

# Serving Aberdeenshire a guide to council performance 2008/09





# Serving Aberdeenshire from mountain to sea – the very best of Scotland

## The best area

Helping to create and sustain the best quality of life for all through . . .

- happy, healthy and confident people
- safe, friendly and lively communities
- an enterprising and adaptable economy
- our special environment and diverse culture

## The best council

Aiming to provide excellent services for all by . . .

- involving, responding and enabling
- finding new and more efficient ways of doing things
- providing elected leadership for our area
- working with our partners in the North East and beyond
- always looking to the future

# Contents

Community well-being 2

Jobs & the economy 6

Lifelong learning 9

Sustainable environment 13

Developing our partnerships 16

Corporate improvement 18

Financial overview 21

## Introduction

Welcome to Serving Aberdeenshire – a guide to Council performance in 2008/09. This is Aberdeenshire Council's way of telling you how we have performed over the past year, what we're delivering and what it costs.

We are now well into the second year of delivering our strategic priorities which provide a clear direction for the Council, guiding policy development, ensuring that resources are allocated appropriately and effectively, and promoting continuous improvement.

The strategic priorities sit within six main themes:

- Community well being
- Jobs & the economy
- Lifelong learning
- Sustainable environment
- Developing our partnerships
- Corporate improvement

We are a council that listens to the views of local people and weighs up different suggestions and ideas until we find a solution that meets as many needs as possible. This is never an easy task but be assured that we always use your views to shape our services and make real improvements in your communities.

It's also important that we continue to strengthen our working relationships with our partners. Many projects are now delivered in partnership with agencies like the NHS, police, fire and our neighbouring local authorities. This is done because we are often tackling similar issues and can achieve greater efficiencies and savings if we bring together expertise and resources from a range of agencies.

Aberdeenshire Council provides hundreds of different services to residents. We have a growing and ageing population of 239,000 and ever-increasing pressure on our budgets. Good forward planning helps us to manage our finances well although the Council continues to put forward its case for better funding from the Scottish Government.

We hope you find the information contained in this publication useful in finding out more about the Council's work.

Anne Robertson  
Leader



Colin Mackenzie  
Chief Executive



# Community well-being

Our aspiration: Aberdeenshire is the best place to be, where the council is creating and sustaining the best quality of life for all through happy, healthy and confident people who live in safe, friendly and lively communities.

## New carers centre opens in Stonehaven

A new carers centre was opened in May 2008 at Arbuthnott Place, Stonehaven. It is managed by VSA, with funding for the staff and the rent for the building provided through the Carers Strategy funding.

The Centre is used by staff as an office base and there is a room where the carers support worker can meet with carers to provide either one to one support or small group support.

Aberdeenshire Council has also given VSA additional funding to employ a part time Carers Support Worker to cover the Banchory / Aboyne / Ballater / Braemar areas.

## Aberdeenshire is the best place to live

### ...again!

It's official! Aberdeenshire offers the best rural quality of life in Scotland.

In a survey conducted by Bank of Scotland, Aberdeenshire was the only local authority area in Scotland to come in the top 50 Rural Areas Quality of Life rankings across the whole of the UK.

The news follows a similar survey last year where Aberdeenshire came out top of the charts as offering the best quality of life anywhere in Scotland.





## Council builds new housing

In March 2009, Aberdeenshire Council completed its first new-build mainstream houses for more than a decade with the provision of four units at Tarves. Aberdeenshire has a commitment to meeting the need for affordable housing and, in addition to the new-build in Tarves, Aberdeenshire Council has been successful in its bid to the Scottish Government for funding to assist in the cost of further new-build. £900k was awarded in February and will result in 36 houses being built in Mintlaw, Johnshaven and Tarves.

Other actions being taken to meet housing needs in Aberdeenshire include making best use of our housing stock of 13,000 units and a waiting list of 7,800. This has included the granting of pressured area status which removes the right to buy for new tenants in high demand areas.

In 2008/09, working in partnership with Housing Associations, 273 affordable housing units were built and a further 430 units have been approved by the Scottish Government with completion due in 2009/10.



## Public toilets in the spotlight

In September a new strategy which sets out the Council's approach to the provision of public toilets in Aberdeenshire was agreed.

The strategy sets clear objectives to increase the number and quality of public toilets by entering into partnerships with businesses, opening facilities in suitable Council properties, and investing in existing stock.

Provision of facilities for people with severe disabilities also forms part of the strategy. Although most public toilets have facilities for disabled users, there is currently less provision for those who may require the assistance of a carer or specialist equipment.

To address this, Aberdeenshire Council will look to develop 'Changing Places' facilities which provide extra space and adaptations as required.

The further development of business and community partnerships could also help extend general provision of facilities across Aberdeenshire.

**Aberdeenshire is a place where people have access to good quality affordable housing:**

Annual average	Apr 06 – Mar 07	Apr 07 – Mar 08	Apr 08 – Mar 09
% of housing re-lets offered to new tenants within less than 10 working days	84%	90%	96%

Significant progress has been made to improve the percentage of Council housing meeting the Scottish Housing Quality Standard. There are now 7,170 Council houses with 300mm loft insulation, 7,663 Council houses which have had the electrical testing and 6,232 that have had smoke detectors fitted.

**Aberdeenshire is a place where people feel safe on the roads:**

Quarterly figures for killed and seriously injured are now falling  
 April – June 2008 = **71** > July – Sept 2008 = **74** > Oct – Dec 2008 = **43**  
 The interim figure for the period from Jan – Mar 2009 is 36

The average number of child casualties improved during the second half of 2007 but are now back to the same level as over 3 years ago. The quarterly figures for child casualties are beginning to fall.  
 April – June 2008 = **22** > July – Sept 2008 = **19** > Oct – Dec 2008 = **18**  
 The interim figure for the period from Jan – Mar 2009 is 14.

Road safety continues to be a priority for the council – see page 11.

**Aberdeenshire is a place where people are listened to and involved in Council decisions:**

The 2008 Residents Survey noted some continued scepticism regarding whether the Council 'listens genuinely to local communities'. 30% of residents who expressed an opinion agreed that the Council is 'very good' or 'fairly good' at taking account of their views over matters which concern them.

The report also noted an improvement in the proportion of people who agreed or agreed strongly that they were satisfied with the information they get on Council services. In particular, the A-Z Guide to Council Services provided a positive finding in relation to communications with 64% having seen the guide, 58% who have a copy available and 62% who consider it to be a useful publication.



**Care at home**

There has been a 5% increase in the number of older people receiving care at home whilst the number of older people residing within a care home setting is decreasing. We have increased the volume of respite nights provided and we aim to continue to increase the provision of respite with a target of 20% more respite provided by 2012.

