be found on Arcadia at:- http://arcadia3.aberdeenshire.gov.uk/?p=40423</p> <p>Advisory Notes (TARSANS) covering road maintenance activities can be found on Arcadia at:- http://arcadia3.aberdeenshire.gov.uk/?cat=1102</p>



1.1.7 Road Safety

Service Area: - Transportation	
Activity Area	Road Safety
Statutory/Non-statutory Service	Aberdeenshire Council has a statutory duty to co-ordinate Road Safety across a number of partner organisations.
Description/Specification	<p>Aberdeenshire Council is working with partner organisations to improve road safety within its area in order to specifically reduce the levels of people being killed and seriously injured and the associated pain and suffering.</p> <p>To realise the vision, deliver the objectives and contribute to the national road safety targets, the Council will seek to implement specific actions within the road safety pillars of Education, Engineering, Enforcement and Encouragement, commonly referred to as the Four E's.</p>
Contact	<p>Mark Skilling Strategy Manager Aberdeenshire Council Transportation Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01224 665138 mark.skilling@aberdeenshire.gov.uk</p> <p>Andrew Wilkinson Principal Road Safety Engineer Aberdeenshire Council Transportation Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01224 664828 andrew.wilkinson@aberdeenshire.gov.uk</p>
Existing Activity	In Conjunction with the North East Scotland road Casualty Reduction Strategy and in partnership with Grampian Police.
Operational Times	Normal business hours
Equipment Levels	None
Staff Levels	5.5 FTE



Key Performance Indicators	National Targets set for 2020 for all types of casualties
Legislation/Policy	Scotland's Roads Safety Framework (national) NE Road Casualty Reduction Strategy (regional level)
Existing Value of Contract/Service	Staff cost and capital works total approximately £350k per year
Boundary Area	Aberdeenshire but work closely in partnership with Aberdeen City and Moray
Non-compliance Procedure	Not applicable
Additional Information or Notes	<p>More information on road safety can be found at:-</p> <p>https://www.aberdeenshire.gov.uk/roads-and-travel/transportation/road-safety/</p> <p><i>Road Safety Plan for Aberdeen City, Aberdeenshire and Moray Council.</i> The plan covers the period 2011 – 2015 and sets out the actions to be undertaken by each council to achieve targets set out in the Scottish Government's new National Road Safety Framework to 2020. (See Council's website at:-</p> <p>http://www.aberdeenshire.gov.uk/roads-and-travel/transportation/road-safety/</p>



1.1.8 Traffic Management

Service Area: - Transportation	
Activity Area	Transportation – Roads Development Management
Statutory/Non-statutory Service	<p>Statutory –</p> <ol style="list-style-type: none"> 1) Planning consultee. 2) Roads Construction Consent under s21 and s56 of Roads (Scotland) Act 1984. 3) Responsibility for registering new street naming and numbering and dealing with any property address changes. 4) Maintaining records of the adopted public road network and administration of change processes. 5) Input to the Local Plan and Strategic Development Plan 6) Input to the Local, Regional and National Transport Strategies. <p>Non Statutory-</p> <ol style="list-style-type: none"> 1) General Planning advice. 2) Committee attendance and advice. 3) Advice to Property Developers and their agents. 4) Liaison with other local authorities and Transport Scotland. 5) Development and maintenance of traffic models across Aberdeenshire to evaluate the impact of development proposals and to inform the Local Plan and Strategic Development Plan. 6) Specialist traffic survey capability.
Description/Specification	See above.
Contact	<p>Peter MacCallum Roads Development Manager Aberdeenshire Council Transportation Woodhill house Westburn Road Aberdeen AB16 5GB</p> <p>01467 536174 peter.maccallum@aberdeenshire.gov.uk</p>
Existing Activity	Works managed and undertaken by Aberdeenshire Council with some specialist support as required.
Operational Times	Normal Business hours
Equipment Levels	Normal office based set up plus specialist traffic survey equipment both permanently installed across the road network and mobile for conducting temporary surveys. 1 van.
Staff Levels	17 Staff



Key Performance Indicators	Planning response times.
Legislation/Policy	Roads (Scotland) Act 1984 The Security for Private Road Works (Scotland) Regulations 1985 Transport (Scotland) Act 2005 Scottish Road Work Register (SRWR) Road Asset Management Plan Aberdeenshire Council Inspection Policy Various Planning Acts Health and Safety at Work Act (1974)
Existing Value of Contract/Service	In line with the transportation budget.
Boundary Area	Aberdeenshire Council area.
Non-compliance Procedure	Enforcement in accordance with legislation. New road completion inspections to ensure that they fully meet Council standards prior to adoption.
Additional Information or Notes	Local Transport Strategy:- http://www.aberdeenshire.gov.uk/roads-and-travel/transportation/transport-strategies-projects/ See also Council's website at:- http://www.aberdeenshire.gov.uk/roads-and-travel/transportation/development-management/ http://www.aberdeenshire.gov.uk/roads-and-travel/roads/new-developments/



1.2 LANDSCAPE SERVICES

- 1.2.1 Ground and open space maintenance Ground and open space cleansing
Includes:- Hanging baskets and planters / containers installation, management and maintenance

Service Area:- Roads and Landscape Services	
Activity Area	Landscape Services
Statutory/Non-statutory Service	Non-statutory
Description/Specification	<p>Aberdeenshire has many parks, playing fields and open spaces, details, broken down by geographical area, can be found on the Council's website at:-</p> <p>http://www.aberdeenshire.gov.uk/communities-and-events/parks-and-open-spaces/</p> <p>The Council also manages and maintains four country parks details can be found on the Council's website at:-</p> <p>http://www.aberdeenshire.gov.uk/communities-and-events/country-parks/</p> <p>Each year each Area Committee is asked to approve a report detailing the Essential Routine Maintenance, the Essential Non-Routine Maintenance and any Capital works funder the various budget headings to be carried out in their Area over the year.</p> <p>Landscape Services is continuing to work hard toward increased joint working with local communities on maintenance of identified areas and closer working relationships with other environmental groups. Currently alternative maintenance regimes, including additional tree and wild flowers planting which support the principles of biodiversity and a more sustainable and cost effective approach to the maintenance of parks and open spaces in the larger parks, country parks and road verges are being developed. This will result in a gradual move towards the increase of habitat and eco-systems that support all living things.</p> <p>The service continues to supply local communities with plants which go into hanging baskets which are maintained by local communities.</p>
Contact	<p>Graham Wall Landscape Services Manager Aberdeenshire Council Roads and Landscape Services Unit 15, Harlaw Industrial Estate Inverurie AB51 4SG</p> <p>01467 627621</p>



	graham.wall@aberdeenshire.gov.uk
Existing Activity	See above for detail
Operational Times	As per Council working hours
Equipment Levels	The equipment for the Garioch Area would be used to provide the service to the BID area and would be used as and when required.
	Staffing levels cover the whole of Garioch Area: 31 operational staff
Key Performance Indicators	<ul style="list-style-type: none"> • Customer satisfaction levels from Undertakers • Biennial questionnaire • Resident's survey.
Legislation/Policy	Audit 2008 led to service plan Infrastructure Service Plan: https://www.aberdeenshire.gov.uk/media/18024/is-service-plan-2016_19.pdf
Existing Value of Contract/Service	This sits within Aberdeenshire Council's Budget
Boundary Area	This information covers the whole of the Garioch Area
Non-compliance Procedure	Not required
Additional Information or Notes	<p><u><i>Parks and Open Space Strategy</i></u> –this sets out the actions the service will take to deliver and maintain a diverse and sustainable open space which supports greater diversity in terms of habitat and public use. (See Council's website at:-</p> <p>http://www.aberdeenshire.gov.uk/communities-and-events/parks-and-open-spaces/parks-and-open-spaces/</p>



1.3 PLANNING & BUILDING

1.3.1 Development Management

Service Area:- Planning and Building Standards	
Activity Area	Development Management (6 Areas)
Statutory/Non-statutory Service	Statutory
Description/Specification	Processing of all planning applications, enquiries and appeals across Aberdeenshire.
Contact	<p>Mairi Stewart Planning Manager Aberdeenshire Council Planning and Building Standards Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01224 664221 Mairi.stewart@aberdeenshire.gov.uk</p> <p>Chris Ormiston Team Manager Aberdeenshire Council Planning and Building Standards Gordon House Blackhall Road Inverurie AB51 3WA</p> <p>01261 813210 bb.planapps@aberdeenshire.gov.uk Chris.ormiston@aberdeenshire.gov.uk</p>
Existing Activity	Service is carried out by 3 Area Based teams and a Strategic team.
Operational Times	0845 - 1700 Mon-Fri
Equipment Levels	Various PPE, mobile phone and camera.
Staff Levels	Not specific to bid area – 37.8 planners, 9 Senior Planners, 4 Team Managers and 17.6 Technicians
Key Performance Indicators	In line with Service Plan targets to determine 85% of Householder applications and 55% of non-householder planning applications in 2 months.



Legislation/Policy	The Town and Country Planning Scot Act and associated legislation and procedures.
Existing Value of Contract/Service	Resources prioritised as necessary.
Boundary Area	Aberdeenshire Council
Non-compliance Procedure	Not applicable
Additional Information or Notes	The Service deals with in excess of 4,000 applications per annum and any departures from policy are reported to Area Committee for ultimate determination. A significant number of pre-application enquiries are processed per annum also as well as other service improvement projects.

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1.3.2 Planning Enforcement

Service Area: - Planning and Building Standards (Planning Enforcement)	
<u>Activity Area</u>	Planning Enforcement
<u>Statutory/Non-statutory Service</u>	Statutory
<u>Description/Specification</u>	The investigation of breaches of planning control within Aberdeenshire – not specific to the BID area.
<u>Contact</u>	<p>Wendy Forbes Team Manager Aberdeenshire Council Planning and Building Standards Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01224 664221 Wendy.forbes@aberdeenshirecouncil.gov.uk</p> <p>Claire Mackintosh Planning Enforcement officer Aberdeen Council Planning and Building Standards Gordon House Blackhall Road Inverurie Aberdeenshire AB51 3WA</p> <p>01465 538471 Claire.mackintosh@aberdeenshire.gov.uk planningenforcement@aberdeenshire.gov.uk</p>
<u>Existing Activity</u>	Service carried out by Aberdeenshire Council Planning Enforcement Team
<u>Operational Times</u>	0845 -1700 Mon - Fri
<u>Equipment Levels</u>	Various PPE
<u>Staff Levels</u>	Not specific to BID area – 1 Senior Planner (Enforcement) and 5 Enforcement Officers
<u>Key Performance Indicators</u>	In accordance with current Service PI's – acknowledge enforcement complaints within 5 days, site visits within 14 days, and investigations



	in accordance with Priority System according to the nature and seriousness of the breach.
<u>Legislation/Policy</u>	Various Planning Acts
<u>Existing Value of Contract/Service</u>	Resources prioritised as necessary
<u>Boundary Area</u>	Not specific to BID area – all of Aberdeenshire
<u>Non-compliance Procedure</u>	Planning enforcement breaches are generally notified to the planning enforcement mail box, or by telephone.
<u>Additional Information or Notes</u>	Complaints investigated relate to breaches of planning control – namely works carried out without planning permission; an unauthorised change of use of land or buildings, not following conditions imposed by a planning permission, not following plans approved by a planning permission; and other works such as unauthorised advertisements. While Planning Enforcement covers the physical display of unauthorised adverts, the actual content is the control of the Advertising Standards Authority. Planning Enforcement do not get involved in non-planning matters such as vandalism or graffiti, a boundary dispute or dispute over land ownership, rights of access, road closures, conduct of site personnel/builders, technical building issues, parking disputes relating to contractor vehicles, for example.

