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ADDITIONAL CIRCULATION



To: Councillor Cooney, Convener; Councillor Jean Morrison MBE and Graham, Vice Convener; and Councillors Allan, Crockett, Copland, Corall, Delaney, Dickson, Donnelly, Jackie Dunbar, Finlayson, Flynn, Grant, Hutchison, Laing, Milne, Sandy Stuart and Yuill.

Town House,
ABERDEEN 20 January 2017

COMMUNITIES, HOUSING AND INFRASTRUCTURE COMMITTEE

The undernoted items are circulated in connection with the meeting of the **COMMUNITIES, HOUSING AND INFRASTRUCTURE COMMITTEE** to be held here in Committee Room 2 - Town House on **TUESDAY, 24 JANUARY 2017 at 2.00 pm.**

FRASER BELL
HEAD OF LEGAL AND DEMOCRATIC SERVICES

B U S I N E S S

REQUESTS FOR DEPUTATIONS

2.1 Deputation Request

Deputation request received from Dewi Morgan, Old Aberdeen Community Council to make representation to the Committee regarding item 9.3 – HMO Overprovision.

2.2 Deputation Request

Deputation request received from Martin Wilson, to make representation to the Committee regarding item 9.3 – HMO Overprovision.

2.3 Deputation Request

Deputation request received from Kenny Phillip to make representation to the Committee regarding item 12.7 - Reduction in Speed Limit A944 to B9119 from 50mph to 40mph (Stage 3 Public Advert).

- 6.1 Referral from Planning Development Management Committee - 8 December 2016 - redevelopment brief attached (Pages 5 - 8)

**PLANNING DEVELOPMENT MANAGEMENT COMMITTEE
8 DECEMBER 2016**

REMIT

ST PETER'S NURSERY SITE REDEVELOPMENT BRIEF – CHI/16/255

1. The Committee had before it a report by the Director of Communities, Housing and Infrastructure, which sought approval for the St Peter's Nursery Site Redevelopment Brief to be adopted as non-statutory planning guidance.

The report recommended:-

that the Committee –

- (a) note the results of the four week consultation period; and
- (b) adopt the St Peter's Nursery Site Redevelopment Brief as non-statutory planning guidance.

The Committee resolved:-

- (i) to request that the report be submitted to the relevant committee for consideration regarding the potential use of the site for local authority affordable housing; and
- (ii) to otherwise approve the recommendations contained within the report.

- 8.2 Communities Housing and Infrastructure Committee 5 year legacy report (Pages 9 - 48)

- 9.3 Houses in Multiple Occupation - Overprovision (Pages 49 - 138)

- 12.10 Access from the South - Bridge of Dee Study - STAG Part 2 Appraisal (Pages 139 - 156)

- 13.2 Public Mortuary - Status Report (Pages 157 - 166)

ITEMS WHICH THE COMMITTEE MAY WISH TO CONSIDER IN PRIVATE

- 14.1 LLP Business Case

This item has been withdrawn and will now be reported to the Council Budget Meeting.

Should you require any further information about this agenda, please contact Emma Parr,
tel 01224 522607 or email emparr@aberdeencity.gov.uk

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Agenda Item 6.1

Draft St Peter's Nursery Site Redevelopment Brief

Introduction

This brief gives site specific planning guidance in support of the Local Development Plan for the redevelopment of the St Peter's Nursery site. The site has been vacant for a number of years and has become overgrown with the buildings in a state of disrepair. The Council, as landowner and planning authority, are keen to promote the site for appropriate redevelopment.

Location

The site, in the Old Aberdeen Conservation Area, is approximately 1.5 miles from the City Centre and within close proximity to the University of Aberdeen and Aberdeen Sports Village – Sports Centre.

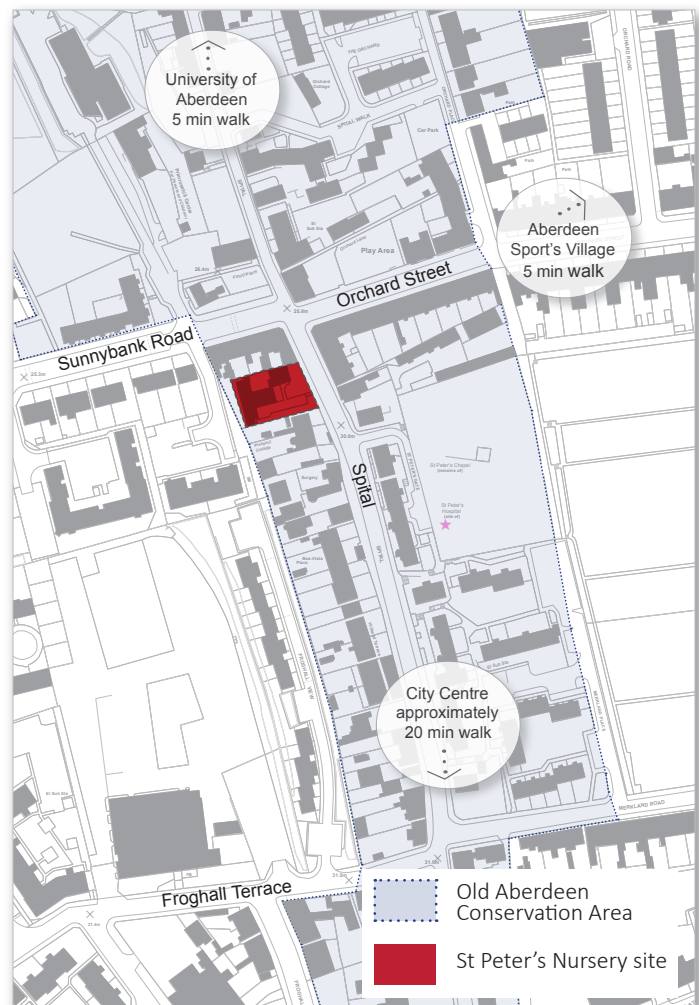
The site

The main building is a single storey 'T' shaped granite and slate built former nursery which sits along the western boundary, set back from the Spital. In the northern half of the site there is a smaller timber extension.

There are several mature trees along the eastern edge, which along with the boundary wall, contribute to the important characteristics of the Conservation Area.

The site has gated pedestrian and cycle access from the eastern boundary with the Spital. There is no means of access to the site because the rear boundary is elevated above the residential development to the west.

The site is surrounded by predominantly residential development. However, at the junction of the Spital and Orchard Street there are a range of amenities and uses including a public house, bookshop, general store and fast-food takeaways.



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Location Map

Site Information

Size	Total site: approx. 835m2 Building footprint: approx. 293m2
Aberdeen Local Development Plan 2012	Opportunity Site 119 Allocated as mixed use
Proposed Aberdeen Local Development Plan 2016	Opportunity Site 92 Allocated as mixed use
Listed Building(s)	No
Conservation Area	Old Aberdeen
Appropriate Uses	Mixed Use e.g. Residential Shops Financial/Professional Food and Drink Non Residential Institution e.g. nursery
Ownership	Aberdeen City Council

Context and Analysis



Conservation Area

The site is located within the Old Aberdeen Conservation Area and specifically the Spital character area. An appraisal of the [Old Aberdeen Conservation Area](#) was carried out in 2015. The appraisal notes the following as strong character features:

- Granite boundary walls forming the street edge
- Steep rise in the ground to the west giving buildings a monumental sense of place
- A wide variety of building heights, forms and features
- The Spital itself as a clear linear route
- The importance of setts as the carriageway surface to the street
- Mature trees within enclosures

Context - proposals must acknowledge

- Residential area
- All buildings address the Spital:

- on the east the built form predominantly fronts directly onto the Spital
- on the west the majority are set back with boundary walls fronting onto the Spital
- Acknowledge the elevated position of buildings along the Spital
- Route along the Spital- Core Path 21 (River Don- City Centre)
- Main pedestrian route for those travelling between the city centre and the University of Aberdeen
- Bus route with bus stops close to the site
- Views from the Spital:
 - north towards University of Aberdeen library
 - south towards Marischal College
- Site has suitable habitat for bats therefore will require a bat survey prior to demolition, building and tree work.



Redevelopment Characteristics

- The location of the site within the Old Aberdeen Conservation Area is an important consideration. Redevelopment proposals will only be acceptable where they enhance the character and setting of the Conservation Area. The design, materials, scale and siting must be appropriate to the character and setting of the area.
- The building line is predominantly set back from the street edge along the western side of the Spital. Development must follow this historic pattern and maintain an area of soft-landscaping along the Spital. This should be no less than the depth of the adjacent buildings.
- Any proposal for demolition in the Conservation Area must comply with Historic Environment Scotland's Policy Statement. Proposals for demolition will only be considered where evidence can be provided to demonstrate that retention of the existing buildings would be unfeasible, and that demolition and rebuild would be the only viable option to proceed.
- Proposals must comply with Historic Environment Scotland's Policy Statement which sets out key redevelopment principles, such as:
 - new development should understand and make a positive contribution to the existing urban structure
 - new development should respect the pattern of streets and spaces
 - new development can respond to the amount, nature and mix of current uses
 - new design should consider the surrounding scale, hierarchy and massing of the existing built form
 - the sensitive use of appropriate colour, texture and pattern of materials, whether traditional or contemporary, is important
 - an understanding of the historic evolution is essential in determining whether a historic setting needs enhancement

Building form and site layout

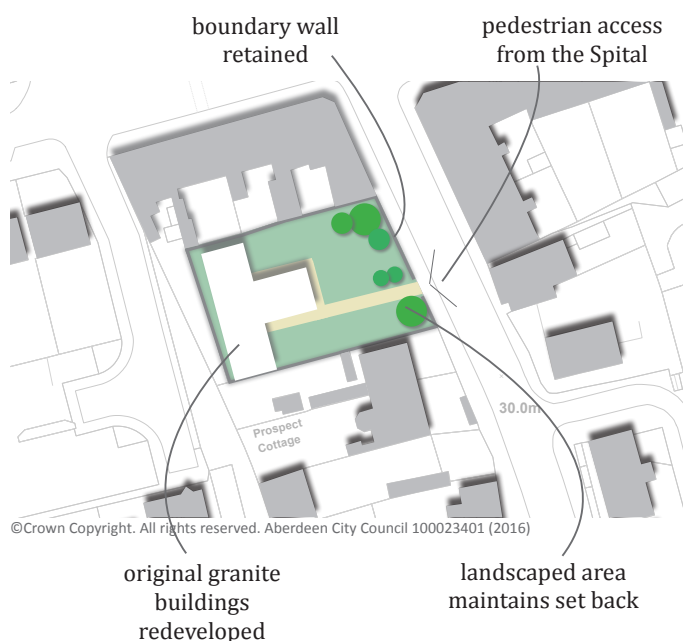
- The retention of the existing granite building is the preferred starting point for the redevelopment of the site. The building is not listed however the condition is likely to be very poor, therefore compliance with the Local Development Plan Policy regarding granite heritage and the reuse of granite on site must be adhered to.
- The boundary wall and an area of set back must be maintained along the Spital to preserve the character of the Conservation Area.
- Redevelopment proposals should not exceed the roof height of the adjacent building at 135 Spital.
- Redevelopment of 1 to 3 storeys that reflects the



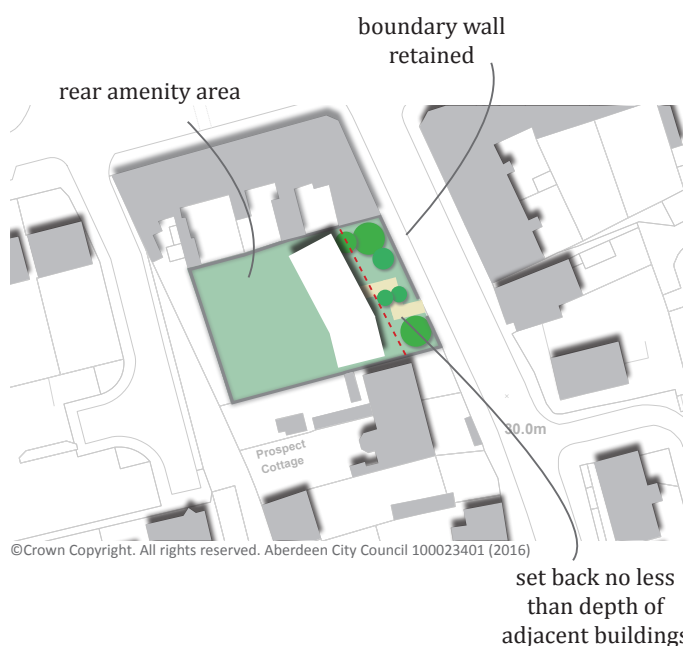
1871 map (site shown in green)



1915 map (site shown in green)



Indicative Site Layout 1- Retention of existing building



Indicative Site Layout 2

gradient change would likely be acceptable in principle because the site slopes from East to West and South to North.