Our home care service involves more than 650 workers, who provide over 15,000 hours of care each week. Services are provided around the clock, seven days a week.

Looking to the future, we are working to make sure services meet the changing needs of older people across the area. We offer a broad range of services that allow residents with care needs to stay at home for as long as possible, allowing them to stay independent and involved in their communities.

Some may require only a basic level of assistance in the home, while others may benefit from tools such as community alarms and telecare systems – making sure help is at hand if needed.



## News in brief

**Village orderlies** – village orderlies are busy in 39 villages and towns across Aberdeenshire over the summer period, helping to maintain high standards of cleanliness and tidiness and keep our communities attractive to live in.

**Keeping you safe** – our Building Standards service worked in partnership with Grampian Police and Grampian Fire and Rescue Service to ensure safety and offer advice and guidance on structural integrity following a major gas explosion at Drumtochty Arms Hotel in Auchenblae and following fire damage to a building housing the business 'Strachan's of Aboyne' in Aboyne.

**Fraud hotline** – we launched a dedicated fraud hotline so that people could call and report those they suspected of committing benefit fraud, and this was accompanied by a poster and leaflet campaign across Aberdeenshire.

**Recession busting tips** – production of a pack to give benefit information to customers – targeting those people facing redundancy.

**Bervie Braes and Pennan landslip** – £500K funding secured from Scottish Government to contribute to costs to secure the cliff face and extensive consultation undertaken on options for securing the Bervie Braes in Stonehaven.

**Looked after children** - 82% of children looked after and live away from home have moved placement no more than twice during their current period of care.

**Council housing** - over 99% of council housing is at a tolerable standard based on the Scottish Housing Quality standards and 50% meets the energy efficiency target. Overall 15% of our housing stock meets all the set standards which also include being in a good state of repair and meeting health and safety standards.

## Key actions 2009/10

- We will develop a shared trading standards service with Aberdeen City by 31 March 2010
- Ensure child protection measures are in place to protect vulnerable children across Aberdeenshire
- Work with partners to improve the health of the people of Aberdeenshire
- Take full part in the Aberdeenshire Community Health Partnership (NHS Grampian) to deliver integrated health and care services across Aberdeenshire
- Ensure there is sufficient diversity in housing types, sizes and tenures to meet the changing needs of Aberdeenshire's residents
- Ensure that the Council's housing stock meets the Scottish Housing Quality Standard
- Ensure the needs of homeless people are met in line with national policy
- Reduce the number of households in Aberdeenshire in fuel poverty
- We will carry out a Best Value Review of the Metrology Laboratory including the calibration and testing services it provides to businesses. This review will ensure that we are providing the most efficient and effective service that we can
- Provision of Public Toilets:
  - » We will develop up to ten business partnerships to increase the number of publicly available facilities
  - » We will carry out major refurbishments at six facilities
  - » We will introduce three 'Changing Place' facilities suited to the needs of the severely disabled and their carers
- We will work to achieve the standards of the Schools (Health Promotion and Nutrition) Scotland Act 2007 in secondary schools

# Jobs & the economy

Aberdeenshire is the best area, where the Council works with partners to create and sustain the best quality of life for all through an enterprising and adaptable economy, that is the location of choice for high value national organisations, for smaller expanding businesses and for social enterprises.

## 'Greatest golf course in the world' gets go-ahead

Following one of the most controversial planning applications in recent years the proposed golf development at Menie Estate, Balmedie was granted outline planning permission by the Scottish Government.

The decision was reached following a very thorough planning process that generated a huge amount of interest from groups and individuals – both in support of and in objection to the application.

The process involved a significant amount of public consultation and the consideration of a wealth of supporting information, which provided for a high level of scrutiny of the proposed development.

.....  
**Aberdeenshire is a place where businesses expand:** The business survival rate in Aberdeenshire, based on VAT businesses, is higher than the Scottish average with almost 80% of businesses formed still trading three years later, compared with the Scottish equivalent of 70%.



## Aberdeenshire leads the way on rural development

**A**n innovative rural development programme, which aims to improve the quality of life and economic prosperity in rural communities in Aberdeenshire, was launched in June.

The programme was made possible due to a £3.24million funding boost from the European LEADER fund.

It is funded by the Scottish Government and the European Commission, with matched funding from public bodies and the project groups.

35 projects have been approved since the launch of the programme in June 2008 and over £1 million has now been committed towards total project costs of £4,748,017.

# Energetica progress

Plans for a global energy showcase stretching from Bridge of Don to Peterhead have continued to develop during the year with the appointment of a consultant to produce a masterplan, development framework and report on the potential economic benefits of what is being imaginatively called, Energetica.

Energetica is a concept, initiated by the private sector during an engagement process with Aberdeen City and Shire Economic Future (ACSEF), which would see a 30 mile stretch of Aberdeen City and Shire becoming home to energy-related companies. The aim is to create a corridor along which a critical mass of dynamic organisations would be attracted to stimulate synergies, innovation research and development and for it to become a showcase for the energy industry across the globe.

The masterplan will provide much needed land for business use as well as land for educational, retail, residential and leisure use. The aim is to create a technology lifestyle community along the A90 corridor, with innovative transport links showcasing the latest low carbon technologies.



**Aberdeenshire is a place where businesses start up:** There was an increase of 200 VAT registered businesses in Aberdeenshire from 10,355 in 2006 to 10,555 in 2007. There were increases in manufacturing, construction, hotels/restaurants, transport/communications, finance, real estate/renting/business activities and education/health sectors. In February 2009 the Aberdeen City and Shire Economic Future (ACSEF) undertook a review of the impact of the economic downturn on the Economic Manifesto strategic priorities. ACSEF partners are undertaking a range of actions to address issues arising from the economic downturn covering unemployment, business support needs, access to finance, company and wider community support.



.....

### **Aberdeenshire is a place where the roads and infrastructure are well maintained:**

A survey is carried out annually to identify the condition of Scotland's roads. The results from the 2008/09 survey show that the percentage of council roads that need to be considered for maintenance treatment has fallen from 26.8% to 22.7%. On the basis of these provisional results Aberdeenshire ranks 2nd equal out of 32 councils in Scotland.

## **News in Brief**

**Road surfacing** – during 2008/09 Aberdeenshire Council resurfaced 315,900 sq metres of road, compared with 291,300 sq metres in 2007/08.

**Community and sports facilities agreed** – Aberdeenshire Council is to invest in a multi-million pound project to bring new community and sports facilities to Banff and Macduff as part of the redevelopment of Canal Park in Banff. The development is likely to cost around £10 million and will be funded through the sale of land to Tesco, as well as funding from the Council's Capital Plan.