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1.3.3 Building Standards

Service Area: - Planning and Building Standards	
Activity Area	Building Standards
Statutory/Non-statutory Service	Statutory
Description/Specification	Process building warrant applications. Undertake enforcement duties related to the Building (Scotland) 2003 Act.
Contact	Kenny Simpson Building Standards Manager Aberdeenshire Council Planning and Building Standards Gordon House Blackhall Road Inverurie AB51 3WA 01467 534333 Kenny.simpson@aberdeenshire.gov.uk building_standards@aberdeenshire.gov.uk
Existing Activity	Building Standards Verification
Operational Times	0845 -1700 Mon - Fri
Equipment Levels	Standard office computers and PPE equipment
Staff Levels	27.5 staff
Key Performance Indicators	Reported to Area Committees and Building Standards Division of Scottish Government.
Legislation/Policy	Building (Scotland) 2003 Act
Existing Value of Contract/Service	Statutory service which value cannot be easily quantified
Boundary Area	Aberdeenshire
Non-compliance Procedure	Enforcement action
Additional Information or Notes	http://www.aberdeenshire.gov.uk/planning/building-standards/

1.3.4 Conservation

Service Area: - Property and Facilities	
Activity Area	Listed Building/ Conservation Areas/ Trees (Environment Team)
Statutory/Non-statutory Service	Statutory
Description/Specification	<p>Inverurie is a Proposed Conservation Area as per the Aberdeenshire Development Plan 2012. This is a non-statutory matter until such times that it is formally designated.</p> <p>There is no guarantee that it will or will not be designated.</p>
Contact	<p>Cheryl Roberts Environment Planner (Built Heritage) Aberdeenshire Council Property and Facilities Management Viewmount Arduthie Road Stonehaven AB39 2DQ</p> <p>01569 768291 cheryl.roberts@aberdeenshire.gov.uk</p>
Existing Activity	Since this is a proposed plan there is no existing activity, however if the decision is authorised by the Area Committee to designate a Conservation Area for Inverurie Town Centre the Conservation Area would fall into the defined area of the BID.
Operational Times	The planning office is open from 9-5 Monday-Friday
Equipment Levels	There are no requirements for equipment at this stage
Staff Levels	There are currently a team of 4 officers within the conservation team, 2 of which will cover the BID area.
Key Performance Indicators	Until the Conservation Area is designated within Inverurie Town Centre there are currently no key performance indicators.
Legislation/Policy	Planning Listed Buildings and Conservation Areas (Scotland) Act 1997
Existing Value of Contract/Service	This is not applicable to the BID Area
Boundary Area	If Inverurie were to be designated as a Conservation Area it would fall within the defined area of the BID.
Non-compliance Procedure	If Inverurie were to be designated as a Conservation Area, a compliance procedure will be put in place.



Additional Information or Notes	If Inverurie were to be designated as a Conservation Area this may unlock grant funding opportunities.

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1.4 LEGAL AND GOVERNANCE

1.4.1 Registration of Births, Deaths, Marriages and Civil Partnerships

Service Area: - Legal and Governance	
Activity Area	Registration of Births, Deaths, Marriages and Civil Partnerships
Statutory/Non-statutory Service	Combination of statutory and non-statutory services.
Description/Specification	<p>Statutory: Registration of Births, Deaths, Marriages and Civil Partnerships. Officiation of marriage ceremonies and British Citizenship ceremonies in local registry office.</p> <p>Non-statutory: Provision of professional ceremony services – creating and officiating personalised, modern marriage, civil partnership, baby naming and renewal of vows ceremonies in locations throughout the local area and throughout Aberdeenshire.</p> <p>Provision of family history/genealogy service, allowing paid access to historical archives.</p>
Contact	<p>David Nicholson Registration Team Leader Aberdeenshire Council Legal and Governance Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01224 664467 David.nicholson@aberdeenshire.gov.uk</p>
Existing Activity	As above
Operational Times	0845 – 1700 Mon - Fri
Equipment Levels	<p>1 admin office with 1 x standard flexible desk per FTE</p> <ul style="list-style-type: none"> - 1 x laptop per FTE - 1 shared printer - 1 x fax - 1 x scanner <p>1 x interview room for client contact. 2 x</p> <ul style="list-style-type: none"> - 1 x fixed desktop pc with payment card facility attached - OR - 1 x flexible desk with alternative payment facility - 1 x desktop printer



Staff Levels	2.2 FTE
Key Performance Indicators	Annual assessment of accuracy levels (&age aim = 98%) Total uptake of Tell Us Once service in Death registration (aim 75%)
Legislation/Policy	Acting as agents of the National Records of Scotland (per the Registration act 1965)
Existing Value of Contract/Service	This falls within the registration teams budget.
Boundary Area	The Inverurie registration office is one of 8 offices situated throughout Aberdeenshire. Together, we serve the entire Aberdeenshire Council local authority area. Customers may visit any office within Aberdeenshire.
Non-compliance Procedure	Not applicable
Additional Information or Notes	For further information, or clarification on any of the above, please contact David Nicholson – 01224 664467.

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1.4.2 Street entertainment and street trading licencing - licensing and enforcement of street activities

Service Area: - Legal and Governance	
Activity Area	Licensing of public entertainment and street trading.
Statutory/Non-statutory Service	Statutory
Description/Specification	Administration and determination of applications for public entertainment licences and street trader's licences under section 41 and 39 respectively of the Civic Government (Scotland) Act 1982. Note not all public entertainment requires to be licensed and it is only required for specified activities and venues designated in the applicable Council resolution.
Contact	Susan Odlin Admin Officer Aberdeenshire Council Legal and Governance Viewmount Arduthie Road Stonehaven Aberdeenshire AB39 2DQ 01569 768255 Susan.odlin@aberdeenshire.gov.uk
Existing Activity	As per description
Operational Times	Licence is required at all times that licensable activity is taking place. Licensing service is available during normal office hours.
Equipment Levels	Normal office/ admin equipment
Staff Levels	1.5FTE
Key Performance Indicators	Achieve a "Very satisfied" or "Satisfied" for overall customer satisfaction in the Licensing Customer Survey-target 80%
Legislation/Policy	Civic Government (Sc) Act 1982
Existing Value of Contract/Service	This falls within the licencing team budget
Boundary Area	Aberdeenshire
Non-compliance Procedure	Non-compliance is normally a criminal offence dealt with by the police.



Additional Information or Notes	As from 1 May 2016 Civic Licensing Standards Officer(s) will be required to be in place to assist with compliance.
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1.5 **WASTE**

1.5.1 Residential Waste Collection

Service Area: - Protective Services and Waste	
Activity Area	Waste
Statutory/Non-statutory Service	Statutory
Description/Specification	<p>The Waste Management Team provides waste disposal, recycling and monitoring services throughout Aberdeenshire. Services are being continually developed in line with the aims of the Council's Integrated Sustainable Waste Management Strategy, the EU Landfill Directive and national recycling and zero waste targets.</p> <p>Household Waste & Recycling Centres offer householders safe, environmentally responsible, free waste disposal as well as facilities to recycle a wide range of materials.</p> <p>In 2015 the service introduced co-mingled recycling and food waste collections. The new system provides fortnightly recycling collections picking up, paper and cardboard, plastics including bottles, yoghurt pots and food trays, cans, used beverage cartons (commonly known as Tetra Paks) and household batteries. Food waste is collected weekly. Refuse collections are also made fortnightly.</p> <p>A network of over 200 Recycling Points offers further opportunities for all householders to recycle a variety of materials locally. Special uplifts of bulky waste are also offered, at a small charge, to encourage responsible disposal of waste.</p> <p>Community Waste Officers provide a face-to-face service to help ensure effective delivery of waste disposal and recycling services as well as addressing any difficulties members of the public have in utilising the recycling and refuse collections.</p> <p>The Waste Management team also runs public information campaigns under the banner of Recycle for Aberdeenshire as part of the national Recycle for Scotland brand. Local and national campaigns aim to increase waste reduction, reuse and recycling towards the target of zero waste and may receive funding from the Scottish Government through Zero Waste Scotland.</p>
Contact	<p>Sue Horrobin Waste Manager Aberdeenshire Council Protective Services and Waste Management Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01467 536185 sue.horrobin@aberdeenshire.gov.uk</p>



	<p>Andy Shridan Waste Team Manager (Collections and Cleansing) 01467 536304 andrew.sheridan@aberdeenshire.gov.uk</p> <p>Waste Support Leader (C&C Central) Paul Gray 01467 670364 paul.gray@aberdeenshire.gov.uk</p> <p>Wasteline 03456 08 12 07</p>
Existing Activity	Residual Waste collection
Operational Times	Mon-Fri 07.00-16.45
Equipment Levels	3 x 26t RCV's (2 full days each week, one week refuse/one week recycling)
Staff Levels	3 x LGV Drivers and 6 x Skilled Waste Operatives (2 full days each week, one week refuse/one week recycling)
Key Performance Indicators	Missed bin reports.
Legislation/Policy	Environmental Protection Act section 45
Existing Value of Contract/Service	This falls under the Waste budget
Boundary Area	All domestic properties within the BID area
Non-compliance Procedure	Customers complaining for bins to be emptied. Recycling – contamination issue discussed with customer. Customers are requested to separate their waste.
Additional Information or Notes	<i>Integrated Sustainable Waste Management Strategy</i> . It sets out the approach to be taken by the Council to improve the refuse recycling and collection service. (See Council's website at:- http://www.aberdeenshire.gov.uk/waste/Whats_Happening/Waste_strategy.asp)



1.5.2 Street / carriageway and footway cleansing (including litter bins) - day and night service

Service Area: - Waste	
Activity Area	Waste
Statutory/Non-statutory Service	Statutory
Description/Specification	<p>Street cleaning, litter control and action against fly tipping are also handled by Waste Management, as is the monitoring of landfill sites and the promotion of internal waste reduction, reuse and recycling within the Council.</p> <p>The aim of the service is to manage the local street environment to ensure it is kept clean and the LEAMS (Local Environmental Audit and Management System) standards/scores are maintained or improved.</p>
Contact	<p>Sue Horrobin Waste Manager Aberdeenshire Council Protective Services and Waste Management Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01467 536185 sue.horrobin@aberdeenshire.gov.uk</p> <p>Waste Team Manager (Collections and Cleansing) Andy Sheridan 01467 536304 andrew.sheridan@aberdeenshire.gov.uk</p> <p>Waste Support Leader (C&C Central) Paul Gray 01467 670364 paul.gray@aberdeenshire.gov.uk</p> <p>Peter Rhodes Waste Management Supervisor peter.rhodes@aberdeenshire.gov.uk</p> <p>Wasteline 03456 08 12 07</p>
Existing Activity	Litter picking, Mechanical and hand sweeping, fly tipping.
Operational Times	Mon-Thurs 07.00-15.00 Fri 07.00-14.30



Equipment Levels	1 x precinct sweeper, 1 x 7.5t sweeper (25% of its time) & 1 x 15t sweeper (15% of its time), 1 x Litter Patrol Vehicle, 1 x Caged Vehicle
Staff Levels	1 x LGV Driver Mon-Fri, 4 x Skilled Waste Operatives Mon-Fri and overtime Sat/Sun, 2 x Street Orderlies Mon-Fri
Key Performance Indicators	LEAMS
Legislation/Policy	Environmental Protection Act 1990
Existing Value of Contract/Service	This falls within the Waste budget
Boundary Area	Within the BID area.
Non-compliance Procedure	On receipt of a complaint or request is recorded on Confirm and sent to the relevant Supervisor to be investigated and action taken to resolve the issue.
Additional Information or Notes	

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1.5.3 Street litter bin emptying – including “Big Belly Bins” if appropriate

Service Area: - Waste	
Activity Area	Waste
Statutory/Non-statutory Service	Statutory
Description/Specification	Carried out as part of the street cleansing function. Provide free standing Litter Bins in various locations throughout the BID area.
Contact	<p>Sue Horrobin Waste Manager Aberdeenshire Council Protective Services and Waste Management Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01467 536185 sue.horrobin@aberdeenshire.gov.uk</p> <p>Waste Team Manager (Collections and Cleansing) Andy Sheridan 01467 536304 andrew.sheridan@aberdeenshire.gov.uk</p> <p>Waste Support Leader (C&C Central) Paul Gray 01467 670364 paul.gray@aberdeenshire.gov.uk</p> <p>Peter Rhodes Waste Management Supervisor peter.rhodes@aberdeenshire.gov.uk</p> <p>Wasteline 03456 08 12 07</p>
Existing Activity	Bins are currently serviced 7 days a week
Operational Times	Mon-Thurs 07.00-15.00, Fri 07.00-14.30, Sat & Sun 06.00-10.00
Equipment Levels	1 x precinct sweeper, 1 x 7.5t sweeper (25% of its time) & 1 x 15t sweeper (15% of its time), 1 x Litter Patrol Vehicle, 1 x Caged Vehicle
Staff Levels	1 x LGV Driver Mon-Fri, 4 x Skilled Waste Operatives Mon-Fri and overtime Sat/Sun, 2 x Street Orderlies Mon-Fri
Key Performance Indicators	Complaints for overflowing or unemptied bins.



	Daily emptying. Street cleansing monitoring assessments by external monitors (Local Authority and Keep Scotland Beautiful).
Legislation/Policy	To comply with the Environmental Protection Agency
Existing Value of Contract/Service	In line with Street Cleansing Budget
Boundary Area	Within the BID area
Non-compliance Procedure	Emptying bins on a daily basis. Any non-compliance will be a report of an unemptied/overflowing bin, which would be responded to.
Additional Information or Notes	We currently don't operate any 'Big Belly' bins within the BID area.