- New development must take into account the existing building line and maintain a set back no less than the depth of the adjacent buildings, as shown in the Indicative Site Layouts.
- New development must retain the boundary wall fronting onto the Spital.

Access

- The redevelopment of the site should be designed to minimise travel by private car and encourage active travel. Innovative car parking solutions such as 'no car' schemes are encouraged where low car ownership and use can be justified.
- To facilitate redevelopment it could be possible to temporarily remove a section of boundary wall along the Spital to allow for construction access. This must be returned to the original position and likeness on completion of the redevelopment.

Materials

- Aberdeen City Council's Local Development Plan Policy relating to granite encourages the retention of granite buildings, but if proposals for the site include demolition the granite must be reused as part of any redevelopment proposals and to be consistent with the Policy.
- Materials, in addition to re-used granite, must be of high quality and complementary to the surrounding historic character of the conservation area. It is particularly important that materials contribute aesthetically to the character of the area and do not attempt to replicate it.

Landscape

- The site contains some mature trees that should be retained and incorporated into new redevelopment proposals. In particular, the cherry tree located at the front of the site. For redevelopment a root protection area (RPA) of 8 metres must be established.
- Works affecting trees within a Conservation Area require 6 weeks written notice with the Council's Environmental Policy team for submission and approval.
- The creation of a small area of communal greenspace exclusive to the development is expected to form a 'set-back' from the Spital.

Next Steps

As proposals for the site are developed, it is likely the following be considered:

- Redevelopment proposals subject to pre-application discussions with Development Management
- Written formal notification regarding the trees on the site
- Bat survey
- Specific intentions with the existing building and if demolition is proposed a draft Historic Environment Scotland Policy Statement test.
- Submission of an Application for Consent to Demolish within a Conservation Area
- Planning Application (fee relative to scale and use)

Contact:

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SUBMISSION OF LATE REPORT

NAME OF COMMITTEE : Communities, Housing & Infrastructure

DATE OF COMMITTEE : 24th January 2017

TITLE OF REPORT : Communities Housing and Infrastructure Committee 5 year Legacy Report

Reason for late submission of report (to be completed by report author)

The report needed extensive internal co-ordination to complete.

Reason why Convener is requested to consider accepting report as a matter of urgency / why the matter cannot wait for a future meeting (to be completed by report author)

This is the last CH&I Committee in this Administrative Term.

Reason why Convener / Vice Convener has agreed to accept the report (to be completed by Convener / Vice Convener)

Convener/Vice-Convener

: Neil Cosmuy

Date

17 January 2017

Director/Representative

: B. Majorasi

Date

19 January 2017

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Infrastructure
DATE	24 th January 2017
DIRECTOR	Pete Leonard
TITLE OF REPORT	Communities, Housing and Infrastructure – 5 year Legacy Report
REPORT NUMBER:	CHI/16/317
CHECKLIST COMPLETED	Yes

1. PURPOSE OF REPORT

Provide Elected Members with a summary report of the Directorate's key outcomes against core strategic delivery and performance priorities, linking to the Local Outcome Improvement Plan, over the course of 2012-16.

2. RECOMMENDATION(S)

It is recommended that the Committee note the work of the Directorate and provide comment on the Communities, Housing and Infrastructure Directorate 2012-2016 Key Progress Report attached at Appendix A and overview of Awards won across the period, attached at Appendix B.

3. FINANCIAL IMPLICATIONS

There are no direct implications arising out of this report, although a number of comments are made on the use of resources.

4. OTHER IMPLICATIONS

There are no direct implications arising out of this report, regarding legal, resource, personnel, property, equipment, sustainability and environmental and health and safety issues, although a number of comments are made on the use of resources.

5. BACKGROUND/ MAIN ISSUES

The main content of this Report, reflected in Appendix A, provides narrative against the key projects and outcomes, delivered by the Communities, Housing and Infrastructure Directorate over the course of 2012-16 that link

directly to the Council's Local Outcome Improvement Plan and the Directorate's agreed objectives.

Awards won over the period, listed at Appendix B, serve to raise the profile and reputation of the Council, Directorate and Services. They have been won in large numbers at UK, Scottish and local levels, clearly illustrating the innovation and commitment of staff.

Performance information is supplied by the relevant officers and has been included where available.

6. IMPACT

Improving Customer Experience –

Effective performance monitoring allows us to plan, develop and improve services for the future. The information contained in this report regarding the services we currently deliver, where we are meeting our targets and where changes need to be made, allows us to implement customer service improvements.

Improving Staff Experience –

For the Council to provide an outstanding service to its customers, it needs confident, capable, engaged and committed staff. The Council's programmes of support and training for staff and teams help enable staff personal and professional development, which significantly contributes to their ability to deliver the Council's strategic priorities within the Council's Values Framework.

Improving our use of Resources –

The Council operates in an environment which is constantly evolving with the demands on its services continuously changing. Continuous and close review of our financial, staff and asset based resources ensures we are effective in managing our services for the communities of Aberdeen City.

Corporate –

Effective management of performance, through the delivery of strategic priorities is central to the success of any organisation. The scrutiny role of elected Members is a key part of governance and ongoing implementation of Audit Scotland's BV Audit recommendations through the Performance Management Framework, which supports this.

Public –

Information regarding how the Council performs will be of interest to the many communities of Aberdeen and should be made available to them where possible. No EHRIA or PIA was necessary in relation to this report.

The improvements, progress and performance measures reported against ensure linkage to the Council's Local Outcome Improvement Plan; **Prosperous Economy, Prosperous People, Prosperous Place and Enabling Technology.**

7. MANAGEMENT OF RISK

The nature of this report is not such that a risk assessment of options is necessary as the content is for information only.

8. BACKGROUND PAPERS

Appendix A: CH&I Directorate 2012-16 Key Outcomes Report

Appendix B: APPENDIX B – CH&I Key Progress Report 2012-16 Awards (Won, Nominations & Shortlistings)

9. REPORT AUTHOR DETAILS

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Communities, Housing and Infrastructure - Key Progress Report 2012-2016

Introduction

Following the introduction of the Community Empowerment Act 2015, a legal duty was placed on community planning partners to demonstrate that they are making a significant impact on the achievement of outcomes as a result of partnership working. In doing so, Community Planning Partnerships were required to prepare and publish a Local Outcome Improvement Plan (LOIP), by October 2017, setting out the priority local outcomes it proposes to improve. In advance of the statutory deadline, Community Planning Aberdeen developed its Local Outcome Improvement Plan, which signals our joint commitment to making change happen and is recognised as critical to accelerating the pace of collaboration and joint working to drive real and lasting improvements for communities across Aberdeen.

The ambitious ten year plan sets out the shared vision for Aberdeen and the transformational change which the Partnership is committed to achieving to improve outcomes for all our communities. The plan was endorsed as a living document which will evolve as the Partnership's approach to working with communities and improvement methodology matures.

CH&I has led on the following key areas which further progresses community planning in Aberdeen.

- Community Empowerment Agenda
- Locality Planning
- Emerging Locality Plans for target areas
- Successful Participatory Budgeting projects across Communities and Housing including £100,000 HRA investment in environmental improvements at Linksfield, Promenade and Regent Courts
- Opening of Middlefield Community Hub in January 2017 and progress towards Hubs for Tillydrone and Torry
- Successful negotiation of lease and management agreements for Leased Centre community centres
- Development and implementation of Aberdeen's first Community Learning and Development Plan
- Support to Learning Centres and various community groups to deliver community based solutions to priorities
- Disbursal of circa £8M through the Fairer Aberdeen Fund to support regeneration in priority neighbourhoods
- Reduction in the number of areas within the top 15% in Scottish Index of Multiple Deprivation from 22 to 9

This Report details key progress, projects and achievements from 2012 - 2016 and demonstrates the contribution which has already been made by the Communities, Housing and Infrastructure Directorate in moving forward the four strategic themes within the LOIP. These themes are:

Prosperous Economy, Prosperous People, Prosperous Place and Enabling Technology

Taking each in turn:

1. Prosperous Economy

Aberdeen is one of the most competitive, innovative and economically productive cities in the UK. The success and relative wealth in the city has primarily been driven by the oil and gas sector, but the downturn in the industry due to a slump in global oil prices coupled with the high cost of exploration and production in the North Sea, continued financial constraint in the public sector and the uncertainty following recent political decisions all place pressure on our local economy. We have to ensure that Aberdeen is a city that is fit for purpose and that we maximise opportunities for our local economy.

Aberdeen has historically been viewed as a city of relative affluence, but beneath the headlines lie some worrying statistics; around a fifth of the children living in the city are living in poverty, and most are living in a household where at least one person is in work and around 30% of residents in the city are living in fuel poverty, with 9% in extreme fuel poverty.

Our services have worked diligently with partners to influence economic outcomes for the people of Aberdeen as shown below:

a. Economic Development

Aberdeen remains one of the most economically productive areas of the UK. In 2015:

- Gross Value Added per capita for Aberdeen City and Aberdeenshire was £63,726, compared to the Scottish national average of £23,685
- Aberdeen City and Aberdeenshire's total Gross Value Added was £18,081M
- The area's locally based enterprise accounted for 12.9% of Scottish employment and 23.2% of total turnover for Scotland, including 46.8% of Scottish Primary Industries turnover and 44.2% of Scottish Professional, Scientific and Technical activities turnover.

Following restructure in 2014/15, the Service aligned its delivery to a new economic strategy for the region, and the Shaping Aberdeen priorities.

The key achievements can be summarised under three headings:

- Strategic – enabling development of projects, programmes
- Corporate – maximising the Council's wider economic impact
- Delivery – of interventions

Strategic - Enabling

- Developed Regional Economic Strategy for the North East of Scotland, a vision for the City and region's economic growth. This was approved by the Council (and Aberdeenshire and Opportunity North East) in December 2015, and provided a framework from which to develop the Aberdeen City Region Deal.
- Collaborating across public and private stakeholders, officers supported the development of a City Region Deal with the UK and Scottish Governments which was signed on 21 November 2016. The Deal has an overarching funding package over 10 years of £826 million from public and private sector partners, including £250 million from the UK and Scottish Governments.
- A further £254m funding was also announced by the Scottish Government for housing, digital and transport initiatives which is covered by a separate Memorandum of Understanding.
- Partnership/ Stakeholder – supporting Aberdeen City and Shire Economic Future (ACSEF) and its successor Opportunity North East (ONE) as a city and regional economic forum
- Creating an operational collaboration around the regional economic strategy – engaging with Scottish Enterprise, Skills Development Scotland, VisitScotland, Aberdeen & Grampian Chamber of Commerce, Strategic Development Plan and NESTRANS.
- Supporting Scottish Cities Alliance – a collaboration across city councils in Scotland.
- Led the development of the City Centre Masterplan work undertaken by BDP consultants which was unanimously approved by the Council in June 2015 as a framework for a 25-year vision to implement key development within seven intervention areas of the city.

- Developed partnerships and 12 projects using EU funding programmes, structural fund programmes, trusts, lottery, UK and Scottish funding programmes which secured £21.5m in external funding, a leverage of £4.22 for every £1 of Council funding.
- Approval of the Aberdeen City Region's Hydrogen Strategy and Action Plan.
- Economic analysis is provided to elected members and wider stakeholders with regular updates on economic development activity and monitoring economic performance of the city, and its key sectors. This supports wider activity of Community Planning Aberdeen (CPA), Local Outcomes Improvement Planning, and evidence to inform the economic impact of planning applications and supporting specific project development and priorities – for example tourism impact and Brexit implications
- Supported the merger of the then VisitAberdeen with existing regional 'destination management organisations', and the creation of the new VisitAberdeenShire.