**Macduff slipway** – during the year the Macduff harbour slipway was completed, protecting 250 local jobs.

**Aberdeen Western Peripheral Route** – the council continued to work with partners to make the AWPR a reality, bringing substantial benefits to the wider North-east population. The council was involved in the public local inquiry - part of the statutory process to allow objections to the scheme to be heard in full by independent Reporters. The inquiry heard evidence from a large number of parties on a wide range of issues over its 14 weeks, including site visits.

## **Key Actions for 09/10**

- Implement Modernisation Review of Roads, Landscaping and Harbours to improve service delivery
- Make representation to Scottish Government for financial assistance to progress a solution for the unstable ground conditions at Bervie Braes, Stonehaven
- Revision/updating of the Local Transport Strategy and Road Safety Plan for 2009/10
- Retender the supported bus network and school transport contracts
- Working with Scottish Government and Nestrans on delivery of the Strategic Transport Projects such as park and ride sites on the key corridors and the incremental delivery of Aberdeen Crossrail
- Deliver the successful LEADER programme
- Deliver the Innovation and Business Growth programme to local food and drink producers
- Drive forward the Council's Asset Management Strategy through delivery of the significant investment in the Capital Plan
- Take a lead role in developing with local communities and event organisers an Aberdeenshire programme for year of Homecoming 2009.

# Lifelong learning

Aberdeenshire is the best area with its special environment and diverse culture. It is the best possible place to live and learn, work and play and where working together for the best quality of life for all is the norm.



## GLOW network

### operational

## Review of early years provision

The review of early years provision has brought forward a series of significant recommendations. These will have an implications for planning and resourcing the early years service; for workforce planning and development, for integrated service working, for the nature of the early years curriculum (in the context of the Aberdeenshire 3-18 Curriculum framework), and for leadership capacity within early years provision.



Aberdeenshire is at the forefront of the Glow development which is the world's first intranet for education. Over 42,000 glow accounts have now been created and Aberdeenshire has been commissioned by Learning & Teaching Scotland to develop the use of glow "beyond school". This project will develop parental involvement, the roll out of glow across the Education, Learning & Leisure service, working with various partners in learning, including the Cairngorm National Park, employers groups (e.g. within the Oil & gas sector), and the Rural Skills network.

Aberdeenshire sees the development and use of glow as being integral to the implementation of the 3-18 Curriculum Framework, and as such, it is being developed to incorporate a Virtual School, which will provide a set of online tools to support planning for learning, self evaluations and improvement planning and facilities for sharing best practice.

### New curriculum consultation

Over 3,000 parents, pupils and staff responded to the Council's consultation exercise which set out suggestions for the Aberdeenshire 3 – 18 Curriculum Framework. The new curriculum framework identifies entitlements for all learners and will provide a more flexible curriculum which is focused on the needs of children and young people in Aberdeenshire.

### Extending cultural opportunities

Heritage Fairs actively involve schools, museums, artists and performers, heritage organisations, businesses and community groups in a contemporary celebration of shared traditions and history. They have formed part of Aberdeenshire's involvement in the Year of Homecoming with events taking place in Banchory, Peterhead, Inverurie, Fraserburgh, Huntly, Laurencekirk and Ellon.



## Teacher recruitment

Progress continues to be made in the area of recruitment and retention of teaching staff. Annual statistical returns to the Scottish Government show the overall number of teachers in Aberdeenshire having increased, and more vacancies being filled, at a rate that is significantly faster than last year. At the same time, the numbers of probationer teachers entering the profession in August 2009, is likely to be at a similar high level, as last year. Related to the issue of retention of staff is the development of leadership capacity and there have been significant developments in this area during 2008/09. This has involved a series of twilight "Leadership Conversation" events, led by the Director of Education, Learning & Leisure, a number of support day events aimed at primary school Depute Heads and Principal Teachers, and the introduction and development of 66 "Sustaining Teacher Learning Communities", involving teaching staff across schools in Aberdeenshire.

## Doors open at Elrick Nursery

Elrick Nursery opened its doors in 2009 as a state-of-the-art, eco-friendly building which provides a bright, stimulating environment for children and staff.

It is equipped with an interactive whiteboard linked to the Internet, a large play area, a new kitchen and large walk-in storage cupboards. There is also a meeting room with Internet access, which can be used by parents and community members involved in the nursery.

The nursery was designed to promote physical activity, creativity, imaginative play, encourage curiosity, problem solving and a love of the outdoors.

The outdoor play area includes a tree house and slide built around one of the trees, a gazebo, boat, scramble net sandpit, water tray, blackboards and magnifying posts.

There is also an area at the side of the building for the children to ride bikes.



.....  
**Aberdeenshire is a place where there is good access to sport and cultural activities:** The number of visitors to Aberdeenshire Council's museums were 48,100 for the year ending March 2008, a monthly average of 4,000. The total number of visits during the period April 2007 to March 2009 was 46,300, a monthly average of 3,900.

Annual figures rounded to nearest '000	Apr 07 – Mar 08	Apr 08 – Mar 09
The number of attendances at Council-owned swimming pools	763,000	781,000
The number of attendances at Council-owned indoor sport and recreation facilities (now incl. Alford Ski Centre)	222,000	225,000

Attendances at Council-owned swimming pools are up 2%. This is counter to national trends and may be explained by an increased provision in swimming lessons and other initiatives to attract new users particularly among children and young people.

## Double tragedy makes road safety top priority

The year contained a double tragedy as two young people died on Aberdeenshire roads in separate incidents, after they got off their school buses.

Responding to this, Aberdeenshire Council fostered enormous support from both the public and private sector partners, in developing ways in which further road safety measures could be adopted.

This has resulted in a number of new initiatives which re-emphasise the road safety message. They include the 'Bus Stop' campaign, comprising a DVD (entitled "1 second. 1 life") and learning resource pack, which was launched in Portlethen Academy in February; the piloting of school transport "Pick up/Drop off" safety assessment exercises; the potential piloting of interactive bus stop technology which highlights the presence of school children at bus stops and consideration of larger, improved school bus signs.



**Charging review of education and leisure facilities** – Following an extensive consultation process, it was agreed that the Council will move towards a standardised set of charges and booking arrangements for all community, leisure and education premises, to be phased in from August 2009.

**New Swimming Pool for Fraserburgh** – Aberdeenshire Council is to invest £8.2 million in a new swimming pool and community centre in Fraserburgh. The new complex will replace the existing pool and a new sports hall and fitness suite. Plans are being progressed with local community representatives and work is due to commence in 2010.