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1.5.4 Recycling points and (residential) Recycling collection

Service Area: - Waste	
Activity Area	Waste
Statutory/Non-statutory Service	Statutory
Description/Specification	Details of the recycling centres can be found on the Council's website at:- http://www.aberdeenshire.gov.uk/waste/recycling-centres-and-points/
Contact	<p>Sue Horrobin Waste Manager Aberdeenshire Council Protective Services and Waste Management Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01467 536185 sue.horrobin@aberdeenshire.gov.uk</p> <p>Waste Team Manager (Collections and Cleansing) Andy Sheridan 01467 536304 andrew.sheridan@aberdeenshire.gov.uk</p> <p>Waste Support Leader (C&C Central) Paul Gray 01467 670364 paul.gray@aberdeenshire.gov.uk</p> <p>Wasteline 03456 08 12 07</p>
Existing Activity	Food Waste and mixed dry recycling collection from all households, Mini Recycling Points, Glass Recycling Points.
Operational Times	Monday to Friday 07.00-16.45
Equipment Levels	2 x 26t RCV's on recycling point collection and 1 x 26t Toploader on Glass collection, also see residual waste collection.
Staff Levels	3 x Large Goods Vehicle drivers, 3 x Skilled Waste Operatives, operating 1 day per week within the area.
Key Performance Indicators	Overflowing or unemptied bins leading to complaints. Send a crew out to action and empty. Emptied twice per week or weekly depending on how often they are used.



Legislation/Policy	New Waste Scotland Regulations The EU Waste Framework Directory Scottish Government Zero Waste Plan
Existing Value of Contract/Service	In line with Aberdeenshire Council's Waste Budget
Boundary Area	Inverurie BID area
Non-compliance Procedure	Incidents relating to non-compliance are passed on to Aberdeenshire Council Enforcement officers.
Additional Information or Notes	

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1.5.5 Fly Posting

Service Area: - Cleaning Services – Mobile Cleaning- Business Services	
Activity Area	Graffiti Removal – as & when reported. Fly posting removal from Bus Shelters only
Statutory/Non-statutory Service	Statutory
Description/Specification	Removal of Graffiti (SLA between Aberdeenshire Community Safety Partnership). Removal of fly posting (SLA between Aberdeenshire Transport Unit).
Contact	Andrew Meechan Team Leader (Cleaning Services) Aberdeenshire Council Property and Facilities Management Woodhill house Westburn road Aberdeen AB16 5GB 01224 664225 andrew.meechan@aberdeenshire.gov.uk Carol Duncan Mobiles Area Supervisor Cleaning Services 01356 585870 carol.duncan@aberdeenshire.gov.uk
Existing Activity	Mon- Fri Public Holidays – No Service
Operational Times	08.00 - 16.15
Equipment Levels	Various Vehicles , pressure washers , chemicals & PPE
Staff Levels	4 Mobile Cleaners
Key Performance Indicators	Graffiti Removal - Offensive – 5 working days. Non-offensive – 10 working days (Where a building is private owned we have a disclaimer letter we go through with the owner (if known) Fly posting- Remove from bus shelters only as part of cleaning contract.
Legislation/Policy	Scottish Government Antisocial Behaviour (Scotland) Act 2004



Existing Value of Contract/Service	£5k from Aberdeenshire Community Safety Partnership
Boundary Area	Aberdeenshire only
Non-compliance Procedure	Not applicable
Additional Information or Notes	Please note- removal of Flyposting other than Bus Shelters is not in our Remit. Graffiti reports are sent to cleaning services Team Leader & Mobiles Area Supervisor via council contact centre.

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1.6 TRADING STANDARDS

1.6.1 Trading Standards

Service Area: - Protective Services	
Activity Area	Trading Standards
Statutory/Non-statutory Service	Statutory
Description/Specification	Ensuring that businesses comply with consumer protection legislation, through enforcement, advice and compliance guidance. Advice and mediation service to consumers and small traders.
Contact	<p>Wilma Urquhart Trading Standards Manager Aberdeenshire Council Protective Services and Waste Management Gordon House Blackhall Road Inverurie AB51 3WA</p> <p>01467 536190 Wilma.urquhart@aberdeenshire.gov.uk</p>
Existing Activity	<p>Inspections of High and some Upper Medium risk premises. Inspections of feed businesses in accordance with Food Standards Scotland Codes of Practice. Advice and mediation in relation to complaints and referrals received from Citizens Advice and directly. Investigation of breaches of criminal legislation identified. Advice to businesses during inspections, as a result of complaints or by request. Advice and test purchase activity in relation to age-restricted products.</p>
Operational Times	8.45am – 5pm Monday- Friday. Outwith these hours as required.
Equipment Levels	Metrology equipment necessary to carry out metrology enforcement.
Staff Levels	22 FTE with currently 2 vacant posts based in 2 locations within Aberdeenshire
Key Performance Indicators	<p>Cost of trading standards per 1000 population</p> <p>% of requests for Business advice completed within 14 days of receipt of request</p> <p>% of requests for consumer advice completed within 14 days of receipt of request</p> <p>% of high risk premises inspected</p>



Legislation/Policy	See attached list
Existing Value of Contract/Service	This falls within the trading standards budget
Boundary Area	Aberdeenshire
Non-compliance Procedure	Legislative breaches dealt with, depending on seriousness, by education, advice, warnings, and fixed penalties with the ultimate sanction of prosecution. Decisions are subject to our Enforcement Policy
Additional Information or Notes	The service is supplied across Aberdeenshire and there are no staff dedicated to the Inverurie area. The information supplied applies to the whole of Aberdeenshire.

Advanced Television Services Regulations 2003	The Personal Protective Equipment Regulations 2002
Antisocial Behaviour (Scotland) Act 2004, Secs 122 and 123	Petroleum (Consolidation) Regulations 2014
Agricultural Produce (Grading & Marking) Act 1928	The Pressure Equipment Regulations 1999
The Aerosol Dispenser Regulations 2009	Provision of Services Regulations 2009
The Biocidal Products and Chemicals (App of Authorities and Enforcement) Regulations 2013	Poisons Act 1972
The Biofuel (Labelling) Regulations 2004	Prices Acts 1974 – 75
Business Protection from Misleading Marketing Regs 2008	The Pyrotechnic Articles (Safety) Regulations 2015
The Cat and Dog Fur (Control of Import, Export and Placing on the Market) Regulations 2008	Psychoactive Substances Act 2016
The Chemicals (Hazard Information & Packaging for Supply) Regulations 2009	Radio Equipment and Telecommunications Terminal Equipment Regulations 2000
Children & Young Persons (Protection from Tobacco) Act 1991	The REACH Enforcement Regulations 2008
Civic Government (Scotland) Act 1982 (Secs 27A-G & 94)	The Recreational Craft Regulations 2004
Clean Air Act 1993 (Secs 30 & 32)	Road Traffic Act 1988 (Sec 17)
The Construction Products Regulations 2013	The Simple Pressure Vessels (Safety) Regulations 1991
The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013	The Single Use Carrier Bags Charge (Scotland) Regulations 2014
Consumer Credit Act 1974	The Supply of Machinery (Safety) Regulations 2008
Consumer Protection Act 1987 (including the issue of Suspension Notices under Sec 14)	The Textile Products (Labelling and Fibre Composition) Regs 2012
The Consumer Protection from Unfair Trading Regs 2008	The Timeshare, Holiday Products, Resale and Exchange Contracts Regulations 2010
Consumer Rights Act 2015	Tobacco Advertising and Promotion Act 2002
	Tobacco and Primary Medical Services (Scotland) Act 2010
	Trade Descriptions Act 1968
	Trade Marks Act 1994



Copyright Designs & Patents Act 1988	Unsolicited Goods and Services Act 1971
The Crystal Glass Descriptions Regulations 1973	Video Recordings Act 1984 (as re-enacted by the Video Recordings Act 2010) and 1993
The Cosmetic Products Enforcement Regulation 2013	The Volatile Organic Compounds in Paints, Varnishes and Vehicle Refinishing Products Regulations 2012
Customs and Excise Management Act 1979	
Dangerous Substances and Explosive Atmospheres Regulations 2002	
The Detergents Regulations 2010	Agriculture Act 1970
Education Reform Act 1988	The Feed Hygiene & Enforcement (Scotland) Regulations 2005
The Electromagnetic Compatibility Regulations 2006	The Genetically Modified Animal Feed (Scotland) Regs 2004
Energy Act 1976	The Official Food & Feed Controls (Scotland) Regulations 2009
The Energy Efficiency (Ballasts for Fluorescent Lighting) Regulations 2001	The Transmissible Spongiform Encephalopathies (Scotland) Regulations 2010
Energy Information Regulations 2011	The EC Fertiliser (Scotland) Regulations 2006
Enterprise Act 2002	
Environment Act 1995	The Weights & Measures Act 1985
Estate Agents Act 1979	The Weights & Measures Act 1976
European Communities Act 1972	The Measuring Instruments (Capacity Serving Measures) Regulations 2006
Explosives Act 1875	The Measuring Instruments (Automatic Catchweighers) Regulations 2006
Explosives Regulations 2014	The Measuring Instruments (Automatic Discontinuous Totaliser) Regulations 2006
Fireworks Act 2003	The Measuring Instruments (Automatic Railway Weighbridges) Regulations 2006
Food & Environmental Protection Act 1985	The Measuring Instruments (Beltweighers) Regulations 2006
The Footwear (Indication of Composition) Regulations 1995	The Measuring Instruments (Cold Water Meters) Regulations 2006
The General Product Safety Regulations 2005 (Including the issue of Suspension Notices under Regulation 11 and Withdrawal Notices under Regulation 14)	The Measuring Instruments (EEC Requirements) Regulations 1988
Hallmarking Act 1973	The Measuring Instruments Automatic Gravimetric Filling Instruments) Regulations 2006
Housing (Scotland) Act 2006 (for the purposes of Section 110, 111 and 112)	The Measuring Instruments (Liquid Fuel & Lubricants) Regulations 2006
Intellectual Property Act 2014	The Measuring Instruments (Liquid Fuels Delivered from Road Tankers) Regulations 2006
Medicines Act 1968	The Measuring Instruments (Material Measures of Length) Regulations 2006
Motor Cycle Noise Act 1987	
The Organic Products Regulations 2009	
Package Travel, Package Holidays and Package Tours Regulations 1992	



The Packaging (Essential Requirements) Regulations 2003

Weights & Measures (Packaged Goods) Regulations 2006

The Passenger Car (Fuel Consumption and CO₂ Emissions
Information) Regulations 2001

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1.7 ENVIRONMENTAL HEALTH

1.7.1 Workplace Health and Safety

Service Area: - Environmental Health	
Activity Area	Workplace Health and Safety
Statutory/Non-statutory Service	Statutory role for Local Authorities to deliver an effective and efficient regulatory enforcement service.
Description/Specification	General Regulatory Role Health and Safety at Work etc Act 1974
Contact	<p>Graham Robertson Team Manager (Health and Safety) Aberdeenshire Council Protective Services and Waste Management Towie House Manse Road Turriff AB53 4AY</p> <p>01888 564152</p> <p>graham.robertson@aberdeenshire.gov.uk</p>
Existing Activity	<p>The Environmental Health Service provides coverage of all areas. Businesses that are seen as workplaces are subject to interventions carried out in accordance with the Health and Safety at Work etc Act 1974 and supporting statutory provisions. The following services are provided:</p> <p>Education, training, advice and guidance on occupational health and safety.</p> <p>Programmed inspections of higher risk activities and premises undertaken.</p> <p>Compliance visits to premises in regard to licensing at the request of licensing boards.</p> <p>Investigation of complaints, workplace accidents, dangerous occurrences and cases of occupational diseases as per the incident selection criteria.</p> <p>Health and Safety promotion, including provision as a registered training body.</p>
Operational Times	Service is delivered from ten regional offices located throughout Aberdeenshire between the hours of 08.45-17.00 Monday to Friday and at all other times via the Councils Out-Of-Hours Contact Service



Equipment Levels	The number of officers on duty at any time varies but service delivery is maintained throughout.
Staff Levels	1 EH Manager; 1 Team Manager Health and Safety; Environmental Health Teams with area focus.
Key Performance Indicators	Performance indicators in relation to percentage of premises in Category A inspected.
Legislation/Policy	The Health and Safety at Work etc Act 1974 and associated statutory provision made thereunder.
Existing Value of Contract/Service	Resources prioritised as necessary.
Boundary Area	All areas within the Aberdeenshire Local Authority Area.
Non-compliance Procedure	Workplaces found not comply with statutory requirements will be subject to proportionate enforcement as per the Service enforcement policy.
Additional Information or Notes	

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1.7.2 Contaminated Land & Nuisance and Air Quality

Service Area: - Environmental Health	
Activity Area	Environmental Protection
Statutory/Non-statutory Service	Statutory Service
Description/Specification	The identification and remediation of contaminated land and the investigation of complaints which may indicate the presence of nuisance under the Environmental Protection Act 1990 (Parts IIA and III). The monitoring of Local Air Quality under the provisions of Part IV of the Environment Act 1995.
Contact	John Bell Team Manager for Garioch and North Marr Aberdeenshire Council Environmental Health Gordon house Blackhall Road Inverurie AB51 3WA 01467 533502 John.bell@aberdeenshire.gov.uk
Existing Activity	The investigation of complaints. The monitoring of Local Air Quality. The identification and remediation of contaminated land.
Operational Times	Office Hours. Where it is suspected that the subject of complaint can only be witnessed out of office hours, arrangements will be made to attend on site during these hours.
Equipment Levels	That which is necessary to undertake the duties.
Staff Levels	Team Manager, 2 Senior Environmental Health Officers, 3 Environmental Health Officers.
Key Performance Indicators	Reaction time to domestic noise complaints where attendance on site is deemed necessary to undertake an investigation.
Legislation/Policy	Environmental Protection Act 1990 Environment Act 1995 Plus various subordinate legislation.
Existing Value of Contract/Service	Resources prioritised as necessary.
Boundary Area	All land encompassed within the Business Improvement District area.