Corporate

- Supporting Council securing of a Credit Rating and subsequent issue of an infrastructure bond.
- Led the development of Aberdeen's new Exhibition & Conference Centre, a £330m development which will see a new exhibition centre, two hotels, an energy centre and commercial developments being built new Aberdeen Airport.
 - Procured development partner, Henry Boot Developments
 - Managed the design and planning process as well as the contractual negotiations, which saw financial close and construction being in June 2016
 - Procure a new operator - SMG Europe to manage and operate the existing and new venues.
- Managing development and implementation of key City Centre Masterplan Projects:
 - Broad Street public realm improvements and design approval by the Council in October 2016.
 - Working with landscape designers on the Union Terrace Gardens development. Public consultation was undertaken where 95% of the public who commented on the proposals were supportive of the scheme.
 - Contributing to development of the Aberdeen 365 Events Programme and securing event activity aligned to the city and region's economic and tourism priorities.
- Developed and delivered the Positive Procurement Programme to over 500 local businesses to increase the success rate for local businesses when participating within the public procurement arena

Delivery

i. Key Interventions – Business Development

- More than 3,000 businesses in the City have been provided with help and advice including several new initiatives including implementation of the Business Gateway Service. This has enabled Aberdeen to have the highest business start up rate in Scotland, with 53 start-ups per 10,000 adults in 2015, compared to the Scottish average of 35.
- A new Business Loan Fund (pending SG approval) is being established which will provide up to £750,000 of funding help for local companies at the early growth stage
- Coordination of economic development support to wider Council delivery of 'business facing' service delivery – for example planning, estates and trading standards.
- Delivery of Aberdeen Renewable Energy Group (28 AREG members events and 1066 delegates over the period), promotion programme (exposure to 10,000+ delegates, 500,000+ circulation through news media,

320,000 internet hits and 600 online connections in 2015-16 alone), 20 partner supply chain briefings per annum

- Facilitated the development of the European Offshore Wind Development Centre which, as a result, has received full consent, cleared all legal challenges, secured full construction finance and commitment by the developer to construct with preparatory onshore works commenced in October 2016, offshore construction to commence in 2017 and completion and first power expected 2018
- Between 2012 and 2017 the International team have hosted over 100 visiting business and government delegations from 21 countries
- Implemented Committee-approved International Trade Plans in support of the Regional Economic Strategy's internationalisation objectives. These measures have been important in maintaining Aberdeen's regional strength as a major export market. In 2014, Aberdeen City and Shire accounted for 26.2% of total Scottish international exports of an amount of £6,995 million, including 21.8% of Scottish Manufacturing and 35.0% of Scottish Service international exports.
- Previously and currently working with NESTG (North East of Scotland Trade Group), World Energy Cities Partnership and Memoranda of Understanding Partners to support businesses in export markets, by country/ sector
- Developing a structure to attract inward investment to the city – mobile projects, company expansion and institutional investment. In 2015, Aberdeen City had the second highest rate of expenditure on Research and Development of all Scottish local authorities, with £492 spent of R&D per head of population in Aberdeen City, compared to the Scottish national average of £162 spent per head of population.
- Delivering more than 10 external "Meet the Buyer" seminars to ensure that local businesses have the opportunity to participate in the tender process for large external works/services e.g. Stewart Milne, Morgan Sindall, and Dana Petroleum etc.
- Supporting the establishment and delivery of AGCC's Buy North East Campaign
- Developed an investment plan for Aberdeen to be considered by Council in March 2017. This will set out medium and long term priorities for investment, including securing institutional investment, foreign direct investment and supporting the growth of indigenous companies

ii. Key Interventions – Employability and Skills

- Successfully awarded ESF funding to deliver £2.2m Employability pipeline programme from 2016 – 2018
- Deliver Business Booster Programme to over 1,000 local businesses to ensure they have access to the appropriate skills and knowledge to ensure sustainability and growth. These measures are important in maintaining Aberdeen's high levels of employment despite the Oil & Gas downturn. Between July 2015 and June 2016, despite substantial regional employment losses, the regional economy had a significantly higher rate of employment than Scotland, with the employment rate for Aberdeen City at 75.8% and for Aberdeenshire at 79.7%, compared to the Scottish national average of 72.9%.
- Deliver 4 "Apprenticeship recruitment events" which brought together over 30 employers with live entry level employment opportunities
- Established and managed the "employability training provider forum" to ensure that the training provision across the city meets the needs of the client group and the local economy and removes the opportunity for duplication of provision
- Worked in partnership with Skills Development Scotland to deliver a range of events and initiatives to support those displaced by the Energy sector
- Established a Community Benefit working group to ensure Aberdeen City residents and businesses benefit from major developments within the city

- Established and manage the Local Construction Industry Development to identify and address skill issues within the construction industry
- Supporting development of Developing the Young Workforce, and the Council's role as an employer of young people

iii. Key Interventions - Projects

- Developed the H2 Aberdeen initiative which has seen delivery of hydrogen infrastructure including the UK's largest refuelling station and integrated maintenance facility to support the Aberdeen Hydrogen Bus Project
- Introduced hydrogen fuel cell buses into First Group (4) and Stagecoach (6) fleets
- Implement hydrogen infrastructure projects including the Aberdeen City Hydrogen & Energy Storage (ACHES) project and the H2ME refuelling station expansion

b. Communities and Housing

Housing Management

The Housing Management service was successfully restructured in 2012, with the emphasis being placed on generic working. The Rent Management Team was also incorporated into the structure to ensure a person focussed approach to debt recovery. In consequence of this approach, there has been a terms improvement in relation to:

- 56.2% reduction in the number of void properties since the introduction of the revised Void Improvement Plan
- 42.8% reduction in the amount of money lost through void properties
- 46% reduction in the average days taken to relet void properties
- Reduction in current and former tenants rent arrears has been achieved despite very challenging circumstances, against a background of welfare reform and economic downturn

Also, there has been development of Scotland's first Cruyff Court, working with the Dennis Law Legacy Trust and the Johan Cruyff Foundation to redevelop Catherine Street Court. This has:

- Created a world-renowned multi-use community sports facility in Aberdeen.
- Transformed a run-down, under-used community space into a hi-tech, all-weather play and activity area
- Promoted fitness and well-being in an urban environment.

c. Land and Property Assets

Affordable Housing

- The Smithfield Council housing development of 99 homes in the location of the now demolished Smithfield Primary School is currently ongoing with works continuing on site. First completions are due to take place in May 2017.
- The Manor Walk Council housing Development of 80 homes is ongoing as above and first completions similarly due in May this year.
- Shaping Aberdeen Housing LLP, a 50/50 joint venture between Aberdeen City Council and Places for People, was established in March 2016 to develop and manage housing for affordable rent and sale. Projects due to commence on site in spring 2017 include Summerhill (369 affordable homes), Craighill (91 affordable homes) and East Woodcroft (56 homes including 14 affordable).

Other New Build Projects

West North Street Homelessness Accommodation Centre and Support Facility

- £5.5M investment

- Provision of 20 short-term bedsit type supported accommodation units for homeless people with en-suite shower facilities
- Communal facilities comprising kitchen, laundry, lounge and staff accommodation
- A further 20 flats, ranging from one to four bedrooms, for independent living for homeless people in a secure setting.

Lord Provost Henry E Rae Community Centre extension and refurbishment

- £2.3M investment to accommodate the Middlefield Community Project, Lord Provost Henry E Rae Community Centre Management Committee and NHS Healthy Hoose.
- A range of services will be provided to support the local community
- Local flood alleviation scheme included as part of the project to address existing periodic flooding problems in the area
- Heating for the building is provided by a link to Aberdeen Heat and Power District Heating System

Repairs and Maintenance of Council Assets

The service has improved its performance, as benchmarked against other local authorities over the last 5 years and is well above average on measures which include:

- Improved Average length of time (hours) to complete emergency repairs – 5.19 down to 2.99hrs
- Improved Average length of time (days) to complete non-emergency repairs – 8.69 to 6.21hrs
- Increased Percentage of reactive repairs right first time - 91.48% up to 92.40%
- Percentage of repairs appointments kept – 81.45% up to 99.70%
- Gas Safety Record renewed by anniversary date – 96.98% up to 100%

The Building Services Team has also:

- Increased its productivity by 35% through improved mobile working
- Increased community benefits by:
 - Doubling its local workforce to over 600 people
 - Used 235 local firms per annum (benchmarked against 15/16)
 - Injecting £9m into the local economy
- Achieved ISO 9001 accreditation
- Achieved 97% customer satisfaction rating

Apprenticeship Scheme

The Apprenticeship Scheme, a key part of Building Services recruitment, has developed year on year, currently employing an average of 60 apprentices per annum in total from across all disciplines. A further 16 apprentices were recruited during 2016 and Building Services continues to develop local young people by working closely with the Work Experience Team, in addition to their apprentice recruitment. Our apprentices have also won in excess of 50 awards.

2. Prosperous People

The population of Aberdeen has never been higher, and in 2014, was just less than 229,000. Projections indicate that the population of the city is likely to continue to grow over the next two decades, and a sizeable increase in the child population is anticipated. Demand for early learning and childcare already exceeds supply, and plans to extend funded provision will require additional resource.

In addition, and like the rest of Scotland, Aberdeen has a population that is ageing. While an older population brings many benefits and opportunities, older people are also more likely to have multiple and complex care needs, and therefore it is almost inevitable that demand for high-cost services like Health and Social Care will rise.

The commitment and dedication of our services in working to improve outcomes for the people of Aberdeen both in the future and over the previous 5 years can be clearly seen, by the achievements highlighted here:

a. Communities and Housing

Community Safety - Implementation of the Priority Families Service

This innovative new service was implemented on 10 January 2017, building on the success of Aberdeen Families Service. The new service will provide intensive intervention to appropriate families, to improve community safety, employment, health and educational outcomes, with four police officers being assigned to the service which will provide essential support.

Tenant and Resident Engagement

Aberdeen City Council continues to be a market leading organisation in relation to Tenant & Resident Participation. This has been highlighted by:

- Achieving runner up at the TPAS (Tenant Participation Advisory Service) in November 2016 in the Tenant Participation Champion of the year – Organisation category
- This award recognises an organisation's individual member of staff, group of staff members or governing body members who have made an outstanding contribution towards tenants and other service users participating and influencing landlord's services, performance and/or culture of participation.
- This great achievement in a National Award and shows that we are listening to and involving our customers in the services they receive and is also testament to the officers who are working across services to deliver tenant participation in a large organisation.

Housing Volunteers from the Housing Service Review Group have been invited all over Scotland to promote the work they are doing – working with the Council – to improve the services they receive. They highlight what is working and what could be improved from a customer viewpoint. Their extensive work has included:

- Conducting a recent review of Housing Management which was well received by the Housing Management Team with many of the recommendations incorporated into the improvement plan.
- Running a workshop at the TPAS Conference with over 50 attendees to launch the new booklet "What would make you come through the Door" – a step by step guide how we review services in the Council written by the Group.
- Development of the Conversation Cafes which give tenants the opportunity to discuss the new rent policy with their landlord. Participation in the Cafés has also increased.
- Various groups from across the country have also come to Aberdeen for the day to meet the Group and to learn from them

Although there was huge sadness about the death of Rita Buchan, a supporter of tenant participation for many, many years, it was great to remember she was the first ACC tenant to receive the TPAS Tenant of the Year in 2013 and the fact ACC will have a Rita Buchan Tenant Participation Champion Cup presented annually to highlight the positive work she was involved in and encourage our tenants and residents to get involved.

Other achievements include:

- Continued involvement in the award winning NETRALT Group which, along with our Housing Service Review Group, hosted a 2 day visit to Aberdeen from East Ayrshire Tenants and Residents Forum which was an outstanding success
- NETRALT also won the TPAS TP Champion of the Year Group in Nov 2016 for the work the group has done with young people and Station House Media Unit. This group have also won National Awards for their innovative approach to engagement with their award winning Housing Cafes which have been copied all over Scotland.

- Hosting the first meeting of the new North East HRA Forum Group involving Aberdeenshire, Angus and Dundee City Councils with the aim of getting tenants involved in the HRA Budget – another first for the North East.

The success Aberdeen City Council has achieved in the area of tenant and resident engagement and the awards that have been won demonstrate the support from senior management in the Housing Service, our Chief Executive and the Elected Members and of course the very willing Housing Volunteers who give up their time to work with us to improve the services for all our tenants and residents. We are a much more customer focussed organisation by working together for better services.

Housing Access

The new Housing Allocations Policy for the Allocation of Council Houses based on housing need was introduced in 2012.

In 2014 the new Housing Access Service was created which has delivered a number of service improvements including:

- Online Housing Options and housing application
- One point of contact for each applicant
- Increase in front line Customer Service staff
- One route for all types of applicant
- More emphasis on prevention of homelessness and more resources directed at this

99% of housing and homeless applications and now processed within 28 days and also providing one to one advice to all households on housing lists.

Housing Support

In November 2014 the Housing Support Service was established with a focus on enabling people over the age of 16 who reside in Aberdeen City, to achieve or maintain independent living in the community. The teams within the service deliver:

- Money, debt and benefits advice
- Temporary accommodation and floating housing support
- Oversee commissioned services related to Housing Support, furniture storage and Homelessness Prevention, Advice and Information.

The Development team have in place a commissioning plan, with the aim of commissioning housing support services that are outcome focused. Currently there are, on average, 1200 hours of support per week delivered by commissioned services, offering residential and floating support to young people between the age of 16 to 26

The Support Team are registered with the Care Inspectorate as a Housing Support service and can deliver, on average, 400 hours of support per week. A new case recording system that is outcomes focused has also been developed and put in place.

The restructure allowed the Financial Inclusion team to:

- Bring together and share specialist knowledge and skills to develop a more generalist advice service
- Work in various locations across the city
- Deliver, on average, 450 hours of advice and support per week
- Implement a new case recording system, allowing for data to be reported and for improved knowledge of the outcomes to be gained

In addition the team have funded projects through Scottish Legal Aid Board and NHS, including a pilot GP project funded through the Scottish Government to consider whether individuals access advice and assistance with benefits and finances if referred by a medical professional. The project has proved a success and although funding has concluded, the team continue to provide services in 2 GP surgeries.