**Focus on high attainment and achievement by young people in national examinations** – National statistics continue to show that young people in Aberdeenshire are achieving at a level in line with the top 20% of local authorities nationally. In addition, in 2008, 91% of school leavers from Aberdeenshire schools went on to "positive" post-school destinations, which is above the national average of 86%.

**The development of school and community buildings** - four projects were completed during the year which saw enhancements to facilities at Elrick Nursery, Kincardine O'Neil and Kintore schools and Peterhead swimming pools were completed during 2008-09. Balmedie Nursery was also formally opened.

**The Countryside Rangers service** provided nearly 10,000 schoolchildren with education about their countryside and coastal environments during the year, and a further 4,600 adults attended educational events provided for the public.



**Year of Homecoming** – schools across Aberdeenshire have been organising Homecoming events. These range from a Burns Supper (involving a live link up with a school in Alaska), a mini Highland Games to a festival celebrating diversity and challenging racism in Scotland. A significant project has been the involvement of all 173 schools in preparing an art exhibit which reflects and celebrates aspects of each school within its community.



**Introduce new nutritional standards in schools** – The Nutrient Standards required under the Schools (Health Promotion and Nutrition) Scotland Act 2007 have been achieved in primary and special schools. The Council continues to promote Healthy Eating through the Free Fruit to P1 & P2 pupil scheme with around 5,600 pupils benefiting three times per school week. For secondary schools work continues to implement the Nutrient Standards, with a current target date of August 2009.



**The new Community Learning and Development Strategy for 2009-2012** was approved in March 2009 and is now being implemented. The strategy will encourage young people and adults to become successful learners, confident individuals, effective contributors and responsible citizens through community-based learning opportunities. It will also support strong resilient achieving communities, where people take responsibility for their own actions and how they affect others.

## Key Actions for 2009-10

- **Aberdeenshire 3-18 Curriculum Framework – Curriculum for Excellence:** During 2009/10 there will be a particular focus on Literacy, Numeracy and Health and Well-being across the curriculum
- In 2009/10, Aberdeenshire Education, Learning and Leisure will host a major “**Learning Festival**”, which will allow all of our teachers to meet to discuss issues relating to implementation of the 3-18 Curriculum Framework, to share good practice and to celebrate examples of young people’s achievement across Aberdeenshire
- Continued implementation of recommendations from the early years review, including achieving an equitable allocation of teaching time across the authority for all children in P1-P3
- Deliver the objectives of Getting It Right For Every Child so that each child is safe, healthy, achieving, nurtured, active, respected, responsible and included
- Continued implementation of the service’s **Asset Management** priorities to deliver 21st century facilities for the people of Aberdeenshire
- Investigating the business case for delivering Sport, Culture and Community Learning and Development through a Trust or Trusts
- Enhancements will be completed in 13 schools during 2009/10. In addition a major capital building plan will see plans for new primary schools at Uryside (Inverurie), Kinellar, Fintray, Drumoak, Dunottar and Markethill, as well as a new secondary school at Alford move forward. Many of the school projects will also see the development of new or upgraded community, library and sporting facilities. The plan will also see the upgrading/replacement of swimming pool facilities at Fraserburgh, Turriff, Ellon and Huntly
- Plans have been announced for a library in Westhill. The current building at Westhill Academy will be replaced by a larger and more modern facility at Westhill Primary School which will serve both the school and the wider community.

# Sustainable environment

Aberdeenshire is the best council, always looking to the future, finding new and more efficient ways of doing things. We raise awareness in others to secure changes in behaviour by individuals, communities, business and public sector partners to be a sustainable and carbon neutral region in the medium term.

## Our commitment to sustainability



In April the Council launched its Sustainability Charter 2008 –12 and a Climate Change Action Plan, which sets out actions and targets to reduce carbon emissions. These actions include reducing our energy consumption, travel and waste.

Aberdeenshire Council's commitment to sustainability is set out in the charter and includes the statement: "We will work to ensure all our actions are sustainable and meet the needs of the current generation of Aberdeenshire's people without compromising the ability of future generations to meet their own needs."

The document also details how the Council will build on its achievements to date, but the overarching theme continues to be the reduction of greenhouse gas emissions.

## New household waste and recycling centre for Peterhead

Peterhead's new Household Waste and Recycling Centre (HWRC) opened its doors in January.

The facility occupies more than 6,100 square metres on Damhead Road, compared to around 1,300 metres at the old site and increases the amount of waste handled from 6,000 tonnes to 7,400 tonnes per year.

This will help Aberdeenshire Council improve its recycling service and meet strict targets set out by the Scottish Government.

Two full-time attendants encourage more recycling and provide greater assistance for people with disabilities and those bringing heavy or awkward loads to the site.

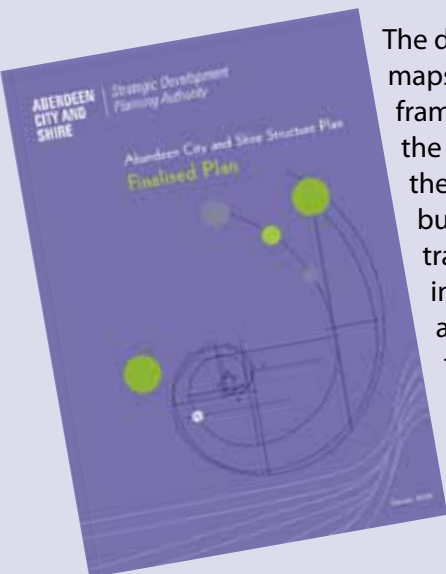
The new centre also has waste compaction facilities and larger capacity for the general storage and handling of waste and recycling, reducing lorry journeys and their associated carbon footprint. Wood and timber have been added to an already extensive list of materials which can be recycled at the new site.

Electrical recycling facilities are also available, including the recycling of fluorescent tubes.



# Structure plan provides vision for the region

A structure plan, covering Aberdeen City and Aberdeenshire was approved by Councillors during the year. The plan puts in place a framework to ensure the region maintains and enhances its attractiveness and continues to develop sustainably over the next 20 years.



The document maps out a framework for the delivery of the new homes, businesses, transport infrastructure and facilities to ensure continued prosperity. It also stresses that the City and Shire must

aim high and earn a reputation for top-quality design and construction in which local people and the whole country can take pride.

## Aberdeenshire is a place where the natural environment is protected:

The Ranger Service promotes responsible behaviour and understanding of the countryside.

Annual figures	Apr 07 – Mar 08	Apr 08 – Mar 09
No of school age pupils attending environmental programmes during the year	7,800	9,900
People attending environmental initiatives and guided walks	5,700	4,600

## Aberdeenshire is a place where waste is managed effectively:

By the year 2020 more than half of all household waste will have to be recycled.