Non-compliance Procedure	Initially, informal encouragement is used. Only in those cases of continued non-compliance, and where it is considered that there are no other means of obtaining compliance, is formal action (including reporting to the procurator fiscal) considered.
Additional Information or Notes	None

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1.7.3 Food Hygiene and Standards

Service Area: - Environmental Health Service	
Activity Area	Food Hygiene and Standards
Statutory/Non-statutory Service	Statutory Service.
Description/Specification	Proactive Regulatory Role Food Safety encompassing Food Hygiene and Food Standards.
Contact	<p>John Bell Lead Food Officer Aberdeenshire Council Gordon House Blackhall Road Inverurie AB51 3WA</p> <p>01467 533502</p> <p>john.bell@aberdeenshire.gov.uk</p>
Existing Activity	<p>The Food Safety Section of the Environmental Health Service provides 24/7 enforcement throughout Aberdeenshire.</p> <p>Food premises/businesses are subject to statutory interventions carried out in accordance with the Food Safety Act 1990, Section 40 Food Law Code of Practice (Scotland).</p> <p>The following services are provided:</p> <ul style="list-style-type: none"> • Inspection of premises where food is manufactured, stored, processed, prepared or sold to ensure that it is handled hygienically, that the premises operate in a hygienic manner and it meet the legal requirements of food law. • Investigation of food and food premises complaints in respect of contamination, composition, labelling, quality and unhygienic practices. • Obtaining and submitting samples of food for microbiological examination and chemical analysis in accordance with national and local sampling plans or as a result of a consumer complaint. • Investigation of the occurrence of alleged and confirmed food poisoning, food borne and water borne disease. • Education, training, promotion and provision of advice and guidance on food matters to businesses and residents of and visitors to Aberdeenshire. • Participation in the national Eat Safe Award Scheme, Healthy Living Award Scheme and the Food Hygiene Information Scheme.



Operational Times	9.00 a.m. and 5.00 p.m. Monday to Friday and via the Council's Contact Centre at 03456 08 12 07 5.00 p.m. and 9.00 a.m. weekdays and all weekend (emergencies only).
Equipment Levels	The Environmental Health area team operating from Gordon House are provided with all equipment necessary to carry out all regulatory functions of the Service and which is maintained in working order and calibrated as necessary.
Staffing Levels	The Environmental Health area team is made up of a Team Leader, 2 Senior Environmental Health Officers, 3 Environmental Health Officers, 1 Technical Officer (Food), 3 Technical Officers (Water) and 1 Licensing Standards Officer although the number and scope of officer available at any time may vary.
Key Performance Indicators	Within the Council area which includes the Business Improvement District, the Environmental Health Service collates and reports the Performance Indicator in relation to the percentage of high risk premises (Category A and B as defined in the Food Law Code of Practice (Scotland) that have attained the standard of "broadly compliant" (as defined in the Food Law Code of Practice (Scotland)).
Legislation/Policy	The Food Safety Act 1990 and associated UK and EC legislation.
Existing Value of Contract/Service	Resources prioritised as necessary.
Boundary Area	All premises situated within the Business Improvement District area.
Non-compliance Procedure	Food businesses which are found not to comply with food law legislative requirements as subject to Aberdeenshire Council's Food Law Enforcement Policy and Procedure which can be accessed via the link below. P:\CONSUMER AFFAIRS\Resource Library - Food\Food Law - Policies & Procedures\Food Law Enforcement\Food Law Enforcement Policy 2014.doc
Additional Information or Notes	



1.7.4 Public Health, Housing, Private Water Supplies & Port Health

Service Area: - Environmental Health	
Activity Area	Public health and Housing, private water supplies, and port health.
Statutory/Non-statutory Service	Both statutory and non-statutory duties.
Description/Specification	Response to complaints from third parties combined with planned inspection and auditing work.
Contact	John Grant Team Manager (Public Health) Aberdeenshire Council Buchan House St peter Street Peterhead AB42 1QF 01779 483250 John.grant@aberdeenshire.gov.uk
Existing Activity	Planned inspection and monitoring programmes combined with the ability to respond to requests for service within reasonable timescales.
Operational Times	Normal Aberdeenshire Council operating hours plus emergency out of hours response service.
Equipment Levels	Noise monitoring and water sampling equipment available to all enforcement staff.
Staff Levels	22 Environmental Health Officer who perform enforcement work in the subject areas discussed.
Key Performance Indicators	PIs related to response to noise complaints and monitoring and sampling of private water supplies.
Legislation/Policy	National legislation covering environmental protection, private sector housing and animal health and dog control. Council internal policies linked to National and Government guidance.
Existing Value of Contract/Service	No part of the service contracted out to third parties. Falls under Environmental Health Budget
Boundary Area	Aberdeenshire Council area boundary.
Non-compliance Procedure	Combination of direct formal enforcement based on legal requirements of legislation combined with informal/educational approach to securing compliance with less serious non compliances.



Additional Information or Notes	

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1.8 COMMUNITY HEALTH

1.8.1 Dementia Friendly Communities

Service Area: - Health Improvement	
Activity Area	Dementia Friendly Communities
Statutory/Non-statutory Service	Statutory
Description/Specification	Health and Social Care Partnership, Community Planning and voluntary sector initiative
Contact	<p>Bill Stokoe Health & Social Care Partnership Aberdeenshire Council Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>bill.stokoe@aberdeenshire.gov.uk 01224 664981</p> <p>Jill Sowden Community Planning Officer Aberdeenshire Council Gordon House Blackhall Road Inverurie AB51 3WA</p> <p>jill.sowden@aberdeenshire.gov.uk 01467 534455</p>
Existing Activity	Initiative working with shops, services, facilities and the community to raise awareness of dementia
Operational Times	Normal Working Hours Monday to Friday 9am-5pm
Equipment Levels	None
Staff Levels	One part-time worker in Inverurie Town Centre
Key Performance Indicators	Currently being worked on
Legislation/Policy	Aberdeenshire Dementia Strategy



Existing Value of Contract/Service	This initiative comes under the Garioch Community Planning Group Partnership budget.
Boundary Area	Inverurie Town Centre
Non-compliance Procedure	Not applicable
Additional Information or Notes	

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1.9 SOCIAL CARE AND HEALTH

1.9.1 Criminal Justice

Service Area:- Criminal Justice Social Work Service	
Activity Area	<p>Locality offices based across Aberdeenshire including HMP Grampian for the provision of a range of criminal justice social work services to people who are in both community and custodial settings.</p> <p>In Inverurie, criminal justice social work is delivered by the criminal justice team in Inverurie and surrounding areas.</p>
Statutory/Non-statutory Service	Statutory
Description/Specification	Provision of criminal justice social work services in Aberdeenshire.
Contact	<p>Dawn Leslie Social Work Manager (Criminal Justice and Substance Misuse) Criminal Justice Social Work 63 High St Inverurie Tel 01467 625 555 Dawn.leslie@aberdeenshire.gov.uk</p>
Existing Activity	See Above
Operational Times	8.45am – 5pm Mon - Fri
Equipment Levels	Car parking facilities at each of the locality offices.
Staff Levels	8 criminal justice social work staff are based at the Inverurie office. Visiting criminal justice social workers and support workers from other parts of the criminal justice service may work out the office should they have meetings/contacts in the Inverurie area.
Key Performance Indicators	This is a statutory service provision.
Legislation/Policy	<p>Social Work (Scotland) Act 1968</p> <p>Criminal Justice(Scotland)Act 2003</p> <p>Criminal Justice & Licensing (Scotland) Act 2010</p> <p>Community Justice (Scotland) Act 2016</p> <p>Criminal Procedure (Scotland) Act 1995</p> <p>Management of Offenders etc (Scotland) Act 2005</p>



Existing Value of Contract/Service	Ring fenced funding through Scottish Government.
Boundary Area	Inverurie and surrounding villages. Boundary falls into offices in Ellon, Huntly and Stonehaven areas.
Non Compliance Procedure	Not applicable
Additional Information or Notes	

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1.9.2 Children & Families

Service Area: - Children's Services	
Activity Area	Locality office and resource centre for the provision of social work services to children in need in the community.
Statutory/Non-statutory Service	Statutory
Description/Specification	Provision of social work services to children in need, and their families, in the surrounding area.
Contact	Robert Driscoll Head of Service (Children's Services) Woodhill House Westburn Road Aberdeen AB16 5GB 01467 536177 Robert.driscoll@aberdeenshire.gov.uk
Existing Activity	See above
Operational Times	Monday to Friday 8.45am to 5.00pm
Equipment Levels	This is a purpose built resource. As well as providing an office base for the local area Children & Families Social Work Team it provides multi-purpose room which are equipped to enable a full range of single service and multi-agency activities to be undertaken within a modern, appropriate and user friendly environment. There are car parking facilities on one side of the building. There is a wheelchair accessible garden and play equipment in the grounds of the building. Toilet/changing facilities available to adults with disabilities and their carers as part of the 'Changing Places' scheme.
Staff Levels	Approximately 14 staff based in the centre: 1 x Social Work Team Manager; 12 social work practitioners of various levels; 1 x reception/support staff.
Key Performance Indicators	This is a statutory service provision and Key Performance Indicators are in line with the legislation stated below.
Legislation/Policy	Social Work (Scotland) Act 1968 Children (Scotland) Act 1995



	<p>Children's Hearing (Scotland) Act 2012</p> <p>Children and Young People Act (Scotland) 2014</p> <p>GIRFEC (Getting It Right For Every Child)- National policy framework</p>
Existing Value of Contract/Service	Information not available
Boundary Area	BID area plus Oldmeldrum, Whiterashes and part of Rothienorman up to the borders of Ellon; across to Old Rayne up to the Oyne Fork on the A96; up to but not including Kemnay and Kintore.
Non-compliance Procedure	Not applicable
Additional Information or Notes	These facilities provide targeted, timely Social Work and multi-agency programmes of support to children and their families, and are fully in accord with Council and national ambitions focused on prevention and early amelioration of adversity.