The Team monitors and reports on the percentage of new tenancies maintained for more than a year:

- 2012/13 – 91.8%
- 2013/14 – 90.2%
- 2014/15 – 89.6%
- 2015/16 – 91.2%
- 2016/17 – 92.8% (year to date)

May 2015 saw the opening of a bespoke homeless accommodation facility at West North Street. The development comprises 2 accommodation blocks, with the first featuring:

- 20 self contained bedsits designed to support the customer towards independent living with each having a bedroom, living space, kitchen area and en-suite shower room
- Communal and staff facilities
- An innovative design, providing customers an improved degree of choice in relation to levels of interaction with staff and other residents
- 8 bedsit specifically designed for disabled access
- A group room which provides an suitable environment for working with groups of residents to develop the skills they may need to maintain a tenancy and for joint working with various professionals/agencies such as NHS, DWP, Police Scotland and Fire and rescue and the voluntary sector
- A large communal living/dining room and shared communal kitchen along with laundry facilities providing choice for residents and helping meet their social needs as well as facilitating engagement opportunities for staff

The second block of accommodation provides:

- A total of 20 flats, 16 x one bedroom flats, 3 x two-bedroom flats and 1 x four bedroom flat with its own front door
- All properties are connected to the city Combined Heat and Power system in Seaton and therefore, are more energy efficient for customers
- Lift access
- Secure video capable intercom door entry system for each flat

Equalities

Following extensive community engagement to identify priorities and needs and from working with services and partners, Aberdeen City Council published its Equality Outcomes April 2013-2017. These Outcomes set out how we will drive forward the equalities agenda for the city and make a difference to the lives of people at risk of disadvantage and discrimination. We are currently engaging extensively with the communities to evaluate these Equality Outcomes and to set new priorities for 2017-21.

There have been a number of significant achievements made across the Service:

- Advancing equality
 - Increased awareness around equality and diversity through events such as: LGBT History Month, International Women's Day, International Day against Racism, International Day against Homophobia and Transphobia, Gypsy/ Traveller History Month, Generations Working Together
 - More robust evidence of impact assessments
 - Improving our score as Stonewall Diversity Champions

- Launching a new Disability Equity Partnership for the city and revitalising the North East LGBT+ Network
- Welcoming a new Disability Access Officer to work with groups and individuals with disabilities so that Aberdeen becomes a more disability friendly city
- Reviewing our Service Level Agreements with voluntary groups who are helping the council to deliver on its Equality Outcomes so that we can be sure they are making a difference
- Improving access to users of council services whose first language is not English and / or have other communication needs (InterTrans service)
- Produced a News-collective as a way to promote our work to staff, elected members, partners and communities
- Reducing discrimination and harassment
 - Participation in national anti-bullying weeks and No Bystanders campaign
 - Participation in and support of the 16 Days of Activism Against Gender Violence
 - Launching a new user friendly Prejudice and Discrimination reporting form on the front page of council website under Report It function
 - Marking Holocaust Memorial Day annually
- Promoting good relations between Groups
 - Launching a new Multi-Faith Forum for the City
 - Reviewing the InterTrans Service to make Council services more accessible to groups with additional communication needs

b. Public Infrastructure and Environment

Fleet Services - Employees

- Staff engagement has been improved through use of staff surveys and increased staff tool box talks.
- Improved communication by introducing information system in the canteen facility.
- Improved security for staff by introducing systems for access and egress.
- Health and Safety procedures implemented with ongoing improvements in the work place.
- Moving towards employee IRTEC accreditation.

3. Prosperous Place

Aberdeen has some of the most deprived, some of the most affluent and some of the most culturally diverse communities in Scotland. Analysis from a range of sources, including the Scottish Index of Multiple Deprivation, highlights that the following neighbourhoods experience poorer life outcomes than others across the city;

- | | |
|-----------------|---------------|
| • Cummings Park | • Heathryfold |
| • Mastrick | • Middlefield |
| • Northfield | • Seaton |
| • Tillydrone | • Torry |
| • Woodside | |

As a result of climate change, extreme weather events are becoming more frequent and intense with warmer, wetter winters and hotter, drier summers. Aberdeen City bears 80% of the flood risk within the North East of Scotland and the city has three areas that have been identified as being potentially vulnerable to flooding. Flooding, and other extreme weather events, disrupt the daily routine of individuals, communities and organisations.

The following section of this Report outlines some of CH&I Service and Team achievements and projects that have and will in the coming years impact positively on the city of Aberdeen as a place to live, work and visit:

a. Communities and Housing

Community Safety - Co-Located Community Safety Hub

Aberdeen Community Safety Partnership has launched the Hub, an innovative, collaborative approach to driving down incidents of crime, disorder and danger in the city. Key benefits of the Hub in tackling anti-social behaviour have been:

- Community Safety and housing teams working jointly with Police Scotland, the Scottish Fire and Rescue Service and NHS Grampian
- Increased prevention of all types of antisocial behaviour through early intervention.
- Daily tasking and coordinating meetings, reviewing all community safety incidents and other issues from the previous 24 hours to identify any action
- Early identification of emerging antisocial behaviour problems, allowing services to target and allocate resources more effectively and prevent escalation
- New opportunities to strengthen links with the business community and voluntary organisations.

Best Bar None

- Unique national award scheme aimed at raising standards and rewarding licensed premises who undertake positive management practices in support of a safe night out.
- Managed locally by the Safer Aberdeen Programme Manager
- Strong presence in Aberdeen for over 10 years
- Crucial element to Aberdeen's Purple Flag status, safe, welcoming city centre and thriving night time economy
- Continues to grow in strength with continued support from partners and the licensed trade.

Purple Flag

- First city in Scotland to gain coveted Purple Flag accreditation in 2013 from The Association of Town and City Managers (ATCM) and maintained accreditation to date, in recognition of its commitment to promoting a safe and secure night time economy
- Backed by Government, Police and business, as well as sponsors Diageo Great Britain and awarded based on wellbeing, movement, appeal and sense of place within a city centre
- Achieved through increased and improved partnership working with Aberdeen Inspired, Police Scotland, Unight and other key stakeholders

City Warden Service

- Over the past 5 years the Service has restructured, moving to a citywide organisational set up
- Continue to play a key part in the Community Safety Hub and working closely with partners
- Ensuring swift resolution of issues of concern, such as antisocial behaviour
- Continues to manage and support Blue Badge Investigating Officer investigating the misuse of blue badges within the city, resulting in many cases being reported to the Procurator Fiscal.

Protective Services

The Service has made key progress over the last 5 year period in the following areas:

- Establishment of a Service Level Agreement for the Public Mortuary and reduction in costs through use of additional storage and review of supplier contracts

- Development of Air Quality Plan for Aberdeen to improve and monitor air quality at key locations across the city, including King Street, Haudagain Roundabout and Wellington Road
- Development of the Noise Action Plan for Aberdeen, to protect communities from excessive noise, protecting designated areas such as Hazelhead and Seaton Park and monitoring traffic noise
- Protective Service staff based at the Elevator small business centre, advising start up businesses on compliance with legislation, from the outset
- Undertaking an investigation into major food fraud in 2015, resulting in successful prosecution and protection of consumers
- A good report in the Food Standards Scotland Core Audit in 2015
- Trading Standards secured Scotland's first Tobacco Retail Banning Order in 2014 on a business who persistently sold cigarettes to under 18s under the Tobacco and Primary Medical Services (Scotland) Act 2010
- Supporting the development of the Aberdeen Western Peripheral Route through the analysis of groundwater samples by the Laboratory and Public Analyst service, ensuring that relevant contamination targets are met and that pollution is minimised
- Development of Port Health and Ship Sanitation procedures to ensure relevant public health standards for shipping are met
- Continued work with NHS Grampian on Emergency Plans to deal with communicable diseases
- Development of a programme of staff development including a number of officers being trained to Advanced HACCP Level 4 for food safety, supported by Food Standards Scotland; and commitment across the service to the 'Grow Your Own' initiative, which has allowed flexibility and adaptability in service delivery and allowed existing staff to develop their own skills to meet service needs and further their careers.
- Successful use of the Enterprise Act 2002 to obtain enforcement orders and gain undertakings from business to protect local consumers, including a local trader being ordered to repay over £5000 in deposits to local consumers
- Seizure of 5000 packets of 'legal highs' from a local business, through targeted joint working with Police Scotland in 2015
- Successful reporting of a number of local and national traders to the Procurator Fiscal for breaches of Consumer Protection legislation, including
 - Counterfeiting
 - Pricing
 - Gas safety
 - Trade Descriptions
- Joint working with Police Scotland and Social Work colleagues to protect vulnerable residents from mail order and telephone scams
- Appointment of an Intelligence Officer to improve the Trading Standards team's recording and use of intelligence to direct operational work.
- Development of the pest control service, on a trial basis, to include pest proofing work
- In 2012, Environmental Health and Trading Standards achieved a COSLA Bronze Award for our "Growing our Own" project, under the category of Securing a Workforce for the Future

b. Public Infrastructure and Environment

Environmental Services

Environmental Services has had great success in recent years around the 'green' agenda. The key element to the success of the service has been improved customer and stakeholder engagement and a willingness to work in partnership with individuals, community groups and other organisations. This partnership working element has grown significantly since 2014.

Environmental Services has labelled their partnership work as Growing Smarter, treating it as a campaign. This has and will continue to develop and grow. With every project and initiative now considered the first question the team

ask is 'who can we work with on this?' Partnership working and 'Growing Smarter' is fundamental to the continued success of the service. The campaign has always been fully supported by the Council and many local members regularly take part in events and projects.

Partnerships continue to grow with numerous groups and individuals such as:

- Friends Groups
- In Bloom Groups
- Its Your Neighbourhood
- Schools / Nurseries
- Community Councils
- Social Enterprise
- Business Improvement District
- Business Partners
- Volunteers

All the above have grown significantly in recent times from only a handful of partners to now over 150 active partnerships in place across the city. It is a very challenging campaign but very worthwhile.

Achievements have included:

- Parks / green spaces champions
- Stronger bonds between neighbourhoods / communities
- Increased civic pride, added community Identity and brought people together in a positive experience
- Given local people a sense of belonging and ownership for parks / green spaces, building and inspiring community leaders as well as having health benefits and creating a sense of wellbeing and belonging

The Growing Smarter campaign has achieved:

- Significant increase in the number of successful partnerships
- Improved performance and quality of services
- Positive team culture
- Secured external funding and additional council funding £3M +
- Increased income through private work and sponsorship
- Positive press and media stories
- Award winning services
- 25,000 + volunteer hours spent in our parks / green spaces
- Creation of new play areas funded by communities
- Community led campaigns – Clean Up Aberdeen, In Bloom, Its Your Neighbourhood
- Green Flags
- Gold Medal Winners of Britain In Bloom.

The success of the campaign is a combined result of the support received from the Council, the management team who lead the campaign and the staff and community partners who constantly give the extra required to raise Aberdeen above the competition. The Council team are held up as 'exemplars' in community engagement and for best practise across Scotland. The Council knows and acknowledges what everyone does and how hard they work to achieve their goals.

The Service believes future achievements can be made with the campaign continuing to develop over coming years, as they continue to seek out and promote partnership opportunities with community groups, third sector organisations and businesses.

A review in 2012 identified a decline in the condition of play areas across the city with many becoming increasingly difficult and expensive to maintain. The review also identified the need for more robust inspection and reporting methods. Since 2013 investment in play has been significant:

- Over £2.5 million of funding has been secured, including external and community grants, for the refurbishment and development of play areas, with a total of 74 play areas across the city now having been refurbished with more to come in 2017/18.
- Communities have been and will continue to be consulted throughout. Local schools in particular play a very important role in this.
- Investment has also been made to the service responsible for looking after play areas with a new inspection team being formed to conduct weekly inspections and carry out repairs where possible.
- Our external annual inspection has shown positive improvement in all areas of play since 2013 and we are confident that play areas will continue to improve and develop.
- Aberdeen now has award winning play areas and a service that it can be very proud of. The Council places huge importance on providing suitable play opportunities for children so they can lead healthy and active lives and we are committed to ensuring our play areas are safe, maintained to a high standard and are fun places for youngsters to go.

The year round campaign has celebrated and promoted all the fantastic and inspiring work carried out by our ever increasing In Bloom partners and is testament to the hard work and dedication of Aberdeen City Council staff, committed communities, friends groups and local individuals throughout the city. The awards are well deserved.