Annual figures	Apr 06 – Mar 07	Apr 07 – Mar 08	Apr 08 – Mar 09
Waste tonnage	145,100	151,500	151,300
Tonnage of waste to landfill	114,400	105,700	104,200
Tonnage of waste recycled	30,800	45,900	47,100
Percentage of waste recycled (target 30%)	21%	30%	31% (unaudited)

Aberdeenshire Council's Planning Gain service negotiates significant levels of contribution from developers.

Annual figures	Apr 06 – Mar 07	Apr 07 – Mar 08	Apr 08 – Mar 09
Incoming funds	£972,300	£1,960,000	£1,597,000



## Waste not, want not

Aberdeenshire Council invested heavily in recycling initiatives during the year – all aimed at making it easier for residents to support us in improving our recycling rates.

Residents are now able to recycle even more types of paper including greeting cards without glitter, telephone directories and Yellow Pages, white envelopes, travel tickets and receipts.

This is in addition to the previously accepted brochures, catalogues, leaflets, newspapers, magazines, office/printer paper, and white or grey card.

Waste collection service has been operating in Banff, Macduff, Whitehills and Aberchirder. The waste is collected weekly and composted at a plant in Fordyce. Residents participating in the trial have reported a decrease in the amount of food they throw away.

There were also initiatives for composting, seasonal waste, initiatives to tackle fly-tipping, food waste recycling and reverse vending to turn drinks cans into discounted bus travel.



**Aberdeenshire is a place where energy consumption is reducing and renewable energy promoted:** Energy efficiency measures which reduce energy consumption, carbon dioxide emissions and energy costs continue to be carried out in Council buildings. These include the installation of swimming pool covers, insulation for heating valves, draught proofing and the installation of more energy efficient lighting.

Ground-source heat pumps were installed at Balmedie Primary, Elrick Primary and Kincardine O'Neil Primary and solar panels at Aden, Banff and Ballater caravan parks.

## **News in brief:** |||||

**Recycling in Council buildings** – We have committed to fund recycling containers in all Council buildings and we are developing a method of recording all Council waste.

**Changing for the new Planning etc (Scotland) Act** – We are making progress on the implementation of the requirements of the new Planning etc (Scotland) Act and this will be completed during 2009/10.

**Waste targets** – We exceeded our waste targets for reduction of waste to landfill and recycling. The target for 2008 was 30% recycling, we achieved 31.1%.

**Core paths plan** – The Council published the Core Paths Plan (for consultation) which identifies key paths and linkages for the public to use in every community across Aberdeenshire, both existing paths and those for which there is a requirement.

**New paths opened** – The Council opened up an additional 12km of paths during 2008-09, including 5km of Deeside Way path from Potarch to Kincardine O'Neil, 3.5km of coastal path from Portsoy to Whitehills and 1.5km coastal path south of Stonehaven.

**New service for suppliers** – We developed a system to issue remittance advices by email, reducing stationery and postage costs, and providing a quicker and more efficient service for suppliers.

## **Key actions 2009/10**

- We will seek a partnership with a private sector waste management company to further increase our recycling and the diversion of residual waste
- We will carry out a trial of weekly kerbside recycling collections in rural areas
- We will build a new Household Waste and Recycling Centre in Ellon
- We will fully implement the requirements of the Planning etc (Scotland) Act
- We will improve our performance in determining planning applications
- We will engage with our communities on the possible scale and location of developments (through the Local Development Plan) – involving around 30 meetings with the public and Community Councils – leading to the Draft Plan being published in February 2010
- We will be upgrading loft insulation, and installing cavity wall insulation where possible, in Council housing
- We will be introducing a responsible procurement policy
- We will be installing renewable energy projects in some Council buildings, such as a ground source heat pump in a primary school and solar panels to provide hot water at caravan sites

# Developing our partnerships

Our aspiration: Aberdeenshire is the best council, where the community planning framework and joint working with individuals, private and voluntary sector partners in the community ensures that people are involved, listened to and empowered and where excellent services are provided for all.

## Single Outcome Agreement

Aberdeenshire Council, working with all our community planning partners, agreed the first Single Outcome Agreement in 2008.

The Single Outcome Agreement (SOA) sets how the Aberdeenshire Community Planning Partnership will contribute to the Scottish Government's National Outcomes. The purpose of the SOA is to identify areas for improvement and deliver better outcomes for the people of Aberdeenshire and Scotland through specific commitments made by the Aberdeenshire Community Planning Partnership and the Scottish Government.



**Aberdeenshire is a place where partnership and joint working is the preferred way of working with other agencies and organisations:** There are currently 36 partnerships registered with the Council. In the 2008 Residents Survey there is a general view that local community groups can have an influence on Council decisions, although there has been a slight decline in this.

# You're safer in the Shire

Did you know that Aberdeenshire is one of the safest places to live in the UK?

The Community Safety Partnership is promoting the efforts being made to keep Aberdeenshire safe. Full page adverts are being published in the local weekly press as part of the Reassurance Campaign.

## Local Community Plans

Aberdeenshire Council created local community plans for the first time during the year – bringing together an overarching view of the aspirations of local areas and the actions agreed to deliver these aspirations. A number of public agencies will work to deliver the objectives within the plans over the next four years and the plans will help to focus funding in the areas where it is most needed.



# Top award for partnership project

A community-based initiative aimed at regenerating two Aberdeenshire communities has been recognised at a national awards ceremony.



The Reaching Out project, which led to the development of community facilities in Fraserburgh and Peterhead, scooped the Best Team award at the COSLA Excellence Awards in Edinburgh. It also picked up a silver award in the Advancing Community and Citizen well being category.

The Reaching Out project, developed under the umbrella of the Aberdeenshire Community Planning Partnership, is best known for the establishment of the 'Hot Spot' in Peterhead and utilising the 'Link-Up' building in Fraserburgh.

Both projects provide a focal point for groups and volunteers to meet, and the initiatives are managed by a steering group with representatives from the community, public and voluntary sectors.

The projects act as a 'one-stop-shop' for information and advice on a range of issues, including housing matters, money, health and wellbeing, steps to employment and educational opportunities.

## Safe Drive, Stay Alive



One of the most powerful and effective pieces of partnership working is Safe drive, Stay Alive which had its 4th anniversary in 2008.

The hard-hitting road safety campaign brings together resources from local authorities, Grampian Police, NHS Grampian and Grampian Fire and Rescue to promote safe driving.

Groups of pupils from across the north-east experience a chilling ride as a re-enactment of a crash involving a group of young people is shown.