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1.10 **PROPERTY AND FACILITIES MANAGEMENT**

1.10.1 Mobile Cleaning – Business Services

Service Area: - Cleaning Services – Mobile Cleaning- Business Services	
Activity Area	Graffiti Removal – as & when reported. Fly posting removal from Bus Shelters only
Statutory/Non-statutory Service	Statutory
Description/Specification	Removal of Graffiti (SLA between Aberdeenshire Community Safety Partnership) Removal of fly posting SLA between Aberdeenshire Transport Unit)
Contact	<p>Andrew Meechan Team Leader - Cleaning Services Aberdeenshire Council Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01224 664225 andrew.meechan@aberdeenshire.gov.uk</p> <p>Carol Duncan Mobiles Area Supervisor- Cleaning Services Kessock Training Centre Kessock park Fraserburgh Aberdeenshire AB43 8UE</p> <p>01356 585870 carol.duncan@aberdeenshire.gov.uk</p>
Existing Activity	Mon- Fri Public Holidays – No Service
Operational Times	8am- 16.15pm
Equipment Levels	Various Vehicles , pressure washers , chemicals & PPE
Staff Levels	4 Mobile Cleaners
Key Performance Indicators	Graffiti Removal - Offensive – 5 working days Non-offensive – 10 working days (Where a building is private owned we have a disclaimer letter we go through with the owner (if known)



	Fly posting- Remove from bus shelters only as part of cleaning contract.
Legislation/Policy	Scottish Government Antisocial Behaviour (Scotland) Act 2004
Existing Value of Contract/Service	£5k from Aberdeenshire Community Safety Partnership
Boundary Area	Aberdeenshire only
Non-compliance Procedure	Not applicable
Additional Information or Notes	Please note- removal of Flyposting other than Bus Shelters is not in our Remit. Graffiti reports are sent to cleaning services Team Leader & Mobiles Area Supervisor via council contact centre

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1.10.2 Property Management

Service Area: - PROPERTY MANAGEMENT (P + FM)	
Activity Area	Property and Facilities Management – provision of facilities which support the delivery of Aberdeenshire Council’s strategic priorities.
Statutory/Non-statutory Service	Statutory and Non-Statutory
Description/Specification	Management of Aberdeenshire Councils operational and non-operational property assets within Inverurie (and wider council area).
Contact	<p>Allan Whyte Head of Property and Facilities Management Aberdeenshire Council Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01467 536138 Allan.whyte@aberdeenshire.gov.uk</p>
Existing Activity	<p>Property Asset Management Ensure that the Council’s built estate has the right properties in the right place at the right time to support the Council’s service needs.</p> <p>Implementation of various rationalisation programmes and projects and associated disposal of surplus assets.</p> <p>Responsible for the management and development of the Council’s non-operational and investment property, these are properties that are retained to support economic development within Aberdeenshire or used for investment purposes to generate a revenue income for the Council.</p> <p>Construction Project Delivery Design services for new and existing buildings are provided by multi-disciplinary teams along with cost planning and control</p> <p>Facilities Management Hard FM</p> <p>Responsible for managing the maintenance and repair of all the Council’s non-housing properties through term contractors. Also responsible for development of programmes of planned maintenance works and minor works.</p> <p>Soft FM Building Cleaning Section responsible for the provision of building cleaning and facilities management service, including management of Public Conveniences.</p>



	Facilities Management function covers the provision of janitorial, caretaking, reception and management services at corporate offices along with a number of town and public halls.
Operational Times	Normal Working Hours – Monday to Friday 9am-5pm
Equipment Levels	None
Staff Levels	Not specific to Business Improvement District with Service providing support across Aberdeenshire to all Council property.
Key Performance Indicators	Not applicable, however repairs and maintenance by term contractors are governed by attending to repair within prescribed timescales with this dependent upon nature of item.
Legislation/Policy	Not specific to Business Improvement District
Existing Value of Contract/Service	Not specific to Business Improvement District
Boundary Area	Not specific to Business Improvement District, list of Council operational and non-operational property assets within Inverurie attached as appendix A
Non-compliance Procedure	Not applicable
Additional Information or Notes	

1.11 ON/OFF-STREET CAR PARKING

1.11.1 Car parking – provision and maintenance “off road/street”

Service Area: - Transportation	
Activity Area	Car Parking
Statutory/Non-statutory Service	Statutory
Description/Specification	<p>The Council operates 113 off-street car parks. Many of these are free to use but car parking charges do apply in a number of the car parks. Details of these charges can be found on the Councils website at:-</p> <p>http://www.aberdeenshire.gov.uk/roads-and-travel/car-parking/pay-and-display/#sectioncharges</p>
Contact	<p>Mark Skilling Strategy Manager Transportation Aberdeenshire Council Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01224 665138 mark.skilling@aberdeenshire.gov.uk</p> <p>Lorna Hogg Parking Officer Transportation Aberdeenshire Council Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>07884116096 lorna.hogg@aberdeenshire.gov.uk</p>
Existing Activity	<p>Inverurie has five Park and Pay car parks, two full time free car parks and one free car park available only at weekends. In total in Inverurie there are 194 Park and Pay spaces, 306 free spaces (available 24/7), 15 additional free spaces available at weekends only, 31 disabled bays and 3 electric vehicle charging bays (2 for 50kw charger; 1 for 7kw charger).</p> <p>In Inverurie Park and Pay car parks, a free 30 min period is provided. A ticket is still required for this period.</p> <p>Additionally charges are available for at the following tariffs:</p> <ul style="list-style-type: none"> • 0– 2 hours - £1.20 • 2 – 3 hours - £2.00



	<ul style="list-style-type: none"> • 3 – 10 hours - £5.00
Operational Times	Mon – Sun, 24 hours per day
Equipment Levels	8 Metric Pay and Display Machines; Handheld device and printer for issuing Excess Charge Notices (also used in other areas)
Staff Levels	Car Parks are unmanned but are patrolled daily, during charging hours, to ensure compliance with conditions of use.
Key Performance Indicators	Tickets obtained from Pay and Display Machines Income from Park & Pay Number of Excess Charge Notices issued
Legislation/Policy	Road Traffic Act 1984 The Aberdeenshire Council (Garioch)(Off-Street Parking) Order, 2014 Local Transport Strategy 2012 – Aberdeen City and Shire NESTRANS Regional Parking Strategy 2012
Existing Value of Contract/Service	In-house management of car parks and enforcement Pay and Display Machine contract is part of overall Aberdeenshire Contract Back Office management of Excess Charge Notices contract is part of overall Aberdeenshire Contract.
Boundary Area	BID area and rest of Aberdeenshire
Non-compliance Procedure	Excess Charge Notices are issued for any vehicles found to be in contravention of the Off Street Parking Order. Excess Charge is £60, but discounted to £40 if paid within 14 days. There is also an instant payment rate available if paid within 24 hours although the right to appeal is then rescinded. If Payment is not made you may be pursued for payment through the Sheriff Court.
Additional Information or Notes	See website for more information on parking:- http://www.aberdeenshire.gov.uk/roads-and-travel/car-parking/ See website for list of Council run car parks:- https://www.aberdeenshire.gov.uk/roads-and-travel/car-parking/car-parks/ The relevant Off-Street Parking Orders can be found at:- https://www.aberdeenshire.gov.uk/roads-and-travel/car-parking/aberdeenshire-council-off-street-parking-orders/ The Local Transport Strategy 2012 – Aberdeen City and Shire can be found at:- https://www.aberdeenshire.gov.uk/media/2374/2012finalts.pdf



	<p>The NESTRANS Regional Parking Strategy 2012 can be found at:- http://www.nestrans.org.uk/db_docs/docs/Regional_Parking_Strategy_FIN_AL.pdf</p>
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1.12 LIBRARY SERVICES

1.12.1 Library Services

Service Area: - Inverurie, Aberdeenshire	
Activity Area	Library Services
Statutory/Non-statutory Service	Statutory service
Description/Specification	<p>Mobile library services Public library services Visit Scotland Information Point Housebound library service Free wireless internet access Free ICT access Family box deliveries Library services to care accommodation BookBug sessions Craft sessions Lego club Coding club Visually impaired services</p>
Contact	<p>Shona Fraser Senior Library Assistant Inverurie Library Town Hall Inverurie Aberdeenshire AB51 3SN inverurie.library@aberdeenshire.gov.uk</p> <p>Julia McCue Network Librarian Julia.mccue@aberdeenshire.gov.uk</p>
Existing Activity	As above
Operational Times	<p>Inverurie Library: https://www.aberdeenshire.gov.uk/libraries/locations/local-libraries/inverurie-library/</p> <p>Mobile Libraries: https://www.aberdeenshire.gov.uk/libraries/locations/mobile-libraries/</p>
Equipment Levels	<p>9 People's Network PCs Photocopier/printer (colour) 3 iPads E-Readers</p>



Staff Levels	1 Network Librarian 2 Senior Library Assistants (branch and mobile) 4 Fte Library Assistants
Key Performance Indicators	Visitor numbers Event attendance Number of resources borrowed Number of active library memberships
Legislation/Policy	Public Libraries Act (1850) Public Libraries & Museums Act (1964)
Existing Value of Contract/Service	This falls under Aberdeenshire Council's budget for libraries
Boundary Area	Aberdeenshire wide including the Inverurie BID Area
Non-compliance Procedure	Not applicable
Additional Information or Notes	

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1.13 EDUCATION

1.13.1 Education and Children's Services

Service Area: - Education and Children's Services	
Activity Area	Curriculum Development
Statutory/Non-statutory Service	Statutory
Description/Specification	Support of curriculum development in early years settings, primary and secondary schools.
Contact	<p>Alison Robertson Curriculum for Excellence Officer Education and Children's Services Aberdeenshire Council St Lenards Sandyhill road Banff Aberdeenshire AB45 1BH</p> <p>01261 813340 alison.m.robertson@aberdeenshire.gov.uk</p>
Existing Activity	Information can be found at http://arcadia3.aberdeenshire.gov.uk/?p=72844
Operational Times	Normal School Hours Monday to Friday 9am to 4pm excluding School holidays
Equipment Levels	As and when required depending on what is being taught
Staff Levels	Curriculum Team comprising of QIM, Curriculum Support Officer and Education Support Officers (Curriculum, Learning and Teaching and Assessment)
Key Performance Indicators	How Good is Our School 4 self-evaluation framework identifies the following quality indicator relating to the curriculum: Learning Provision – How good is the quality of the care and education we offer? 2.2 Curriculum
Legislation/Policy	Aberdeenshire's curriculum is developed in line with national and local guidelines (including Curriculum for Excellence, Getting it Right for Every Child and Developing the Young Workforce) http://www.educationscotland.gov.uk/
Existing Value of Contract/Service	In Line with Aberdeenshire Council's budget for Education
Boundary Area	There are two schools:- One Academy and one primary school that fall into the boundary of the Inverurie BID



Non-compliance Procedure	Not applicable
Additional Information or Notes	

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1.13.2 Early Learning and Childcare

Service Area: - Education and Children's Services	
Activity Area	Early Learning and Childcare
Statutory/Non-statutory Service	Statutory
Description/Specification	Aberdeenshire Council is responsible for the provision of early years learning and childcare. This is delivered in schools and partner providers in various locations across Aberdeenshire. Details of individual settings can be found at https://www.aberdeenshire.gov.uk/schools/information/early-learning-and-childcare-information/
Contact	James Martin Service Manager Operations Aberdeenshire Council Woodhill House Westburn Road Aberdeen AB16 5GB James.Martin@aberdeenshire.gov.uk
Existing Activity	See above
Operational Times	Various across all setting but need to offer 15hrs 50mins per week over 38 weeks, some partner providers offer 3 hour sessions over a 40 week period
Equipment Levels	Facilities required to meet Care Inspectorate requirements
Staff Levels	Settings with 2 year olds staff ratio 1:5, those with extended provision 1:8, those with enhanced provision may be 1: 8 and other settings 1:10
Key Performance Indicators	Care Inspectorate Grading Education Scotland Inspection Reports
Legislation/Policy	The Early Years Framework, Scottish Government and COSLA (2008:22) Building the Ambition - National Practice Guidance on Early Learning and Childcare Children and Young People (Scotland) Act 2014 Pre Birth to Three Scottish Government Curriculum for Excellence Scottish Government National Care Standards Care Inspectorate
Existing Value of Contract/Service	Council currently pay partner providers £3.90 per hour for a child aged 3 – 5 years and £4.18 per hour for a two year old



Boundary Area	Aberdeenshire wide not specific to bid area
Non-compliance Procedure	Build into SLA with partner providers
Additional Information or Notes	

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1.13.3 Secondary Education and Additional Support

Service Area: - Education and Children's Services	
Activity Area	Secondary Education and Additional Support
Statutory/Non-statutory Service	Statutory
Description/Specification	Delivering Equity and Excellence in Scottish Education
Contact	<p>Aberdeenshire Council Education and Children's Services Aberdeenshire Council Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01224 664886 annemarie.davies@aberdeenshire.gov.uk</p>
Existing Activity	<p>Information may be found at http://www.educationscotland.gov.uk/</p> <p>https://www.aberdeenshire.gov.uk/council-and-democracy/about-us/service-structure/ecs/</p>
Operational Times	09:00 – 17:00 Mon - Fri
Equipment Levels	As and when required
Staff Levels	<p>In line with levels set by Scottish Government http://www.gov.scot/Topics/Statistics/Browse/School-Education/teachcenssupdata</p>
Key Performance Indicators	<p>Curriculum of excellence How good is your school Attainment Levels Care Inspectorate Grading Education Scotland Inspection Reports</p>
Legislation/Policy	<p>National Legislation http://www.educationscotland.gov.uk/</p> <p>Policy Framework https://www.aberdeenshire.gov.uk/council-and-democracy/about-us/service-structure/ecs/</p>
Existing Value of Contract/Service	In Line with Aberdeenshire Council's budget for Education



Boundary Area	Aberdeenshire Wide
Non-compliance Procedure	See links below
Additional Information or Notes	https://online.aberdeenshire.gov.uk/Apps/schools-contacts/handbook/Inverurie%20Academy.pdf https://education.gov.scot/reports/aberdeenshire/5231639

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2.1 **ECONOMIC DEVELOPMENT**