Waste and Recycling

Since 2011, the Waste and Recycling Service has concentrated on improving services to tens of thousands of householders across the city. In particular, we have:

- Completed the roll out of a combined food and garden waste collection service for approx. 63,000 householders in houses with gardens
- Introduced a high density food-only collection for over 90% of the remaining households in the city (communal properties). This will be 100% coverage by May 2017
- Introduced a mixed recycling collection for 75% of households in flatted and tenement areas; this will increase to 100% by June 2017. Previously, these areas had little or no easily accessible recycling facilities. The range of recycling materials has expanded from the 'traditional' paper, cardboard, glass bottles, plastic bottles and metal cans to include plastic pots, tubs and trays and waxed beverage containers
- Prepared for the introduction in March and April of 2017 of a new wheeled bin mixed recycling collection service in areas with individual houses to replace the limited capacity bag and box system. This service will also include the additional plastic pots, tubs and trays and waxed beverage containers and triple the volume available for household recycling
- Opened a new Household Waste and Recycling Centre in the west of the city at Grove Nursery. The site has been very well received by the residents of Aberdeen with many compliments being received for the size and layout of the facility, the increased opportunity for recycling and the high standards of customer service. The site consistently recycles more than 60% of waste accepted at the site.
- By March 2017, commissioning of a new £27M combined Materials Recycling Facility, Refuse Derived Fuel facility and collection services depot at Altens East will start. This facility will provide capacity for sorting mixed recycling in order to generate high quality (and high value) recyclables here in the city. The facility will create 30 additional jobs with the capacity to double that when a second shift is initiated. The Refuse Derived Fuel facility will allow the city to become in 2017 a virtually zero landfill community achieving one of the main aims of the Zero Waste agenda. This material will be exported to combined heat and power plants. The facility will allow the city to meet the Scottish Government's target on minimising landfill 8 years early
- Planning permission has been obtained for an Energy from Waste facility in East Tullos that will have the capacity to process all non-recyclable waste from Aberdeen City, Aberdeenshire and the Moray Councils and turn it into affordable heat and power for residents in south Aberdeen. The development of the facility has a

triple aim of addressing legislation requirements to end landfill, minimise environmental impact and minimise the effects of fuel poverty.

Roads Operations

- **Replacement of Street Lighting Lanterns with LED's**

A investment sum of £1.5M from the Non-Housing Capital Plan on an annual basis from 2016/17 to 2021/22 has been made to fund the change of the current street lighting lanterns from high usage energy lamps to LED's or a future equivalent. Not only has this the potential to reduce energy usage but also reduce the council's Carbon Footprint.

The initial project programme is for 5 years this will replace approx. 74% of the current lanterns with a potential of £10.54M savings for an investment totalling £7.5M. Current energy usage is projected to decrease by 8238267kwh per annum

- **Replacement of Corroded Street Lighting Columns**

Using the Roads Asset Management Plan (RAMP) the Service was able to highlight the need to replace street lighting columns that were nearing the end of their design life, with many of these columns were showing signs of excessive corrosion. Subsequent testing had shown a need for an accelerated programme for replacement and a five year project was actioned to replace this aging lighting stock. £3.8 M, from the Capital Plan, was allocated over the five year period to tackle this problem.

- **Road Maintenance**

Although the budget for Road Maintenance has remained steady over the period the Road Condition Index for the period did initially rise but over the last year this has fallen slightly due to additional works being required on the C and Unclassified roads. Over the last five years, Aberdeen City has been in the top ten of authorities when benchmarked in relation to the condition of the roads around the city, well above the average for all local authorities.

Fleet Services

Since 2014 Fleet Service has concentrated on improving services to all Internal Service Departments and external customers, In particular, we have developed processes and performance in the following areas:

- **Compliance**

- Continual progress since the Public Enquiry by improving engineering practices in place, creating more robust procedures and increasing audits on all systems.
- Improving performance of Fleet maintenance assessments through training and improving the current fleet management system.
- Implementation of new maintenance records to comply with national standards and also reduce excessive paper records
- Use of external suppliers to carry out audits on vehicle standards and maintenance records.
- Creation of a training matrix for the workshop to develop the skills of mechanics
- Implementation of IRTEC Training for mechanics in vehicle inspection techniques with 14 now trained
- Comprehensive restructure of Fleet Services conducted, putting key personnel in place and recruiting for additional mechanics and supervision staff.
- Moving towards Workshop IRTEC accreditation.
- Moving towards workshop commercialisation with the aim of taking in external work and utilising the facility to its full capacity.

- **Buildings**

- Workshop refurbishment completed with new equipment purchased and other improvements to infrastructure.
- CPU area converted into offices, training room, reception and canteen facility.

- **Vehicles & Plant**

- Heavy investment in new vehicles and plant has resulted in a current operational level of 58.82% of vehicles being less than 5 years of age.
- Introduction of a Fleet Replacement Programme till years 2023/24.
- Introduction of hybrid and electric vehicles (currently operate 21 hybrid vehicles and 1 Electric Compact Sweeper).
- Moving towards the introduction of projects for new vehicle technology for Refuse Collection Hydrogen and large Sweeper vehicles and aiming for a full Hydrogen Refuse Collection Vehicle.
- Moving towards the introduction of new technology to improve vehicle and plant utilisation.
- Moving towards the implementation of fuel bunkering and fuel management systems to reduce current expenditure on fuel and give improved reporting on vehicle performance.

- **Administration**

- Fully restructured the staff structure of the Fleet Business Support Unit.
- Improved procedures for Accident reporting, monitoring and reductions.
- Improved procedures for External vehicles / plant hires with authority controls and feed back to internal customers.
- Improved procedures and consistency for Taxi testing and surveying of customers
- Fleet Improvement Plan implemented and ongoing improvements identified.
- Ongoing review of management process and systems taking place.

c. Planning and Sustainable Development

Customer Service Excellence (CSE) is a three year accreditation standard. It was first achieved by Building Standards and Development Management in 2013 and reaccreditation was achieved for these two sections in June 2016. Currently we are moving towards the first accreditation for Transportation and Environmental Policy, with the initial audit being due later in January 2017. It is hoped that by summer all sections of Planning and Sustainable Development will have CSE accreditation.

To obtain CSE accreditation you are assessed against 5 main criteria:

- Customer Insight,
- Culture,
- Information and access,
- Delivery and,
- Timeliness and Quality of service.

There are also over 45 sub criteria categories that require to be met and evidenced before accreditation can be awarded. While there is a substantial amount of work involved in achieving accreditation, it is felt these efforts have been rewarded with the progress made as a result. The motivation for undertaking this accreditation was to aim to use CSE as a driver for continuous improvement and to imbed cultural change across the service based on customer focus and the Service aims to improve year on year, recognising that there is always more work to be done and taking on board customer feedback, both positive and negative. Both Building Standards and Development Management consistently monitor their customer satisfaction levels and have achieved an overall satisfaction level of 78% (Building Standards 87.5% / Development Management 66%).

The Service has also adopted ePlanning and eBuilding Standards end to end application processing which delivers greater efficiencies, speedier processes and enhanced work flow monitoring.

Development Management

In terms of planning application determination times, measures have been implemented that have delivered significant improvements to performance and that will enable the momentum to be maintained into future years.

Most notably, points to be highlighted include:

- Vacant and new posts have been filled
- Project management based approach to application processing has been rolled out
- 'Stop the clock' for planning applications has been introduced
- A planning legal agreement template has been finalised and a new planning application operating system has been put in place with dynamic performance monitoring allowing performance standards to be visible and tracked in real time

While there is still a recognised need to improve, especially in relation to householder and non-householder local developments, the 2015-16 planning application performance figures show continuous improvement across the board, particularly in relation to major applications. The average determination time for major developments has almost halved from 47.6 weeks to 24.2 weeks whilst 2 weeks or more has been taken off the determination times for both local householder and local non-householder developments. Local non-householder and householder applications determination times have improved but still fall below the national average, providing a focus for improvement in the coming year. Furthermore there is evidence that decision making is becoming more robust with 68.8% of appeals upheld, compared to 40% last year.

Building Standards

The Building Standards Performance Framework measures the delivery of the service. Some key quantitative metrics are:

Key Performance Information / Outcome	2014/15	2015/16
Value of building activity work processed	£454 million	£762 million
Percentage of applications responded to within 20 working days	74%	78%
Number of days to gain approval *	66 days	79 days

*this figure includes time spent with applicant/agent and is therefore out with the control of the service

Gaining accreditation for the challenging standards set by Customer Service Excellence helps measure the quality of the service. Results indicate that Building Standards have achieved overall customer satisfaction levels of 87%. Although this is a high figure for a statutory service, mechanisms for continuous improvement are in place to ensure the customer remains at the centre of the Building Standards service.

Environmental Policy

Key highlights of the achievements of the Environmental Policy Team:

- Powering Aberdeen – Aberdeen's first Sustainable Energy Action Plan
Powering Aberdeen is a collaborative city wide programme which aims to reduce carbon emissions across the city and promote the development and uptake of renewable technologies. Baseline emissions for the city have been established against which to measure progress with reduction targets being set for 2020 and 2030. Opportunities are being sought to work with private sector partners on carbon reduction initiatives

and we are also working collaboratively with partner local authorities on a wider regional carbon reduction programme. Powering Aberdeen also won a Scottish Green Apple Award in 2016.

- **ACC Carbon Management**
The Aberdeen City Council Carbon management plan for 2010 to 2015 set an emission reduction target of 23% by 2015 using the financial year 2008/2009 as a baseline, which was achieved. Revised targets have not been set for the council since this date as we have been establishing a new baseline to meet the requirements for the Climate Change (Scotland) Act reporting requirements. The new baseline for the Climate Change Report is 2014/2015 and was set at 48,880.2 tCO₂e. In 2015/2016 we achieved a 5% reduction in emissions on this baseline year. ACC has recruited a bespoke Emissions Accountant to support development and reporting across the City's carbon management activities.
- **Aberdeen Adapts**
Development, in partnership with Adaptation Scotland and other local stakeholders, of Aberdeen's first Climate Change Adaptation Plan and is a critical venture in light of the City's flooding pressures.
- **BREEAM training for ACC officers**
Officers across the Council have undertaken BREEAM training to aid understanding in sustainable construction practice and to assist officers in the design of new and refurbished Council assets; ultimately helping us to fulfil our own Building Performance Policy and advise development across the city.
- **Building Performance Policy (BPP)**
The BPP was approved in January 2016 and will ensure all new and refurbished Council owned assets meet minimum building performance requirements with a focus upon sustainable construction methods, energy efficiency, digital and district heating connectivity. This will ensure our assets are futureproofed and fit for purpose, with reduced operating costs.
- **Review of Aberdeen's Tree Preservation Orders to ensure an adequate degree of tree protection across the City.**
- **Renewed Landscape Character Assessment and Sensitivity Study to ensure Aberdeen is prepared for a post AWPR Landscape scenario.**
- **Open Space & Health Mapping**
This is a collaborative pilot project between ACC & NHS to research, to analyse and better understand opportunities to map and intervene at, the overlaps between open space and health inequalities.
- **Annual Aberdeen EcoCity Awards**
Aberdeen's only Environmental Awards scheme has been created to encourage, recognise and reward environmental action at all levels across Aberdeen City.
- **Annual Earth Hour event**
A climate change awareness event and associated activities are held on an annual basis. The Council won a Scottish Green Apple Award in 2016 for Earth Hour related events in support of this WWF campaign.
- **EU MUSIC Project**
Energy Transition experiment conducted in conjunction with key stakeholders in Aberdeen and EU partners and based around testing a creative Transition Management methodology. This resulted in a Transition Vision for Aberdeen and the awarding of Scottish Green Apple Award and Green World Ambassador Award.
- **Implementation of the Nature Conservation Strategy to assist the Council meet it's legal duty to conserve nature**

This included the completion of the East Tullos Burn Environment Improvements Project which won the Environmental Initiative of the Year 2015 in The Herald Society Awards and was Highly Commended in the Sustainable Development Award 2015 as part of the Nature of Scotland Awards. The Seaton Park Wetland Project was also completed.

- **Core Paths**

Development of the City's Core Path Network has continued year on year, including the drawing of significant external funding. Over the period 2011/12 – 2015/16, over £1.5M has been spent on the network of which £920,000 came from external sources.

Roads Projects

- **Access from the North Proposals (Third Don Crossing and Diamond Bridge)**

This has involved delivery of significant transport infrastructure project improving pedestrian, cycling and vehicular access across the River Don. The new corridor also led to new bus services being made available making bus services more attractive in the area.

- **A96 Park and Choose / Dyce Drive Link Road**

This project involves the delivery of a significant transport infrastructure project improving pedestrian, cycling and vehicular access between the A96(T) and Dyce Drive, providing greater flexibility to the Dyce Drive corridor. The Link Road will also provide improved connections between Aberdeen International Airport and the surrounding business complexes with the AWPR. The Park and Choose car park is due to open in early 2017 and should offer a sustainable transport option linking the A96(T) and the city of Aberdeen with a potential to further linkages with the AWPR.

- **New Airport Shuttle Service, bus access road and turning circle at Dyce**

Improving bus links between Aberdeen International Airport and Dyce Station.

- **Guild Street (north side), Market Street (west side) and Adelphi Lane footway improvements (as continuation of works following on from the Green)**

Localised footway improvements were made to the area surrounding the recent Green area improvement.

- **ARI Interchange**

Council Officers in conjunction with NHS Grampian have worked on improving access for emergency vehicles and public transport by implementing various traffic management measures around ARI.