The film is spattered with talks from people affected by such incidents – emergency services, victims and the bereaved – who will speak openly about their feelings, experiences and life afterwards.

## News in Brief

**Path improvements** – Working in partnership with the Forestry Commission, Aberdeenshire Council submitted a LEADER bid and succeeded in providing improvements to paths at the Huntly Peregrine Centre.

**Increased buying power brings efficiencies** – Developed and established a corporate procurement strategy in partnership with Aberdeen City Council. Joined the Scotland Excel project, incorporating 29 Scottish Councils, to develop national contracts for a range of goods and services, including the establishment of a North-East hub.

**Working with the Police** – Joint working with Grampian Police in a range of activities:

- Sharing incoming calls relating to graffiti or vandalism
- Out of hours service for Housing
- Additional out of hours service concerning a lone working pilot
- Development of a business case to consider a shared Revenues and Benefits service across seven Councils in the North of Scotland
- Continued focus on road safety initiatives.

## Key actions 2009/10

- We will be conducting community carbon reduction projects, such as local community footprinting
- Aberdeenshire Council aims to become carbon neutral by 2020. In order to meet this ambitious target, the Council is doing a lot of work both internally and with its partners as a member of the North East Scotland Climate Change Partnership
- Aberdeenshire Council will continue to work to deliver the objectives agreed in the Single Outcome Agreement

### Aberdeenshire is a place where voluntary sector partners are involved, listened to and empowered:

Community economic development activities provide real support to developing communities. The financial support to the ten rural partnerships from the Council has been enhanced this year. The Aberdeenshire Community Asset Fund is being widened so that it is now open to all community economic development groups, not just rural partnerships.

# Corporate improvement

**Aberdeenshire Council is the best council. It is a modern, effective organisation aiming to provide excellent services by finding new and more efficient ways of doing things, where the focus is on continuous improvement of the quality, efficiency and level of services provided for all.**

## The Best Large Council to Work For

Aberdeenshire Council has beaten competition from all over the UK to be officially named as the Best Large Council to Work For in Britain.

Following a survey of employees, Aberdeenshire Council finished ahead of 94 other Councils to pick up the award from the Times Best Council to Work For team. Aberdeenshire was also the only Scottish authority to be named in the top 25 of Councils in the UK.

Aberdeenshire Council finished in 12th place overall but came out on top when compared to Councils of a similar size.

The Council received praise for its management development programme, its leadership development programme and the use of the Kaizen approach to continuous improvement.



## Service points to improve customer contact

Aberdeenshire Council has begun to develop service points for customers, giving them face to face access to more services throughout Aberdeenshire.

The service points will complement the successful Aberdeenshire Council telephone Contact Centre, which opened in November 2006, providing customers with a first point of call to a range of services managed and co-ordinated centrally.

The vision is to create 12 service points located across Aberdeenshire in towns of greatest population, developed in existing Council buildings.

The service points will be based in Fraserburgh, Banff, Peterhead, Ellon, Turriff, Inverurie, Westhill, Aboyne, Huntly, Banchory, Stonehaven and Portlethen.

The project will begin with the development of a pilot site in Huntly, with more substantial developments planned for Inverurie and Peterhead. The effectiveness of these pilots will be evaluated and will inform the rollout of the rest of the sites over a number of years.

Customers visiting the service points will be able to access a range of services in one place, including enquiries about roads, waste, Council tax and housing.





## Landmark £1 bn capital plan approved

Aberdeenshire Council announced plans to generate £45million for its capital plan each year as part of a landmark project that could see up to £1billion invested locally over the next 15 years.

The plan includes significant spending plans for schools and leisure facilities across Aberdeenshire. Schools projects worth £125 million were approved in principle, including the construction of new primary schools at Inverurie, Kinellar, Drumoak, Dunnottar, Markethill (Turriff), Newmachar, Rathen and Portlethen.

A new secondary, primary and community complex, including a swimming pool, was also approved in principle for Alford.

It will also allow work to start at the earliest opportunity to acquire sites for replacement academies at Mearns, Ellon and Kemnay. While viewed as key priorities, these are outwith the funding capacity of the Council, which will put pressure on the Scottish Government for support for these projects.

The plan will also see improved library facilities at Westhill, Peterhead and Newtonhill. Banff and Stonehaven will see an upgrade of their local museums and Banff Library is also tabled for improvements.

The plan would also lead to developments in waste and recycling; road, bridge and harbour works; transportation initiatives, and various other projects within individual Council services, including a replacement care home at Inverurie and a replacement children's home.

The proposals have been achieved by combining the Council's Corporate Asset Management Plan and existing Capital Plan into a 15-year Capital Plan for the whole of Aberdeenshire.

.....  
**Aberdeenshire is a place where residents feel they are receiving a good quality service from the Council:** All customer complaints received an acknowledgement within the 5 working day target. 68% of complaints were fully resolved within 20 working days.

.....  
**Aberdeenshire is a place where Council services are provided efficiently:** national data shows that Aberdeenshire Council employs 38.7 full time equivalent staff per 1,000 population compared with the average for Scotland of 44.5 staff.

For the twelve months ending December 2008 the number of actual days absent equates to an average of 10.95 days per employee. This is a decrease of 0.58% when compared with figures as at 31 December 2007.

.....  
**Housing and care services under the spotlight:** Aberdeenshire Council proved to be providing a generally good housing service, whilst the Adoption and Fostering Service was found to have very good practice in relation to the quality and professionalism of staff, response to current and proposed changes to legislation, the use of the National Care Standards and the promotion of best practice.

# Positive report from government inspectors

2008/09 was an important year for Aberdeenshire Council as it received its first detailed inspection of its services.

The authority received a very positive report from the Accounts Commission in its Audit of Best Value and Community Planning, an important measure of performance.

The report highlighted the Council's clear direction and priorities and good relationships between Councillors and senior officers. It also found sound financial management and a motivated and committed workforce.

The Accounts Commission highlights many examples of good service and commends the Council's commitment to continuous improvement.

A brief summary of the report's conclusions are that Aberdeenshire Council:

- has established a culture of continuous improvement through effective leadership
- is ambitious and knows what needs to improve
- has developed good working relationships with its partners
- has a good performance management framework
- has education, social work, housing and transport services which perform well
- has a well-developed decision-making structure
- makes good use of its resources.



.....

## Aberdeenshire is a place where the Council demonstrates a high standard of financial management:

Annual figures	Apr 06 – Mar 07	Apr 07 – Mar 08	Apr 08 – Mar 09
Cost of Council Tax collection per household	£11.68	£12.24	£12.73
Percentage of Council Tax collected in year	96%	96%	96%
Cost of business rates collection	£32	£37.63	£36.24
Percentage of business rates collected	98%	98%	99%

Annual figures	Apr 06 – Mar 07	Apr 07 – Mar 08	Apr 08 – Mar 09
Percentage of invoices paid within 30 days of receipt	88%	87%	84%

**New Chief Executive** – Aberdeenshire Council appointed a new Chief Executive, Colin Mackenzie – former director of Housing and Social Work.