2.1.1 Marketing, events and promotions

Service Area: - Economic Development	
Activity Area	Economic Development
Statutory/Non-statutory Service	Non-Statutory
Description/Specification	<p>See website for more details:- http://www.aberdeenshire.gov.uk/business/support-and-advice/</p> <p>Most marketing and promotional activity will take place under the Industry sector and involve food and drink.</p> <p>http://www.aberdeenshire.gov.uk/business/support-and-advice/industry-sectors/food-and-drink/food-and-drink/</p> <p>Aberdeenshire Council recognises the importance of the food and drink industry and its relationships to the traditional industry sectors of farming and fishing.</p> <p>A successful partnership of the private and public sector is the Grampian Food Forum. Set up in 1993, the Grampian Food Forum provides a strategic focus for the development of the food and drink industry in the North East of Scotland.</p>
Contact	<p>Derek McDonald Industry Support Executive (Rural & Maritime) Aberdeenshire Council Woodhill house Westburn Road Aberdeen AB16 5GB</p> <p>01224 664606 Derek.mcdonald@aberdeenshire.gov.uk</p> <p>Economic Development (Marketing and Events) Aberdeenshire Council Woodhill house Westburn Road Aberdeen AB16 5GB</p> <p>Kelly Morrison 01224 664525 Kelly.morrison@aberdeenshire.gov.uk</p> <p>Sheila Stuart 01224 664691 Sheila.stuart@aberdeenshire.gov.uk</p>



Existing Activity	<ol style="list-style-type: none"> 1. Strategic studies have recently been undertaken and published in support of: <ol style="list-style-type: none"> a) the local land-based sector http://www.aberdeenshire.gov.uk/facingthefuture/ b) the local fish processing sector https://www.aberdeenshire.gov.uk/media/11621/neprocessingstrategyreport.pdf 2. Grampian Food Forum innovation awards and other events (eg GFF Dining Club) 3. Financial and other support for local farmers' markets including Inverurie 4. Special events (e.g. Feast North East) 5. Hosting NE Scotland Agriculture Advisory Group https://www.aberdeenshire.gov.uk/business/support-and-advice/industry-sectors/agriculture-and-rural-development/the-north-east-scotland-agriculture-advisory-group-nesaag/ 6. Hosting NE Scotland Fisheries Development Partnership https://www.aberdeenshire.gov.uk/business/support-and-advice/industry-sectors/fishing/north-east-scotland-fisheries-development-partnership-nesfdp/#nov13th2013
Operational Times	Normal Office Hours: Monday to Friday 9am-5pm
Equipment Levels	None
Staff Levels	Around 20 hrs of officer time per week
Key Performance Indicators	See appendix – excerpts from https://www.aberdeenshire.gov.uk/media/11581/econdev_strategy.pdf
Legislation/Policy	https://www.aberdeenshire.gov.uk/media/11581/econdev_strategy.pdf
Existing Value of Contract/Service	All projects fall under the Economic Development Budget
Boundary Area	Aberdeenshire wide
Non-compliance Procedure	Not applicable
Additional Information or Notes	<p>For range of strategies and publications see the Councils website at:- http://www.aberdeenshire.gov.uk/business/support-and-advice/Publications/</p> <p>Awards video - https://www.youtube.com/watch?v=V1lwucbHUBQ</p> <p>Current website - http://www.nesfoodanddrinkawards.co.uk/the-hunt-starts-for-the-food-and-drink-stars/</p>



2.1.2 Business support – provided by Business Gateway

Service Area: - Economic Development	
Activity Area	Economic Development
Statutory/Non-statutory Service	Non-statutory
Description/Specification	<p>Aberdeenshire Council is the lead authority with responsibility for Business Gateway services in Aberdeen City and Shire. Business Gateway is a publicly funded service contributing to the economic wellbeing of Scotland by providing access to free business support services. In Aberdeenshire, the service provides assistance and impartial advice to people starting or growing their business by a combination of:</p> <p>Online support – a comprehensive website with practical information and useful guides.</p> <p>A programme of fully funded local workshops and events. Free workshops are delivered locally in Aberdeen, Peterhead and Inverurie for both start up and existing businesses.</p> <p>Advice to suit specific business needs through a network of experienced business advisers. Locally based business advisors are available to support your business.</p> <p>Business information – a dedicated team providing information and support on all aspects of starting and growing a business</p>
Contact	<p>Gary Hughes Business Gateway Manager Aberdeenshire Council Woodhill house Westburn Road Aberdeen AB16 5GB</p> <p>01224 664771 gary.hughes@aberdeenshire.gov.uk</p>
Existing Activity	<p>Start-up service – advice, support, workshops for pre-start and new businesses.</p> <p>Growth service – business advice, support and grants for growing businesses.</p> <p>Local support – Expert industry advice, events, IT support, local Survive and Thrive programme (provides practical advice and support to businesses currently facing trading challenges).</p> <p>For more information please call 01224 289725 or use the web contact at http://www.bgateway.com/local-offices/aberdeenshire/contact-us</p>



Operational Times	08.00 to 18.00 Monday to Friday
Equipment Levels	None
Staff Levels	18 external staff
Key Performance Indicators	Assist 1,000 start ups Aberdeen city and Shire High overall satisfaction rates
Legislation/Policy	Scottish Government Strategic objective: A Fairer and Wealthier Scotland – Generate more opportunities for work
Existing Value of Contract/Service	£1.342m pa (City and Shire)
Boundary Area	Joint contract covering all of Aberdeenshire and Aberdeen City.
Non-compliance Procedure	Commitment to deliver a national service by all Local Authorities. Funded by Scottish Government.
Additional Information or Notes	See Council's website at:- http://www.aberdeenshire.gov.uk/business/support-and-advice/Business-Support/ And:- http://www.bgateway.com/



2.1.3 Economic development including business support

Service Area: - Economic Development	
Activity Area	Economic Development
Statutory/Non-statutory Service	Non-Statutory
Description/Specification	<p>Aberdeenshire Council supports new and existing businesses through practical business advice and discretionary financial assistance, in the forms of loans and grants. Details of the Support for Aberdeenshire Business's (SAB) scheme can be found on the Council's website at:-</p> <p>https://www.aberdeenshire.gov.uk/business/support-and-advice/business-support/support-for-aberdeenshire-business/</p> <p>In an effort to expand the local economy Aberdeenshire Council has produced an Economic Development Strategy where the Council outlines how it will support industry in Aberdeenshire. To achieve this the Council offers assistance through its scheme – Support for Aberdeenshire Business (SAB).</p> <p>SAB aims to strengthen Aberdeenshire's economy by encouraging the expansion of local businesses.</p> <p>The scheme places importance on businesses selling outwith the area or attracting money into Aberdeenshire. The ultimate goal is to secure and expand the employment base and the economy of Aberdeenshire.</p> <p>SAB offers practical business advice and discretionary financial assistance, in the form of loans and grants, to both new and existing businesses throughout Aberdeenshire.</p>
Contact	<p>Main Contact:</p> <p>Morna Harper Service Manager Business & Communities Woodhill House Westburn Road Aberdeen AB16 5GB 01224 665218</p> <p>Morna.harper@aberdeenshire.gov.uk</p> <p>Jacqueline Rattray Business Support Officer 01224 664573</p> <p>Jacqueline.rattary@aberdeenshire.gov.uk</p>
Existing Activity	In 2015-16 the SAB scheme assisted 40 businesses and helped to create 58 jobs and safeguard 13 jobs. The funding from the SAB



	Scheme helped to lever in £2,393,735 from other sources to assist the projects being funded by the businesses. (2015/16 Garioch - 4 Businesses Assisted with Grants totalling £34,398)
Operational Times	Usually 9am – 5pm but will vary for adhoc events, meetings etc.
Equipment Levels	Not applicable
Staff Levels	Business Development Executive plus other ED officers on an adhoc basis.
Key Performance Indicators	Support for Aberdeenshire Business Scheme that will lead to 30 jobs being created and 60 jobs safeguarded per annum.
Legislation/Policy	Economic Development Priorities for the Council for the period 2016-2021
Existing Value of Contract/Service	Not applicable
Boundary Area	Aberdeenshire Wide
Non-compliance Procedure	Not applicable
Additional Information or Notes	<p><i>The Economic Development Strategy 2011-2016</i> which was approved by the Infrastructure Services Committee (ISC) in August 2011. This sets out how the Council will create the conditions for sustainable economic growth, diversification and regeneration within Aberdeenshire and the wider region. (The document can be found on the Council's website at:- http://www.aberdeenshire.gov.uk/strategy-and-performance/economic-development/)</p> <p>The above will be superseded by Economic Development Priorities for the Council for the period 2016-2021 and the associated Economic Development Action Plan that are currently being drafted.</p>

2.1.4 Regeneration - economic development – provided by the Local Authority

Service Area: - Economic Development	
Activity Area	Economic Development
Statutory/Non-statutory Service	Non statutory
Description/Specification	<p>In Scotland, local authorities like Aberdeenshire Council have responsibility for Local Regeneration. The Scottish Government defines regeneration as “the holistic process of reversing the economic, physical and social decline of places where market forces alone won’t suffice.”</p> <p>In March 2016, Aberdeenshire Council agreed its regeneration strategy would be focused on the towns of Peterhead, Fraserburgh, Banff and Macduff as the areas of most need within the region. In September 2016 the Action Plans for all 4 towns were agreed and officers began working on a range of environmental, economic and social projects with a range of public and private sector partners.</p> <p>More details can be found on the Council’s website at:-</p> <p>http://www.aberdeenshire.gov.uk/business/support-and-advice/communities/regeneration-in-aberdeenshire/</p>
Contact	<p>Main Contact:</p> <p>Christine Webster Regeneration and Town Centres Manager Aberdeenshire Council 1 Church Street Macduff Aberdeenshire, AB44 1UN 07785 730652 christine.webster@aberdeenshire.gov.uk</p> <p>Other contacts:</p> <p>Heather Barclay Peterhead Town Centre Project Officer 01779 483283 Heather.barclay@aberdeenshire.gov.uk</p> <p>Gillian Bain Fraserburgh Regeneration Officer 01346 586323 Gillian.bain@aberdeenshire.gov.uk</p> <p>Naomi Mason Banff and Macduff Town Centre Project Officer 01467539201 Naomi.mason@aberdeenshire.gov.uk</p>



	<p>Audrey Michie Strategic Town Centres Executive 07826535197 Audrey.michie@aberdeenshire.gov.uk</p>
Existing Activity	<p>See the Regeneration Action Plans for the 4 towns in the following link: http://www.aberdeenshire.gov.uk/business/support-and-advice/communities/regeneration-in-aberdeenshire/</p>
Operational Times	<p>Normal Working Hours: Monday-Friday 9.00 a.m. – 5.00 p.m.</p>
Equipment Levels	<p>None</p>
Staff Levels	<p>The Regeneration and Town Team consist of 5 members of staff which cover the regeneration strategy of the 4 northerly towns- Banff, Macduff, Fraserburgh and Peterhead. Only 1 member of staff covers the Inverurie Business Improvement District and that is the BID liaison officer.</p>
Key Performance Indicators	<p>As per the plans attached in the website</p>
Legislation/Policy	<p>Aberdeenshire Council Regeneration strategy http://www.aberdeenshire.gov.uk/business/support-and-advice/communities/regeneration-in-aberdeenshire/</p>
Existing Value of Contract/Service	<p>This is non applicable to the Business Improvement District</p>
Boundary Area	<p>The towns of Peterhead, Fraserburgh, Banff and Macduff</p>
Non-compliance Procedure	<p>Scrutiny & Audit</p>
Additional Information or Notes	<p><u>Regional Economic Strategy</u> - Approved at Full Council in December 2015. This was developed to underpin the bid for a City Region Deal for the North East of Scotland. The Strategy titled “A 20-year vision for the Well-being of the Place and Our People” provides a long term plan for the economic development of the North East of Scotland to 2035. It will also act as the main strategy for the new regional private-sector economic partnership, Opportunity North East (ONE). http://committeesinternal/committees.aspx?commid=1&meetid=18261</p> <p><u>Regeneration Strategy</u> In March 2016 the Council approved its regeneration strategy with the focus on Peterhead, Fraserburgh, Banff and Macduff as the areas of most need within the region. In August 2016 the Action Plans were agreed and officers began working on a range of environmental, economic and social projects with a range of public and private sector partners. The Plan uses the Action Themes identified as part of the Strategy and develops them into a series of actions, projects and sub-projects. http://www.aberdeenshire.gov.uk/business/support-and-advice/communities/regeneration-in-aberdeenshire/</p>