Sustainable Transport

Key achievements in relation to Sustainable Transport over the past 5 years are as follows:

- **Walking and Cycling**

- Continued success in attracting funding from partners (such as Nestrans and Sustrans) to enable the delivery of various strategic and localised active travel infrastructure improvements including:
 1. Resurfacing, to full tarmac within the City, of the Deeside Way and the Formartine and Buchan Way;
 2. Development of off-road cycle facilities along key commuting corridors (A96, A90 North);
 3. Development of new and improved walking and cycling paths along the Rivers Dee and Don;
 4. Continued roll out of cycle parking facilities in schools, public areas and Council offices; and
 5. Installation of a suite of pedestrian and cycle counters across the network to allow officers to gain a better understanding of active travel movements in the City.
- Completion of 5 year cycle demonstration project in the Greenbrae Primary School area, increasing cycling to school rates from zero to 7%.
- Introduction of a new model of Bikeability (cycle training) delivery in Aberdeen, increasing the number of schools participating in the scheme from 13 in 2011/12 to 33 in 2015/16.

- Introduction of an I Bike Officer to work with schools to increase cycling rates, in partnership with Sustrans.
- Introduction of an annual Pedal for Scotland cycling ride in the City from 2013, in partnership with Cycling Scotland;
- ACC awarded Cycle Friendly Employer status and various schools awarded Cycle Friendly Schools status
- Development and implementation of a City Centre pedestrian wayfinding scheme.
- Development of the first Active Travel Action Plan for Aberdeen (due to be adopted in January 2017).
- **Public Transport Improvements**
 - Establishment of a Night Time Transport Zone within the City Centre, including night time taxi ranks on Union Street and night time bus stops, appropriately illuminated. This was one of the factors contributing towards the City being awarded Purple Flag status
 - Construction of 1000 space Park and Choose site at Craibstone (A96), with active travel and electric vehicle charging provision, soon to open early in the New Year.
 - Improvements to the Kingswells Park and Choose site to enable easier access for buses from the A944.
 - Improvements to the bus interchange at Aberdeen Royal Infirmary.
 - Decriminalisation of bus lane enforcement, leading to greater compliance from motorists, and benefits for bus movements.
 - Delivery of further bus priority measures.
 - Launch and expansion of the Grasshopper Multi operator ticket.
 - Improved and consistent information at bus stops, including increased real time information at key bus stops.
 - Reinstatement of the ARI to Crematorium bus
- Various rail delivered by a range of partners, including locally –
 - New bus turning circle at Dyce railway station for access and pedestrian connectivity.
 - Accessible lift at Dyce station.
 - Additional carriages to address overcrowding.
 - Additional stopping services to enhance local connectivity.
 - Commencement of advanced works to deliver a re-doubling of the railway line between Aberdeen and Inverurie, which should support the delivery of a more local commuter service across the region.
 - Bike hire scheme at Aberdeen Rail Station.
- **Clean Vehicle Use**
 - Launch of award winning Car Club, and its expansion to include vans, electric vehicles and a wheelchair accessible vehicle. At one point this was the fastest growing Car Club in Scotland, as well as being the first in Scotland to include electric vehicles in the fleet, the first in the UK to include a wheelchair-accessible vehicle and the first in the world to trial hydrogen vehicles.
 - Roll out of electric vehicle charging points, with 39 charging points now accessible to members of the public.
- **Other Achievements**
 - External funding of £13.75M attracted for sustainable transport projects over the 5 year period from 2012/13.
 - Refreshed Local Transport Strategy 2016 – 2012 adopted January 2016.
 - City Centre Masterplan – transportation optimum delivery programme approved in May 2016.
 - Development of Noise Action Plan.

- Approved participation in CIVITAS PORTIS, a 4 million Euro EU funded partnership project to demonstrate innovative sustainable mobility measures across a number of European cities.
- Commitment from the Scottish Government to deliver a solution to the Haudagain congestion problem, and this will now start construction as soon as the Aberdeen Western Peripheral Route is open.

Local Development Plan

The Local Development Plan has been an area of significant focus over the foregoing 5 year period:

- In early 2012 Aberdeen City became the first council in Scotland to adopt a Local Development plan under the new planning system.
- In early 2017 we should become the first to adopt a second Local Development Plan.
- Along with an up to date Strategic Development Plan, we have some of the most up to date and comprehensive development plan coverage in Scotland.
- Statutory Masterplans are now in place for all major development proposals and these will be re-adopted alongside the new LDP in spring.

d. Land and Property Assets

Asset Management

Over the last 5 years the Service has spent:

- £32m on improving the condition and suitability of the Council's public buildings.
- This includes refurbishment on 36 schools and 9 community centres, and numerous other assets including care homes, hostels, depots, offices, public buildings, cemeteries, sports facilities, playgrounds etc.
- £200m on improving the Council's housing stock
- This includes meeting the Council's obligations to meet Scottish Housing Quality Standard for over 22,000 houses as a landlord, and more recently exceeding energy efficiency standards set in 83% of the properties.
- £40m on building new houses, and through its newly formed LLP the Council will deliver other projects valued at over £68m in the next couple of years (more than 750 properties to date)
- £130m on cyclical and repairs maintenance of the Council's housing and public buildings stock

Has received:

- £62m of Capital receipts, including over £30m to benefit the Common Good Fund
- £43m in rental income, including £13m for the Common Good Fund

And has saved:

- £2.1m through office rationalisation reducing offices from 22 to 4

Over the last 5 years the Service (through its design and construction consultancy teams) has delivered or is currently delivering over 50 significant Capital projects including:

- 7 Schools, 2 Community Centres, 2 Social Care units, numerous all weather football pitches, and an award winning innovative Homelessness development
- 14 multi storey blocks of flats have been refurbished (valued at over £25m) and 29 fitted with new lifts (valued at £8m)
- 14,000 houses fully modernised with new kitchens or new bathrooms
- 10,000 houses with new heating systems including (many with the award winning Combined Heat and Power systems)

- 5,000 properties rewired, and 20% of the stock receiving the benefit of new doors.
- Been accredited for 4 national Awards for capital projects

Facilities Management

Facilities Management has undertaken a dramatic restructure and transformation, leading to key performance improvements including:

Catering

- Average meal uptakes for all schools have risen from 50.15% in 2012/13 to 60.23% in 2015/16
- New service Health and Safety handbook

Cleaning

- New infection control and bacteriological outbreak services introduced initially for schools. Cleaning Services have now rolled training out to Janitorial and Library services within ACC and to our Aberdeenshire Cleaning Service colleagues. Discussions are also ongoing with Bon Accord Care.
- Insourcing of Void property and response cleaning services from housing colleagues, increasing income for Cleaning Services and keeping valuable resources within the Council as well as assisting with the reduction of property turnaround times.
- Commencement of 'trauma' cleaning for Police Scotland.
- New service Health and Safety handbook

Janitorial / School Crossing Patrol

- New site specific service induction programme
- Improved training programme
- Introduction of lightweight, waterproof uniform and PPE
- Reduction in overtime costs realised through rationalisation of out of hours building letting

3. Enabling Technology

Despite being one of the most economically productive regions in the UK, digital infrastructure has failed to keep pace with the changing and increasing demands of a buoyant economy. Although most people and business can now access superfast broadband, download speeds remain among the lowest in Scotland. A more robust digital infrastructure would not only attract investment and innovation to the city, it would also address issues such as social exclusion and could enhance the health and wellbeing of the cities inhabitants.

Digital Place is a strategy to deliver economic benefits to the city and the wider region through digital technology, skills and innovation. The overall objectives are to promote inward investment and economic growth that enhances Aberdeen's position as a competitive place to attract/ retain these globally mobile talents, skills and business. Connectivity and digital participation is key to our regional economic strategy and the City Region Deal (CRD) responds to these gaps.

a. Economic Development

The Aberdeen City Region is one of the most digitally active and dependent areas in Scotland. This demand is not matched by the supply of world class or even competitive connectivity. The City Region has a high take up of basic broadband at around 80% but in a 2014 study into superfast broadband coverage, Aberdeen City Region ranked 61 out of 63 UK regions; and in a separate worldwide study of Oil and Gas cities, the City Region recorded the second slowest connectivity speeds of all cities surveyed. This finding was reinforced by a 2016 uSwitch survey which found that Aberdeen's broadband speeds were ranked 41st of the 42 largest cities.

To help regain economic competitiveness, a market intervention is planned under the City Region Deal, addressing the identified gaps in the market that will not be closed in the short term under existing market conditions. Priority will be given to connecting ultrafast fibre to the business and industrial parks across the region and the neighbouring residential areas in the key travel to work settlements. New fibre connections will also help to introduce and support 4G and 5G services across the region as well as enabling public service agencies to deliver their services more cost effectively.

Establishing world class digital connectivity is not the goal in itself. The importance lies in how this will enable the wider economic and social ambitions of the City Region. World class digital infrastructure is fundamental to the Aberdeen CRD in supporting the delivery of the objectives of the Oil and Gas Technology Centre and the export and internationalisation aspirations of the sector, as well as facilitating the effectiveness of the Innovation Hubs in Life Sciences and Food & Drink.

This can be achieved through two delivery areas:

- White Area In-Fill - This will seek to address the above gaps in the market by procuring ultrafast connectivity to serve businesses and residential premises not addressed by the market and the Digital Scotland Programme within the Aberdeen housing market area.
- City Duct Network - This will extend and enhance the existing Council owned duct network in the City to enable to facilitate the efficient delivery of services and ensure economic and social gains. This will support applications such as traffic management and a region wide sensor network. This investment will feed a regional data platform from which business, residential and public services can develop innovative applications.

The cost of the programme of work has an estimated capital expenditure of £45 million (£27m public sector investment, £18m of expected private sector investment) over the period early 2017- end 2018. The project is currently at business case stage but is expected to be completed by the end of 2018/19.

The business case for this project is currently being reviewed by both the UK and Scottish Governments. At this stage the planned benefits are as follows:

- All businesses in commercial areas and industrial estates in the CRD area able to access cost competitive and affordable ultrafast services.
- All residential premises in major settlements within the CRD area served by superfast (>30 Mbps) services.
- Aberdeen City Region ranked in the top 6 of UK regions for NGA availability and speed.
- A UK government report into economic impact of public sector investment in broadband concluded that there is a £20 in net economic impact over a 10 year period for every £1 of public sector investment in broadband.
- Improvements in the efficiency, cost and reach of digitally delivered public services.
- Delivery of essential underlying infrastructure and a platform for digital innovation and skills.
- Increased service innovation and competition in the regional telecommunications services market.
- Additional reach for the Digital Scotland R100 programme.

b. Communities and Housing

Community Safety

- **Homecheck**
 - Service moved from using an unsupported Microsoft Access database to the corporate iWorld system allowing for more robust recording and reporting of performance
 - Increased partnership during 2016 with Care and Repair and the Scottish Fire and Rescue Service to ensure a joined-up approach to client need and effective sharing of resources
 - Strengthening links with the 3rd sector, resulting in referrals from services such as Homestart.
- **Safer Aberdeen Phone App**
 - Provided community safety messages in an easily accessible, readily at hand format, as well as encouraging sensible use of alcohol, use of safe transport routes and giving other guidance and advice
 - Promoted an ethos of looking after each other on a night out
 - Reduced incidents of assault caused by excessive use of alcohol and provided an easy to use alcohol units calculator
 - CSP hopes to re-launch an update of this product in 2017/18.

c. Planning and Sustainable Development

Development Management and Building Standards

Over the past 12 months Planning and Building Applications have moved to a fully electronic system (saving time for colleagues and making the application process on the whole faster). Also, in the same time period, 85% of all applications were received electronically through the Scottish government Portal.

In addition to this, the Service is moving to mobile working using tablets, enabling all relevant documents to be viewed during site visit and thus, making the Planning application process more efficient.

Public Transport Unit

- **Multi Operator Smart Tickets**
 - Smarter travel was introduced across the North East in August 2016 as local authorities and bus operators launched Scotland's first smart multi-operator travel pass.
 - The GrassHOPPER pass, which was first introduced in paper ticket form in 2014, moved to a smartcard platform, bringing greater convenience to bus passengers across Aberdeen City and Aberdeenshire.
 - Customers can now store the GrassHOPPER ticket electronically on a smartcard, meaning they no longer need a paper ticket and can use one smartcard when travelling with any participating operator.

- The GrassHOPPER Pass is a partnership led by local bus operators, administered by Aberdeenshire Council and supported by Aberdeen City Council and NESTRANS. With over 17,500 passenger journeys being made every month using GrassHOPPER tickets the partnership is going from strength to strength and is the first multi-operator ticket of its kind to be introduced to smart ticketing in Scotland.
- Work is ongoing to expand the GrassHOPPER pass to different ticket types in 2017.