**Improvements to planning** – A new staffing structure incorporating new ‘senior planners’ has been agreed to help us to deliver significant improvements in the time taken to process planning applications.

**Productivity increases by 26%** – The Street Cleansing Team based in Central Aberdeenshire completed a ‘Kaizen for Daily Improvement’ programme which resulted in identification of increased capacity of 26% and the first Bronze Award to be achieved by the Council.

**Monthly payroll increases efficiency** – Transferred all weekly paid staff (c6,000) to a monthly payroll, providing greater standardisation of processes and reduced administration.

**Treasury management makes savings** – A successful and proactive approach to treasury management has led to savings in excess of £6m in 2008/09, with some savings continuing into future years.

**Use of cheques reduced** – Transferred all housing benefit recipients paid by cheque to BACS payments, reducing the number of cheques by just over 33,000 cheques each year representing a significant efficiency gain.

**More services move into Contact Centre** – Introduced new, improved services into the Contact Centre including housing repairs and job applications. The centre has contributed to increased satisfaction in service delivery, whilst delivering cost reductions.

**Feedback helps improve services** – Successful feedback system, which has seen the introduction of a corporate team to handle all feedback from customers in a consistent manner; identifying trends within services to assist in making improvements to services.

**Agreed a workforce strategy** which will provide direction for managing our workforce. The strategy outlines our ambitions to invest in and develop and highly trained, flexible and innovative workforce who will help to deliver the Council’s vision.

.....  
Controlling development through the planning system relies on applications for planning permission being determined in accordance with agreed standards.

Annual figures	Apr 06 – Mar 07	Apr 07 – Mar 08	Apr 08 – Mar 09
% of householder applications determined within 2 months	70%	51%	60%
% of non-householder applications determined within 2 months	32%	25%	31%

- A review of management structures will take place to provide a streamlined and strategic approach to the Council’s delivery
- Review the Performance Management framework for the Council
- Develop a forward programme of Kaizen events for each service to drive continuous improvement
- Review and publish the Race Equality Scheme
- Agree and implement community planning priorities
- Increase the engagement and participation of citizens by improving access to consultation activity
- To have iProcurement live in all services by the end of 2009/10
- Complete an independent assessment of the effectiveness of Aberdeenshire Finance’s financial management
- To undertake a tender exercise and appoint treasury and insurance advisers
- Review progress to date, and further develop opportunities, for point of service payments within Council offices
- To examine the feasibility of sharing operational services within the Revenues and Benefits field with other Councils in the North of Scotland
- To fully roll-out the new Feedback system to all services within the Council

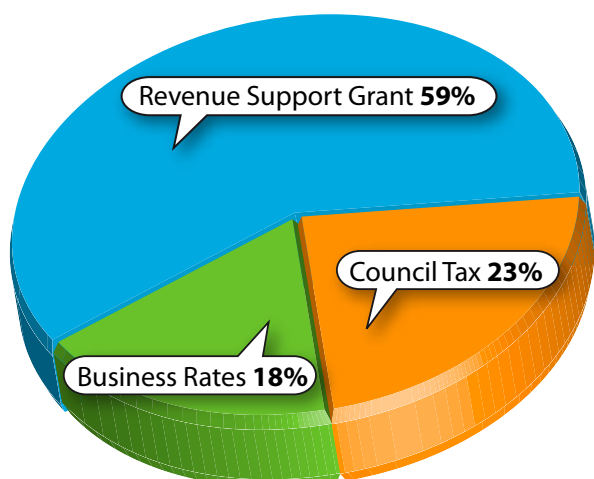
# Financial overview

**Aberdeenshire Council is committed to providing residents with a summary of the financial accounts which explain the main sources of Council funding and how this was spent on services in 2008/09. These are the unaudited accounts for the Council. A full copy of the Council's Statement of Accounts is available for examination on request.**

The Council's accounts for 2008/09 will be audited by Audit Scotland and a full copy of the audited accounts will be available for inspection following the audit.

Council spending is divided between Revenue and Capital with Revenue spending itself subdivided between Council Housing (the Housing Revenue Account) and all other services.

This chart shows the proportion of income received from Council Tax, Business Rates and Revenue Support Grant.



In 2008/09 the revenue generated by Council Tax, which comprises 23% of the total income on the council's General Fund, is the only part that can be varied at the council's discretion. This discretion was effectively removed from the 1st April 2008 with the freezing of Council Tax across Scotland.

Business Rates are set nationally by the Scottish Government, pooled and paid alongside Revenue Support Grant.

## General fund

The General Fund Account presents the cost of running all council services between April 2008 and March 2009.

	£'million
Education Services	243.3
Non HRA Housing Services (eg homelessness)	5.6
Housing Revenue Account	0.8
Cultural & Related Services	20.0
Environmental Services	27.8
Roads & Transport Services	31.8
Planning & Development Services	11.9
Social Work Services	116.3
Central Services	7.1
Fire Services	9.3
Police Services	18.1
Corporate & Democratic Core Services	8.8
Non Distributed Costs	6.7
Exceptional Item	0.4
<b>Net Cost of Service Expenditure</b>	<b>507.9</b>
Less: Internal Charges for use of Council Assets	(48.1)
Add: Repayment of loans and interest on loans	23.3
Less: Appropriations and other internal accounting	13.6
<b>Amount to be met from Government Grants and Local Taxation</b>	<b>496.7</b>
Revenue Support Grant	(295.1)
Council Tax	(113.4)
Business Rates	(90.5)
<b>Net General Fund (surplus) for year</b>	<b>(2.3)</b>
Balance brought forward	(20.8)
<b>Balance carried forward</b>	<b>(23.1)</b>



## Council housing

The Housing Revenue Account (HRA) represents a statutory requirement to account separately for council housing provision. All expenditure must be met from rental income.

The HRA balance is higher than anticipated by the 30 year 'Retention Plus' business plan agreed by the council for the HRA. This seeks to ensure that the future needs of the stock and of tenants can be met and are affordable.

	£'million
Income	
Council house rents (gross)	(33.1)
Other income	(7.9)
	<b>(41.0)</b>
Expenditure	
Repairs & Maintenance	13.0
Supervision & Management	8.1
Capital Financing Costs	6.4
Other Costs	13.8
	<b>41.3</b>
Net HRA (deficit) for year	<b>0.3</b>
Balance brought forward	(29.4)
Balance carried forward	<b>(29.1)</b>

The Council owned the following types and numbers of houses as at 31st March 2009.