2.2 **TRANSPORT**

2.2.1 Bus Stop Provision inc shelters, maintenance and cleaning

Service Area: - Infrastructure Services	
Activity Area	Bus Stop Provision including shelters, maintenance and cleaning.
Statutory/Non-statutory Service	Non Statutory
Description/Specification	Provision and maintenance of bus stop infrastructure, including bus shelters, to promote the convenience of the public transport network to customers in the Aberdeenshire area.
Contact	<p>Martin Hall Principal Officer (Information and Infrastructure) Aberdeenshire Council Public Transport Unit Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01224 664587 martin.hall@aberdeenshire.gov.uk</p>
Existing Activity	<p>Bus stop provision – Maximum walking distance to existing bus services is 400 metres in Urban areas (population over 4000) and 1000 metres in rural areas. (Passenger Transport Strategy, 2014). Bus stops provided within urban areas with services operating on a hail and ride basis in many rural areas.</p> <p>Maintenance – Emergency repairs within 48hrs (minimum make safe), non-emergency repairs within 14 days. (Quality Partnership for Public Transport with the North East of Scotland, 2010)</p> <p>Cleaning – Principal stops in towns are cleaned every 4 weeks while more rural shelters are cleaned when required. (Quality Partnership for Public Transport with the North East of Scotland, 2010).</p>
Operational Times	<p>Office hours for contact – Monday –Friday 9am-5pm.</p> <p>Bus stops are operational as per bus services which varies from stop to stop.</p>
Equipment Levels	<p>2 vans</p> <p>Various standard hand tools for basic maintenance</p>
Staff Levels	5 office based staff, 2 mobile staff
Key Performance Indicators	<u>No Statutory KPIs</u>



	<p><u>Quality Partnership Targets</u> Bus shelter provision – target 55% by 2015* Raised kerbs – target 50% by 2015* Bus stops with raised kerbs to have parking restrictions – 70% by 2015*</p> <p><u>Internal targets</u> Bus shelters with lighting – target 80% by 2020 Solar power in shelters with lighting – target 80% by 2020 Defects resolved on time – target 100%</p>
Legislation/Policy	<p>Passenger Transport Strategy, 2014 http://www.aberdeenshire.gov.uk/media/7991/passengertransportstrategy.pdf; Transport Act, 1985 Section 63; Quality Partnership for Public Transport in North East of Scotland, 2010 http://www.nestrans.org.uk/db_docs/docs/Bus%20Quality%20Partnership.pdf.</p>
Existing Value of Contract/Service	<p>2016/17 budget for Infrastructure Repairs and Maintenance is £65,000. This will be reduced by £15k in 2017/18 as a proposed efficiency saving.</p> <p>2015/17 budget for shelter cleaning is £49,800. This will be reduced by £15k as a proposed budget reduction.</p>
Boundary Area	Aberdeenshire including the Inverurie BID Area
Non-compliance Procedure	<p>Aberdeenshire Council's Complaints Procedure: http://www.aberdeenshire.gov.uk/online/have-your-say/have-your-say-guide/</p>
Additional Information or Notes	<p>The team responsible for bus stop provision has a wider remit and the staff levels indicated are for the team and not solely for bus stop provision.</p> <p>*Quality Partnership targets are currently being reviewed to provide revised standards and target dates.</p>

2.2.2 Demand Responsive Transport: A2B dial-a-bus

Service Area: - Transportation	
Activity Area	Demand Responsive Transport: A2B dial-a-bus
Statutory/Non-statutory Service	Non Statutory
Description/Specification	A door-to-door Demand Responsive Transport Service for older and disabled people who find it difficult to use other local bus services. Customers must pre-book travel.
Contact	<p>Marion Mackay Principal Officer (DRT, Fares and Ticketing) Aberdeenshire Council Public Transport Unit Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01224 664588 marion.mackay@aberdeenshire.gov.uk</p>
Existing Activity	<p>Provision of dial-a-bus services:</p> <ul style="list-style-type: none"> o) Inverurie Town A2B dial-a-bus provides door-to-door transport within the town p) Inverurie Rural A2B dial-a-bus provides door-to-door transport, mainly for shopping, from outlying areas. <p>The services are operated by Aberdeenshire Council under a Section 19 Permit. This means that the services cannot be advertised as available to the general public. Residents must meet the Council's eligibility criteria and be registered to travel.</p>
Operational Times	<ul style="list-style-type: none"> o) Inverurie Town A2B operates Monday to Friday between 0930 and 1415 hrs http://www.aberdeenshire.gov.uk/roads-and-travel/public-transport/a2b-dial-a-bus/inverurie-town-service/ p) Inverurie Rural A2B operates Monday to Friday between 1000 and 1400 hrs approx (times vary by day of the week – see link for timetables) http://www.aberdeenshire.gov.uk/roads-and-travel/public-transport/a2b-dial-a-bus/inverurie-rural/
Equipment Levels	2 wheelchair-accessible minibuses. The primary function of these vehicles is to operate school transport. They are used for A2B dial-a-bus in-between school opening and closing times.
Staff Levels	2 drivers (also used for school transport). Bookings are taken by the A2B dial-a-bus team in the Public Transport Unit – comprising 3 members of staff who also take bookings for A2B dial-a-bus services in other parts of Aberdeenshire.



Key Performance Indicators	<p>The performance of each A2B dial-a-bus service is monitored monthly by the Public Transport Unit, including:</p> <ul style="list-style-type: none"> - Number of passenger trips undertaken - Number of requested trips denied - Number of people using the service - Cost per passenger trip -
Legislation/Policy	<p>Aberdeenshire Council's Passenger Transport Strategy, 2014 http://www.aberdeenshire.gov.uk/media/7991/passengertransportstrategy.pdf; Transport Act, 1985 Section 63; Quality Partnership for Public Transport in North East of Scotland, 2010 http://www.nestrans.org.uk/db_docs/docs/Bus%20Quality%20Partnership.pdf.</p>
Existing Value of Contract/Service	<p>o) Inverurie Town A2B = £19,400 per annum p) Inverurie Rural A2B = £20,100 per annum</p>
Boundary Area	Both Inverurie A2B services can operate anywhere within Inverurie.
Non-compliance Procedure	<p>Aberdeenshire Council's Complaints Procedure: http://www.aberdeenshire.gov.uk/online/have-your-say/have-your-say-guide/</p>
Additional Information or Notes	*Quality Partnership targets are currently being reviewed to provide revised standards and target dates.



2.2.3 Pedestrian and Cycle facilities and routes

Service Area: - Transportation	
Activity Area	Transportation
Statutory/Non-statutory Service	Non-Statutory
Description/Specification	<p>Smarter Choices Smarter Places (SCSP) by the Scottish Government was developed in 2008 to foster behaviour change from indiscriminate single occupancy car use to alternative sustainable modes such as walking, cycling and public transport.</p> <p>Smarter Choices Smarter Places provides Aberdeenshire Council with the opportunity to develop and deliver a comprehensive portfolio of sustainable transport promotion, particularly focussing on interventions encouraging behaviour change as well as infrastructure improvements. Aberdeenshire's Smarter Choices Smarter Places programme focussed on the Integrated Travel Towns of Ellon, Fraserburgh, Huntly, Inverurie and Portlethen in 2015/16 and will focus on Banchory, Banff/Macduff, Oldmeldrum, Stonehaven and Westhill in 2016/17.</p> <p>Through this programme, Aberdeenshire Council aims to encourage and support residents on their route to travel more sustainable and help them to choose the most appropriate way to travel at the time of their journey. We want to promote the idea of being multimodal, making active travel a realistic alternative to the car particularly for short trips, or as part of a longer passenger transport based journey. Against a distinctively rural background, we also recognise that car travel will remain a part of people's travel choices. The campaign will, subsequently, also promote responsible car use.</p>
Contact	<p>Chris Menzies Strategy Team Leader - Transportation Aberdeenshire Council Transportation Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>Chris.menzies@aberdeenshire.gov.uk</p> <p>01224 664092</p>
Existing Activity	As Above
Operational Times	Normal Working Hours – Monday – Friday 9am-5pm
Equipment Levels	None



Staff Levels	Transport Strategy Team (consisting of Strategy Team Leader and 4 Strategy Development Officers)
Key Performance Indicators	As identified in Aberdeenshire Council's Local Transport Strategy.
Legislation/Policy	Aberdeenshire Council Local Transport Strategy (LTS) North East Scotland Regional Transport Strategy (RTS) Scottish National Transport Strategy (NTS) <i>Low Carbon Economic Strategy for Scotland (LCES)</i>
Existing Value of Contract/Service	In line with Aberdeenshire's transportation budget
Boundary Area	Aberdeenshire Council
Non-compliance Procedure	Not applicable
Additional Information or Notes	<p>The ongoing work has the advantage of being able to <i>attract funding</i> from various sources, including Scottish Government's Smarter Choices Smarter Places (SCSP) programme and Sustrans' Community Links programme.</p> <ul style="list-style-type: none"> • The Transport Strategy Team has developed successful grant applications for both its 2015/16 and 2016/17 Integrated Travel Town Projects under SCSP. • Other successful applications made by the Team include various 2015/16 and 2016/17 Community Links schemes.



2.3 SAFETY

2.3.1 Police Resources (Police Scotland)

Service Area:- Police	
Activity Area	Police Resources
Statutory/Non-statutory Service	Statutory Service
Description/Specification	Community Policing and Support to Local Business.
Contact	<p>Darren Bruce Inspector Garioch Community Policing Team Blackhall Road Inverurie Aberdeenshire</p> <p>Telephone 101</p>
Existing Activity	<p>The Garioch Community Policing Team are stationed at Westhill and Inverurie Police stations and have responsibility for Policing the Garioch area, providing a 24 hour service, 7 days a week.</p> <p>Careful analysis of intelligence, crime trends and risk help identify resourcing needs and Officers are deployed in the area to meet these demands.</p> <p>Theft by shoplifting and crimes associated to alcohol consumption during the evening are thought to have the largest impact on retail establishments and licensed premises respectively.</p> <p>A Community Police Officer has been identified as a key contact for local businesses, has a good awareness of issues arising and assists to co-ordinate Policing responses to crimes.</p> <p>Over the festive period, Police have traditionally provided dedicated patrols to provide a visible reassurance to business whilst also being a deterrent to persons in Inverurie to commit crime.</p> <p>Police also provide Officers dedicated to the town during peak times of demand on a Friday and Saturday night. Again, providing a fast response to requests for help from licensed premises, to prevent drunkenness and to provide a visible deterrent against crimes of violence.</p>
Operational Times	24 hours per day, 7 days per week.
Equipment Levels	24 hour access to all equipment required to perform their function.
Staff Levels	Staffing levels are dictated by demand and safe levels identified through careful analysis. Special Constables also provide support to



	<p>the local policing teams allowing for increased levels of proactive Policing. We can also call on the support of specialist units should they be required.</p>
Key Performance Indicators	<p>Many KPIs are in place to monitor numerous aspects of Policing. Local Performance can best be measured through comparison of the levels of crimes being recorded and the number of recorded crimes that we have detected.</p> <p>Police Satisfaction Surveys take place annually and are also used to consider Police performance.</p>
Legislation/Policy	<p>Police, Local Authority and other statutory partner agencies are legally required to work together to improve standards across a number of Single Outcome Agreements.</p>
Existing Value of Contract/Service	<p>Statutory essential emergency service.</p>
Boundary Area	<p>Inverurie, Inch, Kingswells, Westhill, Kemnay, Kintore and surrounding areas. Aligned with Aberdeenshire Council's Wards 10, 11, 12 and 13.</p>
Non-compliance Procedure	<p>Police Scotland can be contacted on 101 regarding Non Compliance or to make a Complaint.</p>
Additional Information or Notes	<p>Policing actions, some of which are outlined under 'Existing Activity', develop and change to meet the needs of the public, in response to their concerns, crime trends, intelligence and risk.</p>

2.4 HEALTH IMPROVEMENT

2.4.1 Inverurie Health Improvement Group – Inclusive

Service Area: - Health Improvement	
Activity Area	Inverurie Health Improvement Group – Inclusive Inverurie
Statutory/Non-statutory Service	Non-statutory
Description/Specification	Sub-Group of Garioch Community Planning Group – multi agency and community partnership
Contact	<p>Carolyn Lamb – Public Health Coordinator Inverurie Hospital Upperboat Road Inverurie AB51 3UL carolynlamb@nhs.net 01467 672704</p> <p>Jill Sowden – Community Planning Officer Aberdeenshire Council Gordon House Blackhall Road Inverurie AB51 3WA jill.sowden@aberdeenshire.gov.uk 01467 534455</p>
Existing Activity	A long term vision to remove inequalities and promote inclusion within Inverurie through collaborative projects and initiatives
Operational Times	Normal Working Hours – Monday – Friday 9am-5pm
Equipment Levels	None
Staff Levels	Within existing resources of partner organisations.
Key Performance Indicators	Currently being worked on
Legislation/Policy	The Garioch Community Plan
Existing Value of Contract/Service	This project is funded through the Garioch Community Planning Group



Boundary Area	Inverurie Town Centre
Non-compliance Procedure	Not applicable
Additional Notes or information	

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2.4.2 Inverurie & Keep Safe Scheme