- **Real-Time**

- All City Real-Time screens at bus stops, 75 in total, were replaced in 2016 and information totems were also installed at the City Park and Ride sites.
- These were put in place using Nestrans and Smarter Places, Smarter Choices funding, in order to connect with a regional real-time system managed by Aberdeenshire Council on behalf of Aberdeen City Council and local bus operators.
- This has allowed region wide consistency and improved information at bus stops, online and on apps, allowing passengers to be informed before and while attending a bus stop.
- A number of principal bus stops in Aberdeen have electronic information screens installed that will provide live bus departure information where available.
- Bus stops in Aberdeen that have a timetable installed also contain quick recognition(QR) codes that can be scanned using a smartphone, to provide live information.
- The new real-time screens also allow messages to be displayed to passengers to advise them of diversions, closures or emergencies, improving the information provided to passengers.

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Awards

The extensive list of awards won over the period includes:

Communities and Housing

Tenant and Resident Engagement

- Runner up at the TPAS (Tenant Participation Advisory Service) in November 2016 in the Tenant Participation Champion of the year – Organisation category
- Rita Buchan – First ACC tenant to receive the TPAS Tenant of the Year in 2013
- TPAS Certificate of Excellence 2013 for the Tenant Service Review Group
- Granitehill House Tenant Group winning TPAS Tenant Group of the Year in 2014 supported by their Housing Officer
- Involved in NETRALT Group - TPAS TP Champion of the Year Group in Nov 2016

2016 Scottish Local Government Awards - Communities was awarded runner up in the Community Engagement Award category.

Community Safety

- First city in Scotland to gain coveted Purple Flag accreditation in 2013 from The Association of Town and City Managers (ATCM) and maintained accreditation to date, in recognition of its commitment to promoting a safe and secure night time economy
- Won the Innovative Media Campaign prize at the National Safer Communities Awards 2013 for The Safer Aberdeen app

Communities and Partnerships

- Northfield Total Place Project was a Finalist in the Best Community & Neighbourhood Initiative category of the APSE 2016 Service Awards

Economic Development

- **Low Carbon Champions Awards 2016 – H2 Aberdeen**
'Grand Prix' Award: Outstanding Achievement in Low Carbon Transport
Low Carbon Road Transport Initiative of the Year: H2 Aberdeen
- **National Transport Awards 2016 – Highly Commended**
Contribution to Sustainable Transport for Aberdeen City Region
Aberdeen City Region's Hydrogen Strategy and Action Plan 2015-2025
- **Scottish Transport Awards 2016 - finalist**
Best Public/Private Partnership: Aberdeen Hydrogen Bus Project
- **Association for Public Service Excellence awards 2016 - finalist**
Best renewable energy or energy efficiency project: Aberdeen Hydrogen Bus Project – finalist
Best public private partnership/working initiative: finalist
- **Scottish Public Service Awards 2016**
Commercial partnerships Award Winner: Aberdeen Hydrogen Bus Project
- **Planning Awards 2015**
Shortlisted for both 'Award for stakeholder engagement in planning' and 'Award for Strategic Planning'
- **RTPI Awards for Planning Excellence 2016**
Shortlisted for 'Excellence in Planning to create economically successful places'.
- **Scottish Awards for Quality in Planning 2016**

APPENDIX B – CH&I Key Progress Report 2012-16 Awards (Won, Nominations & Shortlistings)
Shortlisted in 'Partnership' category.

- **Team Aberdeen Ambassador 2016**
In recognition of bringing the Energy Cities Annual Conference to Aberdeen
- **Team Aberdeen Ambassador 2015**
In recognition of bringing the North Sea Conference to Aberdeen
- **EPSA 2013 Best Practice Certificate**
For the project 'Economic Development Funding Strategy'

Land and Property Assets

Apprenticeship Scheme

Awards won by the Apprenticeship Scheme and Building Services as a whole for the period referred to include:

2013-2014

- Best 1st Year Electrical Apprentice at Tullos College 2014..... Winner - Graeme Baird
- Best 1st Year Electronics Apprentice at Tullos College 2014.....Runner-Up – Ricky Taylor
- Best 1st Year Joinery Apprentice at Aberdeen College 2014....Runner-Up – Cameron Manson
- Best 2nd Year Joinery Apprentice at Aberdeen College 2014..Runner-Up – Daniel Webster
- Silver Commendation in Joinery Advanced Craft Wrights & Coopers Aberdeen 2014.....John Vass
- Silver Commendation in Joinery Advanced Craft Wrights & Coopers Aberdeen 2014.....James Anderson
- Bronze Commendation in Joinery Advance Craft Wrights &Coopers Aberdeen 2014.....Daniel Brownie
- William Daniel Prize Wrights & Coopers Runner-up 2014 James Anderson
- Best Graining & Marbling Apprentice painter at Aberdeen College 2014....Daniel Baxter
- SECTT Scottish Competition Finalist 2014....Graeme Baird
- APSE UK Apprentice of the Year Runner-Up 2013.. Chris Black
- APSE Scottish Apprentice of the Year Runner-Up 2014...Chris Black
- APSE Excellence in Training Award Scottish Award 2013...Aberdeen City Council
- APSE Excellence in Training Award Scottish Award 2014,..Aberdeen City Council
- APSE UK Apprentice of the Year Runner-Up...Chris Black
- APSE Excellence in Training Award UK Award 2013...Aberdeen City Council
- CITB UK Awards Apprentice Employer of the Year 2013, Highly Commended...Aberdeen City Council
- CITB UK Awards Apprentice Employer of the Year 2014, Highly Commended... Aberdeen City Council
- CITB UK Awards Apprentice, Outstanding Personal Achievement Award 2013.. Stephanie Wright

2015

- Best 1st Year Plumbing Apprentice at Tullos College 2015.....Winner – Michael Spence
- Best 2nd Year Plumbing Apprentice at Tullos College 2015.....Winner – Craig Paterson
- Best 2nd Year Electrical Apprentice at Tullos College 2015.....Winner – Graeme Baird
- SECTT Scottish Competition Finalist 2015...Graeme Baird
- Gold Commendation Winner, Advanced Craft Joinery, Wrights & Coopers Aberdeen 2015 Daniel Webster
- North of Scotland Trades Awards, Highly Commended,.....Graeme Baird
- APSE 1st Year Scottish Apprentice of the Year Winner 2015....Graeme Baird
- APSE 4th Year Scottish Apprentice of the Year Runner-Up 2015...Chris Black
- APSE Excellence in Training Award, Scottish Award 2015...Aberdeen City Council
- APSE UK Apprentice of the Year (Mechanical) 2015..Runner-Up...Graeme Baird
- APSE UK Apprentice of the Year (Building) 2015 Runner-Up...Daniel Webster
- APSE UK Excellence in Training Award, UK Award 2015...Aberdeen City Council

2016

- Best 2nd Year Plumbing Apprentice at Tullos College 2016.....Winner – David Hutcheon
- Best 3rd Year Plumbing Apprentice at Tullos College 2016.....Winner – Craig Paterson
- JFD Achievement Award at Tullos College 2016.....Winner – Craig Paterson

APPENDIX B – CH&I Key Progress Report 2012-16 Awards (Won, Nominations & Shortlistings)

- Best Welding & Fabrication Apprentice at Tullos College....Runner-Up....Kieran Smith
- APSE 2nd Year Scottish Apprentice of the Year Winner 2016...Graeme Baird
- APSE 1st Year Scottish Apprentice of the Year Runner-Up 2016...Michael Spence
- APSE Excellence in Training Award, Scottish Award 2016...Aberdeen City Council

2017

- APSE Mechanical & Electrical UK Apprentice of the Year 2017 Runner-up.....Craig Paterson
- APSE UK Awards 2016 Excellence in Training Award.....Aberdeen City Council
- NESCOL Advanced Craft Painting & Decorating Apprentice of the Year 2016 Winner...Conor McCrae
- NESCOL James Dunbar Award for Graining And Marbling 2016 Winner.....Conor McCrae

Other Awards won by the Service include:

2013

- APSE Service Awards Best Energy Efficiency Initiative – Finalist (Combined Heat & Power)

Architects

The Awards won by this Team over the period from 2012 include:

2014

- CIH Scotland Achieving Excellence in Environmental Sustainability – Winner

2015

- APSE Service Awards Best Renewable Energy or Energy Efficiency Initiative – Finalist (Affordable Warmth in Mixed Tenure Blocks)

2016

- APSE Service Awards Innovation and Demand Management Initiative – Finalist (West North Street)
- CIH Scotland Margaret Blackwood Excellence in Housing Innovation Award – Finalist (80 West North Street)

Facilities Management

Catering

- Food for Life Bronze award for Primary School catering in 2015
- Upgrade to Silver award 2017
- 3rd place at the ASSIST FM Scottish Cook of the Year Awards, 2015.
- Maintained ISO 9001:2008 accreditation for all school catering
- Nomination for 'Most Improved Performer' in Education Catering category at the APSE Performance Networks awards 2016.

Cleaning

- 'Best Service Team for Building Cleaning and FM' Award winners at APSE Annual Service Awards 2016.
- Nomination for 'Most Improved Performer' in Building Cleaning category at the APSE Performance Networks Awards 2016.

Janitorial / School Crossing Patrol

APPENDIX B – CH&I Key Progress Report 2012-16 Awards (Won, Nominations & Shortlistings)

- Pearl Rendall named 'Scottish School Crossing Patroller of the Year' at the ASSIST FM Awards in 2015 and awarded the 'British Empire Medal' for services to Road Safety in the Queen's birthday honours list in 2016

Public Infrastructure and Environment

Environment

The Service has been recognised and collected a huge number of awards in recent years. Awards include:

2013

- APSE Best and Most Improved Performer Awards 2013 – Winner (Aberdeen - Parks, Open Spaces and Horticultural Services.)
- Keep Scotland Beautiful Beach Awards – Aberdeen Beach Seaside Resort Winners 2013
- Scotland's Finest Woods Awards 2013 – Highly Commended, New Native Woods Award, Tullos Hill
- Bronze Award Winners, Local Matters Category – Tullos Hill
- Nancy Ovens Awards For Play – Gold, Duthie Park, Best Play Space 2013
- Beautiful Scotland City Category Winner 2013
- Beautiful Scotland Silver Gilt Medal Winner 2013
- Beautiful Scotland Jim Murdie Trophy For Permanent Landscaping Winner, Duthie Park 2013.
- Aberdeen Civic Society Awards 2013 – Winner Duthie Park

2014

- Keep Scotland Beautiful Beach Awards – Aberdeen Beach Seaside Resort Winners , 2014
- Keep Scotland Beautiful Green Flag Winners – Duthie Park 2014
- Britain In Bloom Gold Medal Winner 2014
- Nature of Scotland Awards 2014 – RSPB Species Champion Award, Winner, The Return of The Red Squirrels.
- APSE Service Awards 2014 Best Community and Neighbourhood Initiative Finalist
- APSE Service Awards 2014 Best Service Team – Finalist (Parks, Grounds & Horticulture)

2015

- Keep Scotland Beautiful Beach Awards – Aberdeen Beach Seaside Resort Winners , 2015
- Keep Scotland Beautiful Green Flag Winners – Duthie Park, 2015, Hazlehead Park 2015
- Loo of The Year Awards 2015 – Aberdeen Gold
- Beautiful Scotland Winner City Category 2015
- CIWM – Clean Britain Awards Winner, 3 Stars.
- Beautiful Scotland Best 'Official' City Category Winner 2015
- Beautiful Scotland Gold Medal Winner 2015
- Beautiful Scotland Royal Caledonian Horticultural Society Award Winner – Seaton Park 2015
- Nature of Scotland Awards 2015 – Sustainable Development Award, Commended, East Tullos Burn Environment Improvement Project.
- APSE Striving For Excellence Award 2015 – Winners, Grounds, Parks & Street Services
- UK's Best Park Winner (Scotland) – Duthie Park

2016

- Keep Scotland Beautiful Beach Awards – Aberdeen Beach Seaside Resort Winners
- Keep Scotland Beautiful – Scotland's Local Environmental Quality Network, Community Participation Award Finalist
- ACVO Awards 2015/16 – Finalist Big Aberdeen
- Britain In Bloom Gold Medal Winner
- Britain In Bloom Overcoming Adversity Award
- Britain In Bloom Best Public Park Award (Duthie Park)

APPENDIX B – CH&I Key Progress Report 2012-16 Awards (Won, Nominations & Shortlistings)

- Beautiful Scotland Gold Medal Winner
- Beautiful Scotland City Category Winner
- Beautiful Scotland RHS Scotland Award For Overcoming Adversity (Seaton Park)
- Beautiful Scotland David Welch Award For Something Special (Duthie Park)
- Nature of Scotland Awards – Innovation Award for RSPB Dolphinwatch Project Commended
- CIWM Awards – Clean Up Aberdeen shortlisted

Waste and Recycling

Awards won by the Team include:

2014

- David Majsterek, Recycling Officer was a Finalist in the APSE Rising Stars Awards

2016

- Winner: EcoCity Awards
- Winner: Green Apple Award
- Shortlisted: Local Authority Recycling Advisory Committee Awards
- Shortlisted: Scottish Resources Conference Awards
- Shortlisted: Scottish Resources Conference Awards
- Shortlisted: Chartered Institution of Wastes Management Sustainability & Resource Awards

Roads Operations

Roads Maintenance have also been nominated in the Most Improved Performer of the APSE Service Awards for 2012, 2014, 2015 and 2016 with Street Lighting receiving this accolade in 2014.