Sheltered Housing	1,552
1 bedroom	3,597
2 bedrooms	5,166
3 bedrooms	2,502
4+ bedrooms	143
	<b>12,960</b>

## Capital Expenditure

Capital expenditure generally represents money spent by the Council on purchasing, upgrading and improving assets such as roads and buildings. The Council receives the benefit from capital expenditure over a longer period of time.

Of the total capital expenditure of £60,994,000, £26,324,000 was financed through borrowing with the remainder being financed from a combination of the proceeds from the sale of assets, grants and a contribution from the revenue account.

	£'million
Site & Building Acquisition	0.7
Building Works	22.6
Furniture & Equipment	13.1
Works - Roads	19.9
Fees	4.7
	<b>61.0</b>

## Balance Sheet

This represents what the Council owns and is owed

	£'million
Buildings, Land and Equipment owned by the Council	1,067.4
Stock and Work in Progress	3.9
Cash and Investments	31.4
Money owed to the Council	41.0
Money owed by the Council	(165.9)
	<b>977.8</b>
Financed by:	
Borrowing	(337.7)
Distributable Reserves	(61.2)
Non Distributable Reserves	(578.9)
	<b>(977.8)</b>



## Summary of Revenue Monitoring

To secure proper financial management within Aberdeenshire Council, expenditure is monitored regularly throughout the year to ensure that spending remains as close as possible to budget. A summary comparing actual outturn to budget is shown below.

	Budget	Actual	Actual to Budget
	£'million	£'million	£'million
Education, Learning & Leisure	255.4	249.1	(6.3)
Housing and Social Work	121.5	120.4	(1.1)
Joint Board Requisitions	29.2	28.9	(0.3)
Miscellaneous Services	0.8	0.5	(0.3)
Planning & Environmental Services	31.3	31.4	0.1
Transportation & Infrastructure	38.4	36.9	(1.5)
Chief Executive	4.9	4.5	(0.4)
Finance	8.7	8.7	0.0
Law & Administration	3.7	3.5	(0.2)
Councillors	2.0	1.9	(0.1)
Personnel & ICT	13.6	13.1	(0.5)
Office Accommodation	3.8	3.6	(0.2)
Charges to HRA/Capital/Others	(22.8)	(22.8)	0.0
<b>Sub Total</b>	<b>490.5</b>	<b>479.7</b>	<b>(10.8)</b>
<b>Trading Accounts</b>	<b>(1.5)</b>	<b>(0.6)</b>	<b>0.9</b>
<b>Capital Financing Charges</b>	<b>23.2</b>	<b>18.7</b>	<b>(4.5)</b>
<b>Cross Service Savings</b>	<b>(1.7)</b>	<b>0.0</b>	<b>1.7</b>
Transfers to/(from) Statutory Funds	1.7	1.7	0.0
Transfers to/(from) Earmarked Reserves	(6.9)	(6.9)	0.0
Other Expenditure	0.0	0.5	0.5
<b>Gross Expenditure</b>	<b>505.3</b>	<b>493.1</b>	<b>(12.2)</b>
Revenue Support Grant	(295.4)	(295.1)	0.3
Business Rates	(90.5)	(90.5)	0.0
Council Tax	(114.5)	(113.4)	1.1
<b>Total Income</b>	<b>(500.4)</b>	<b>(499.0)</b>	<b>1.4</b>
(Replenishment)/Use of Balances	4.9	(5.9)	(10.8)

## Summary Operating Financial Review

### Financial Performance

For direct service provision, revenue expenditure was £10,822,000 less than budget. These underspends have arisen from a number of one-off savings which are unlikely to be repeated in future years. Expenditure on other items such as capital financing costs, trading accounts and transfers to and from various Council balances was £1,368,000 lower than anticipated resulting in gross expenditure being £12,190,000 below budget.

Actual income was £1,424,000 less than budget. As a result the Council's working balance increased by £5,909,000 compared with a budgeted decrease of £4,857,000. This means that the working balance has increased by £10,766,000 over the year 2008/2009.



This is the Annual Public Performance Report for 2008/2009. If you have difficulty understanding this document and require a translation, or would like a copy in a larger print, please telephone 01224 664465.

“এটি হলো এবাউনশায়ার কাউন্সিল এর এ্যানুয়াল পাবলিক পারফরমেন্স রিপোর্ট। আপনি যদি অন্য কোন ভাষায় বা ফরমেটে এর এক কপি পেতে চান তবে দয়া করে 01224 664465 নম্বরে ফোন করবেন।”

یہ ایبرڈین شائر کونسل کی سالانہ عوامی کارکردگی رپورٹ ہے۔ اگر آپ اس کی کاپی کسی اور زبان یا طرز میں حاصل کرنا چاہتے ہیں تو براہ کرم 01224 664465 پر ٹیلی فون کریں۔

這是亞巴甸郡政府的政府工作表現年報。如果你需要其他語文版或形式，請致電 01224 664465。

Šis ir Aberdīnes rajona (Aberdeenshire) Domes Publiskais Gada Darbības Pārskats. Ja jums ir nepieciešama dokumenta kopija citā valodā vai formātā, lūdzu zvaniet 01224 664465.

Tai yra kasmetine viesa ataskaita apie Aberdino srities savivaldybes atliktus darbus. Jei jums reikalinga kopija jūsu kalba ar kitame formate, skambinkite 01224 664465.

Jest to Roczny Publiczny Raport Wyników Rady Aberdeenshire. Jeżeli potrzebują Państwo kopii w innym języku lub formacie proszę dzwonić 01224 664465.

Перед Вами – открытый годовой отчет о работе муниципалитета графства Абердиншир. Если Вы нуждаетесь в копии на другом языке или в другом формате, пожалуйста, обращайтесь по телефону: 01224 664465.

Este é o Relatório Anual do Desempenho Público da Câmara Municipal de Aberdeenshire. Se você necessitar duma cópia numa outra língua ou noutro formato telefone por favour para o número 01224 664465.



**For detailed performance information please see the  
council's website at  
[www.aberdeenshire.gov.uk/about/performance.asp](http://www.aberdeenshire.gov.uk/about/performance.asp)**

**Aberdeenshire Council  
Woodhill House  
Westburn Road  
Aberdeen  
AB16 5GB**

**General enquiries: 08456 08 12 07  
[www.aberdeenshire.gov.uk](http://www.aberdeenshire.gov.uk)**

**Produced by Aberdeenshire Council  
GDT 11161  
July 2009**

