Infrastructure Services

**Service Overview**

The Infrastructure Service covers six main functional areas and more information on each can be accessed [here](http://www.aberdeenshire.gov.uk/council-and-democracy/about-us/service-structure/infrastructure-services/):

* Economic Development
* Planning and Building Standards
* Housing
* Protective Services and Waste Management
* Roads and Landscape Services
* Transportation

Infrastructure Services was created in 2011 bringing together the functions of Economic Development, Planning and Building Standards, Facilities Management, Protective Services and Waste Management, Roads and Landscape Services and Transportation. From 2015 Housing services was transferred to Infrastructure Services and Property moved to Corporate Services. Everything the Service does impacts to a greater or lesser extent on the other services provided by the Council. As a result the Service has a key role in supporting the delivery of the Council’s Strategic Priorities.

Infrastructure Services has a key role in helping to create and sustain the quality of life for the people of Aberdeenshire and is committed to providing excellent services for all.

**Highlights for 2014/15**

The condition of Aberdeenshire roads continues to improve and remain amongst the best across Scotland, and in particular A and B Class Roads are performing well in excess of their targets.

Aberdeenshire also scores very highly in the street cleanliness survey (98.2%) and has some of the lowest costs for street cleansing in Scotland.

**What could we have done better?**

Percentage of unemployed people assisted into work from Council operated/funded employability programmes - the total number of unemployed people assisted in full/part-time work or full/part-time education or volunteering was 251 for the year. This is higher than the council target of 240 people. Falling unemployment in Aberdeenshire is having a direct effect on the pool of people seeking employment and training. Clients are presenting with multiple issues and are generally those furthest from the job market.

Domestic Noise: average time in hours between time of complaint and attendance on site for those requiring attendance on site - the number and nature of complaints lodged is outwith the Council’s control, hence the fluctuation in numbers, and time to deal with them will depend upon a variety of factors, environmental and human.

11.99 days to complete non-emergency housing repairs - The council has been investigating ways to improve response times for non-emergency housing repairs. Potential steps will include introducing a formalised repairs appointments system and transforming service delivery through the use of mobile technologies. It is also worth noting that since 2013/14 the council has reduced time taken to respond by 2.3 days.

**What are we doing to improve?**

Percentage of unemployed people assisted into work from Council operated/funded employability programmes - during 2014/15 a range of initiatives were implemented to support individuals to access training opportunities or work.

In the longer term Employment Support Team are looking at supporting the establishment of a training facility in bakery, customer service skills, administration, core employability skills, etc., to a target group with disabilities, additional support needs, mental health and more mainstream clients looking to train and work in this sector. This will be based in New Pitsligo and run by Fraserburgh Trust.

Domestic Noise: average time in hours between time of complaint and attendance on site for those requiring attendance on site - A review of processes is on-going within Environmental Health in support of the roll-out of the new case management system. This system can provide real-time data on the position with any complaint and can be used to monitor workloads, response times and outcomes and will assist in the identification for further improvements to processes.

The Housing service participated in a benchmarking exercise with other councils in its family grouping looking at the way Aberdeenshire deals with anti-social behaviour during 2015. A number of potential areas for improvement were identified. An improvement project has been commenced to identify differing policies between Environmental Health and Housing in dealing with Noise Disturbance. The long term goal of the project will be to have consistent guidance within our respective policies and procedures to identify areas for improvement.

Days to complete non-emergency housing repairs - The council is undertaking improvement actions in a range of housing-related areas. These actions include the ongoing monitoring of rent levels and arrears, reviewing housing allocation policies and introducing new technologies and systems to support service delivery. We are also committed to the continuing improvement of our housing stock and to ensure properties are energy efficient.

You can see progress against these actions and more by clicking [here](http://www.covalentcpm.com/CovalentWebModule/Dashboard?c=424&i=4541572)

You can view all performance for 14/15 by [clicking here](http://www.covalentcpm.com/CovalentWebModule/CovalentWidget?c=424&id=3103)