Service Area: - Health Improvement	
Activity Area	Keep Safe Scheme
Statutory/Non-statutory Service	Non-statutory
Description/Specification	Led by Police Scotland, supported by Inverurie Health Improvement Group
Contact	<p>Alison Lynch – Police Scotland Blackhall Rd Inverurie AB51 3QD</p> <p>Tel: 0845 600 5700</p> <p>Jill Sowden – Community Planning Officer Aberdeenshire Council Gordon House Blackhall Road Inverurie AB51 3WA</p> <p>jill.sowden@aberdeenshire.gov.uk</p> <p>01467 534455</p>
Existing Activity	Initiative working with community planning partners, business and wider community to provide “safe places” for those who are vulnerable or in need of help in Inverurie Town Centre
Operational Times	Normal working hours – Monday – Friday 9am-5pm
Equipment Levels	None
Staff Levels	Within existing resources of partner organisations together with additional external funding for admin support
Key Performance Indicators	This is a new initiative and Key Performance Indicators are currently being developed.
Legislation/Policy	As above
Existing Value of Contract/Service	This initiative is in the early stages and has not reached the funding stage.
Boundary Area	Inverurie Town Centre



Non-compliance Procedure	Nor applicable
Additional Information or Notes	

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2.5 CORPORATE COMMUNICATIONS

2.5.1 Corporate Communications

Service Area: - Communications	
Activity Area	Communications/Photography/Graphic Design
Statutory/Non-statutory Service	Non statutory
Description/Specification	Our dedicated comms/design and photography team provide high quality design work, maintain and develop the image library and provide support in external communications, PR, social media, engagement and internal communications.
Contact	<p>Sarah Rochester, Service Manager – communications & Marketing Aberdeenshire Council Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01224 665384 Sarah.rochester@aberdeenshire.gov.uk</p> <p>Communications Team Aberdeenshire Council Woodhill House Westburn Road Aberdeen AB16 5GB</p> <p>01224 665585 news@aberdeenshire.gov.uk</p>
Existing Activity	<p>Graphic design Photography work PR Social media management Events Consultation and engagement Internal comms Specific support to contracts including Energetica and Nestrans. Reputation management Crisis communications</p>
Operational Times	Monday to Friday 9am-5pm with out-of-hours roster for communications.



Equipment Levels	Not applicable.
Staff Levels	Comms team – 10 Photography – 2 Design - 4
Key Performance Indicators	Not specific to BID area.
Legislation/Policy	Communication Strategy
Existing Value of Contract/Service	Corporate Communications Budget
Boundary Area	Whole of Aberdeenshire including the Inverurie BID area.
Non-compliance Procedure	Not applicable
Additional Information or Notes	

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2.6 HR & ORGANISATIONAL DEVELOPMENT

2.6.1 Public Health Promotions

Service Area: - Wellbeing	
Activity Area	Smoke Free Grounds Policy
Statutory/Non-statutory Service	Non-Statutory – Action from Scottish Government Strategy
Description/Specification	All NHS boards and local authorities to implement smoke free grounds policies by March 2015 as outlined in the Scottish Governments Tobacco Strategy for Scotland: <i>Towards a Smoke Free Generation (2013)</i>
Contact	Holly Morrison Team Leader Wellbeing Aberdeenshire Council Woodhill House Westburn Road Aberdeen AB16 5GB 01224 664876 holly.morrison@aberdeenshire.gov.uk
Existing Activity	Policy approved by P&R Committee April 2016, phased roll out of the policy complete October 2016, all Aberdeenshire Council sites should now be smoke free. This has a direct impact on the public at sites such as schools, leisure facilities, HWRC's etc. Where they will no longer be exposed to harmful second hand smoke of others.
Operational Times	Policy applies at all times.
Equipment Levels	Initial outlay for equipment – outdoor signs for the majority of sites (approx. 660 sites), A3 indoor posters supplied to all sites, prompt cards and training DVD's created. Part funded by Aberdeenshire Local Tobacco Alliance.
Staff Levels	Working group established for implementation of the policy including reps from all services – this was incorporated in to existing employee's roles. Now the policy is established and roll out complete, the demand on the working group will decrease.
Key Performance Indicators	All NHS boards and local authorities to implement smoke free grounds policies by March 2015 as outlined in the Scottish Governments Tobacco Strategy for Scotland: <i>Towards a Smoke Free Generation (2013)</i> Target set by Scottish government for the level of smoking within Scotland to be below 5% by 2032.



Legislation/Policy	Currently this is not legislation, however, legislation will be coming in late 2016/early 2017 for NHS smoke free sites, with consideration being given currently to Local Authority sites and their inclusion in this legislation.
Existing Value of Contract/Service	Initial outlay for the project - £10,000 for signage etc. All staff involved were existing employees. No contract in place relating to this project.
Boundary Area	Covers all Aberdeenshire Properties.
Non-compliance Procedure	As a council policy, all employees are responsible for addressing non-compliance where they see it in a non-confrontational way – training is provided on this via ALDO or DVD.
Additional Information or Notes	The remit of the council's Wellbeing Team is really employee health and focusses on internal health promotion as opposed to the NHS Public Health Teams which are focused on wider community health – it would be beneficial to discuss this with them. Fiona Murray (f.murray@nhs.net) may be able to provide you with information on their work or a contact for further information.

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2.7 CLEANING SERVICES

2.7.1 Public Conveniences

Service Area: - Cleaning Services	
Activity Area	Public conveniences
Statutory/Non-statutory Service	Non statutory
Description/Specification	Provision of public toilets in Inverurie
Contact	<p>Andrew Meechan Team Leader (Cleaning) Aberdeenshire Council Property and Facilities Management Woodhill house Westburn Road Aberdeen AB16 5GB</p> <p>01224 664225 Andrew.meechan@aberdeenshire.gov.uk</p>
Existing Activity	Toilet on Station Road and Port Elphinstone
Operational Times	<p>Station Road - Summer (April - October) 8am - 8pm Winter (November - March) 8am - 6pm Sundays 10am - 5pm Port Elphinstone – Summer (April – October) 8am -8pm Winter (November – march) 8am – 5pm, Sunday 10am – 5pm</p>
Equipment Levels	Both have disabled and baby changing facilities.
Staff Levels	Station Road – attended currently but will be unattended by 2017. Port Elphinstone – unattended.
Key Performance Indicators	The Loo of the Year Awards.
Legislation/Policy	Not applicable
Existing Value of Contract/Service	Once both are unattended value will be approx. £15K.
Boundary Area	Garioch
Non-compliance Procedure	Not applicable
Additional Information or Notes	



2.8 EDUCATION, CULTURE AND SPORT

2.8.1 Active Schools - Inverurie Primary and Secondary Network

Service Area: - Education, Culture and Sport	
Activity Area	Active Schools - Inverurie Primary and Secondary Network
Statutory/Non-statutory Service	Non Statutory
Description/Specification	<p>Active Schools is a Scottish Government initiative, funded by SportsScotland in partnership with Aberdeenshire Council.</p> <p>The Aberdeenshire Active Schools Team are responsible for putting in place and driving forward a range of planned activities in both school and community settings to help encourage children and young people's participation in physical activity and sport.</p> <p>Active Schools is a key element in the Scottish Government's drive to get more Scots more active; a commitment outlined in the national physical activity strategy, "Let's Make Scotland More Active". The fundamental aim of the Active Schools network is to offer school-aged children the motivation and opportunities to adopt active and healthy lifestyles. These opportunities are available before, during and after school, as well as in the wider community.</p> <p>Active Schools is more than just getting school-aged children to take part in formal sport and exercise. Active Schools also aims to introduce more physical activity into their daily lives through active travel, play and dance. As such, the physical activity and sport element of Active Schools links closely with a number of other key government initiatives - Health Promoting Schools and Safer Routes to Schools, to name just two - and is supported by a broad range of partners.</p>
Contact	<p>Malcolm Grant Active Schools Lead Coordinator Inverurie Town Hall Market place Inverurie Aberdeenshire AB51 3SN</p> <p>malcolm.grant@aberdeenshire.gov.uk 07500 951634 / 01467 628812</p> <p>ActiveSchoolsCentral@aberdeenshire.gov.uk</p>
Existing Activity	The role of an Active Schools Coordinator (ASC) is to support current and develop new, high quality opportunities for school



	<p>pupils to participate in regular, frequent, safe and fun physical activity (incorporating sport, play, health and active travel).</p> <p>The ASC works to develop the capacity of the community by delivering training and workshops, or offer advice and support in relation to grants, funding applications, coaching qualifications, links to national governing bodies and much more.</p> <p>Active Schools Coordinators work with a range of partners such as sports development, physical education, clubs, school travel coordinator, road safety officers, community education and NHS Grampian.</p> <p>Inverurie as part of Active Schools Central Aberdeenshire (ASLC) has an Active Schools Lead Coordinator who supervises the Active Schools staff at Alford, Westhill, Kemnay, Huntly and Meldrum as well as supporting Inverurie Academy in relation to their extra-curricular programme. The Inverurie Primary Programme and wider network is supported by an Active Schools Assistant (ASA). The current programmes contain a variety of sports and activities, many of which are directly linked to local sports clubs and facilities with the aim of harnessing community participation beyond the extra-curricular programme.</p>
Operational Times	Monday to Friday 9am-5pm with evening and weekend working when required
Equipment Levels	Active Schools holds various quantities of sports equipment that is used for activities and events/festivals.
Staff Levels	Inverurie has an Active Schools Lead Coordinator and an Active Schools Assistant both 1.0 FTE.
Key Performance Indicators	<p>Yearly Performance Indicators and Key Performance Indicators for Sportscotland and Aberdeenshire Council respectively, with year on year % rises as targets</p> <p>Monthly Key Performance Indicators for Aberdeenshire Council- these are collated and provided along with other information from Education, Culture and Sport to elected officials.</p> <p>Local targets as defined in Annual Delivery Plan</p>
Legislation/Policy	<p>Curriculum for Excellence</p> <p>Scottish Government- Active Scotland Outcomes Framework http://www.gov.scot/Topics/ArtsCultureSport/Sport/Outcomes-Framework</p> <p>Aberdeenshire Council Sport and Physical Activity Strategy.</p>
Existing Value of Contract/Service	Within Active Aberdeenshire's budget.
Boundary Area	Inverurie School Network



Non-compliance Procedure	Not applicable
Additional Information or Notes	http://www.aberdeenshire.gov.uk/leisure-sport-and-culture/active-schools/

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Service Area: - Education and Children's Services	
Activity Area	Instrumental Music
Statutory/Non-statutory Service	Non-statutory
Description/Specification	The Instrumental Music Services provides tuition to school pupils
Contact	Richard Paton Instrumental Service Manager Instrumental Music Service Aberdeenshire Council Hut 9 Inverurie Academy Jackson Street Inverurie Aberdeenshire AB51 3OX Instrumental.music.servcie@aberdeenshire.gov.k
Existing Activity	Tuition in: Woodwind; Brass; Violin/viola; Cello/double bass; Percussion; Piano/keyboard; Guitar; Bagpipes; Pipe Band Drum.
Operational Times	School hours
Equipment Levels	3,000 instruments; music stands
Staff Levels	36 FTE music instructors
Key Performance Indicators	As per the instrumental Music Service report: http://www.aberdeenshire.gov.uk/schools/ims/
Legislation/Policy	As per the website: http://www.aberdeenshire.gov.uk/schools/ims/music-tuition/
Existing Value of Contract/Service	Within the music service budget.
Boundary Area	Whole of Aberdeenshire including the two schools which fall into the Inverurie BID Area
Non-compliance Procedure	Not applicable
Additional Information or Notes	Full information: www.aberdeenshire.gov.uk/ims

9 VISIT ABERDEENSHIRE

2.9.1 Tourism

Service Area: - VisitAberdeenshire, The official Destination Management Organisation for Aberdeen and Aberdeenshire	
Activity Area	Tourism
Statutory/Non-statutory Service	Non-statutory service
Description/Specification	Destination Management Organisation for Aberdeen and Aberdeenshire with responsibility for the marketing of and development of the tourism industry and products.
Contact	David McCubbin Business Engagement Executive – North Aberdeenshire VisitAberdeenshire 1 st floor Amicable House 252 Union Street Aberdeen AB10 1TN 01224 900486 david.mccubbin@visitabdn.com
Existing Activity	Three core areas: 1. Marketing 2. Business Development 3. Business Engagement/Industry Support and Project Development
Operational Times	Monday – Friday 09:00 – 17:00, evenings and weekends where required.
Equipment Levels	None
Staff Levels	There are currently 3 members of staff within Visit Aberdeenshire, 1 member which covers the Inverurie area.
Key Performance Indicators	Monitored by internal reporting and bi-monthly Board Meetings with Funding Partners.
Legislation/Policy	Aberdeen and City Tourism Strategy.
Existing Value of Contract/Service	As per Visit Aberdeenshire budget.
Boundary Area	Aberdeen City and County of Aberdeenshire which includes the BID area.



Non-compliance Procedure	Not applicable
Additional Information or Notes	

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