Planning and Sustainable Development

- Customer Service Excellence (CSE) accreditation standard achieved 2013 (Building Standards and Development Management)

Awards won by the Service over the period referred to include:

2013-14

- Scottish Government's Scottish Awards for Quality in Planning 2013 – Overall winner for the Sir Duncan Rice Library, University of Aberdeen – awarded jointly to Aberdeen City Council and University of Aberdeen
- Scottish Government's Scottish Awards for Quality in Planning 2014 – Joint Winner for Development Plan Award for SIP and for Community Involvement Award
- UK Planning Awards – Highly Commended in Strategic Planning and Stakeholder Engagement for Aberdeen City Centre Masterplan and Delivery Strategy

2015

- International Property Awards (in partnership with Dandara) – for Stoneywood and Hazlehead development

2016

- The Capitol, Union Street by Knight Property/ M&G Real Estate/ Keppie Design won 'City Regeneration Project of the Year'
- Drum Property Group got 'Property Company of the Year' – Aberdeen-based developer was praised for its continued success at Prime Four and the construction and sale of Annan House in Aberdeen, a development also shortlisted in Deal of the Year

APPENDIX B – CH&I Key Progress Report 2012-16 Awards (Won, Nominations & Shortlistings)

- Aker Solutions HQ, Aberdeen by Keppie Design was 'Highly Commended' in Architectural Excellence Awards (Commercial Buildings)

Development Management

Environmental Policy

An overview of awards won by the Environmental Policy Team includes:

2014

- Scottish Green Apple Awards 2014 - MUSIC Project (Mitigation in Urban areas: Solutions for Innovative Cities)
- International Green World Ambassador 2014
- MUSIC Project (Mitigation in Urban areas: Solutions for Innovative Cities)
- Scottish Awards for Quality in Planning 2014 - Sustainable Urban Fringes Aberdeen for River Don Corridor Project
- Scottish Awards for Quality in Planning 2014 Finalist - Community Involvement Category

2015

- Herald Society Awards Winner 2015 - Environmental Initiative of the Year East Tullos Burn Environmental Improvement Project
- RSPB Nature Scotland Awards Highly Commended 2015 - Sustainable Development East Tullos Burn Environmental Improvement Project

2016

- Fairtrade Foundation Award for Innovation 2016 for Fairtrade Fortnight Activity 2016, as a key member of the Aberdeen City Fairtrade Working Group

Sustainable Transport

Awards won during the past 5 years include:

2012

- EU Sustainable Urban Mobility Award

2013

Scottish Transport Awards:

- Winner: Transport Local Authority of the Year
- Winner: Most Innovative Transport Project of the Year - Strategic Transport Fund
- Shortlisted: Integrated Transport Project of the Year - Aberdeen Royal Infirmary Bus Interchange
- Shortlisted: Best Practice in Travel to School and Work Schemes - School Cycling Initiatives
- Shortlisted: Achievements in Cycling - Greenbrae Cycle Project
- Shortlisted: Contribution to Sustainable Transport - Car Club
- Shortlisted: Contribution to Sustainable Transport – Sustainable Urban Mobility Plan
- Shortlisted: Contribution to Sustainable Transport – Strategic Transport Fund
- Shortlisted: Excellence in Travel Information & Marketing – Aberdeen Car Club

National Transport Awards:

- Shortlisted: Transport Local Authority of the Year

2014

Scottish Transport Awards:

- Highly Commended: Contribution Towards Sustainable Transport
- Shortlisted: Transport Team/Partnership of the Year - In Town Without My Car Day
- Shortlisted: Scottish Transport Local Authority of the Year

2015

- Winner: APSE Service Awards - Best Innovation/ Demand Management Category (Car Club/ Electric)

Local Development Plan

- Scottish Award for Quality in Planning for a youth engagement programme with several of the City's academies.

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SUBMISSION OF LATE REPORT

NAME OF COMMITTEE : Communities, Housing and Infrastructure

DATE OF COMMITTEE : 24 January 2017

TITLE OF REPORT : HMO Overprovision

Reason for late submission of report (to be completed by report author)

An extended period has been allowed for consultation with community council and various external consultees.

Reason why Convener is requested to consider accepting report as a matter of urgency / why the matter cannot wait for a future meeting (to be completed by report author)

This report was due to be reported at earlier committees and is already overdue.

Reason why Convener / Vice Convener has agreed to accept the report (to be completed by Convener / Vice Convener)

Convener/Vice-Convener : Ned Cooney

Date : 17/1/17

Director/Representative : RS

Date : 19/1/17

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing & Infrastructure
DATE	24 January 2017
DIRECTOR	Pete Leonard
TITLE OF REPORT	Houses in Multiple Occupation Overprovision
REPORT NUMBER	CHI/16/121
CHECKLIST COMPLETED	Yes

1. PURPOSE OF REPORT

The purpose of this report is to determine whether the Council should introduce a Houses in Multiple Occupation Overprovision Policy in the city.

2. RECOMMENDATIONS

It is recommended that Committee:

- a) Notes the information on the number and capacity of licensed Houses in Multiple occupation in all 13 wards and the 37 neighbourhoods;
- b) Notes the general and limited assessment of the need for housing accommodation in the locality and the extent to which HMO accommodation is required to meet that need as is required to be undertaken in forming an HMO overprovision policy.
- c) Does not progress a policy on HMO overprovision at this time.
- d) Notes that the Council's HMO online register is being enhanced to make it easier to access information about HMO licences and application.

3. FINANCIAL IMPLICATIONS

No immediate financial implications, however the cost of a system upgrade for managing HMO administration would require to be met.

4. OTHER IMPLICATIONS

The introduction of an HMO overprovision policy would lead to additional work for the HMO unit in providing information regarding the number of HMOs licensed in the designated area and by officers in licensing and committee services in view of the increase in applications that will be placed before the Committee.

The current ICT application used to manage HMO related administration requires to be replaced and a new system would be required in order to efficiently administer any overprovision policy.

5. BACKGROUND/MAIN ISSUES

5.1 Background

In 2011 the Housing (Scotland) Act 2006 (“the 2006 Act”) was amended to introduce provision for licensing authorities to refuse applications for HMO licences on the grounds of overprovision. In order to utilise this ground of refusal, a licensing authority must have a policy on overprovision in place and having regard to the relevant provisions of the 2006 Act.

Section 131A of the Housing (Scotland) Act 2006 (see Appendix 1) states that in considering whether there is overprovision of HMOs the local authority must have regard to:

- i. the number and capacity of licensed HMOs in any locality; and,
- ii. the need for housing accommodation in the locality together with the extent to which HMO accommodation is required to meet that need.

Accordingly the local authority must carry out an assessment of housing need in each locality. It is for the local authorities determine its localities as it sees fit.

Appendix 2 sets out the Scottish Government’s Statutory Guidance on the legislation. Officers have sought further guidance from the Scottish Government particularly in respect of the requirement to have regard to ‘the need for housing accommodation in the locality together with the extent to which HMO accommodation is required to meet that need’ in light of limitations of the guidance.

The most recent of a number of reports to committee was made on 15 March 2016 and committee requested the following:

- i. the number and capacity of licensed Houses in Multiple Occupation in all 13 wards and broken down to proposed localities within each ward;
- ii. the need for housing accommodation in each proposed locality and the extent to which HMO’s are required to meet that need;
- iii. a recommendation on whether or not the Council ought to set a threshold for overprovision of HMO’s in the relevant localities, including proposals for the levels of thresholds for each locality; and,
- iv. advice from the Council’s legal officers on the issues which need to be addressed before Committee should consider the introduction of a HMO overprovision policy.

The need to consider the introduction of an overprovision policy is in response to representation from a relatively low number of community groups in the City that there has been an excessive number of HMOs authorised within their community. There has been particularly strong representation from Old Aberdeen Community Council who assert that this has been harmful to the appearance of their home environment and the cohesiveness of their community.

5.2 House in Multiple Occupation by Electoral Ward

Appendix 3a details the number of granted HMOs, current applications and the total number of properties in each of the current electoral wards. Appendix 3b sets out the bedspaces within each electoral ward.

At the date this information was extracted there were 1,185 granted HMOs and a further 191 applications. There are 115,529 residential properties in the city.

Therefore over the city 1.02% of properties are HMOs with a further 0.17% having a current application. If all applications were licenced then 1.19% of the properties in the city would be HMOs.

Four wards have a higher percentage of HMOs to total residences than the city average of 1.19%:

Ward	Percentage of HMOs
George Street/Harbour	3.70%
Tillydrone/Seaton/Old Aberdeen	3.30%
Airyhall/Broomhill/Garthdee	2.08%
Hilton/Woodside/Stockethill	1.46%

5.3 House in Multiple Occupation by Census Output Areas (COAs)

COAs are defined by the General Register Office for Scotland for the purposes of producing and publishing census results and are the smallest area for which census data is freely available. In Aberdeen City COAs vary in size between 22-105 households per area. There are 1,992 COAs in Aberdeen City and as can be seen from the table below, 93% (1,854) have 2 or less HMOs per COA.

No of HMOs within COA	No of COAs	%age of COAs within each banding
0	1572	78.9%
1-2	282	14.2%
3-4	73	3.7%
5-8	49	2.4%
9-13	13	0.6%
14-26	3	0.2%
Total	1992	100%

Appendix 4 details the COAs in the city 10% or above HMOs compared against total residential properties in the COA. There are 50 COAs with ratios at 10% or above. The greatest concentration of COAs at 10% or higher are in the vicinity of the University of Aberdeen. Of the 50 COAs with levels at 10% or above, 43 are at 20% or under concentration. 7 are above 20% with the highest concentrations in the following streets/areas:

Criagievar Crescent	22.2%
Great Northern Road/Lilybank Place	25%
University Road	26.8%
Orchard Road	31.5%
Orchard Street	41.4%
Elmfield Avenue	42.6%
Willowbank Road	42.6%

Reviewing HMOs by COA we can see that most of the City has a low density of HMO provision whilst a relatively small number of COAs have a disproportionately high density of HMO. The HMO Overprovision Consultation of 2015 found that 59.18% of respondents did not wish COAs to form the basis for determining HMO provision. However this majority view may be more reflective that the most respondents were against the introduction of an overprovision policy rather than the COA was not a suitable locality definition. The COAs

comprise a very low number of households and it is not possible to accurately determine housing need at such a level. With the COA comprising a very low number of properties a policy formed using COA as the locality would be effective in dealing with the localised high concentrations of HMOs.

5.4 House in Multiple Occupation by Neighbourhood

Alternative localities for consideration is by the city's 37 neighbourhoods. The draft community empowerment guidance sets out criteria on localities for locality planning purposes. It states that a locality should be either an electoral ward or a geographic area with a population which does not exceed 30,000. Further, the locality area constitutes a natural community. For these purposes a natural community will reflect a sense of local community identity and promote community cohesion, as these can be important factors for encouraging communities to participate in locality planning. The community planning partnership has earlier undertaken extensive analysis and community engagement to identify 37 neighbourhoods within the city for locality planning purposes. Neighbourhoods are far larger than COAs and generally smaller than wards.

Appendix 5 sets out the information on HMOs at a neighbourhood level.

Eleven neighbourhoods have a higher ratio of HMOs than the city average of 1.19%:

Neighbourhood	Percentage of HMOs
Froghall, Powis and Sunnybank	10.1%
Garthdee	5.1%
Hanover	3.2%
Old Aberdeen	3%
City Centre	2.9%
Woodside	2.8%
Seaton	1.8%
George Street	1.8%
Ashgrove	1.3%
Hilton	1.3%
Tillydrone	1.2%

Combining the number of households within the Froghall, Powis and Sunnybank and Old Aberdeen neighbourhoods together the percentage of HMOs is 7.8%.

Appendices 6 – 9 show the location of HMOs on maps of the 4 Neighbourhoods with highest concentrations of HMOs.

Formulating a policy based on neighbourhoods is likely to be less effective in addressing high concentrations of HMOs, for example in a single or small number of streets within a neighbourhood.

5.5 Assessment of Need

As earlier stated section 131A of the 2006 Act requires that “the need for housing accommodation in the locality and the extent to which HMO accommodation is required to meet that need” should be assessed at the same locality at which the threshold would be applied. Officers assess that further guidance is required to robustly undertake this assessment. However, taking into account the purpose of the legislation, namely to allow local authorities to refuse to grant a HMO licence if this would result in overprovision of HMOs in the locality, if the Committee wishes to introduce an overprovision policy under

section 131A of the 2006 Act legal advice is that the best option is to base such a policy on facts and local knowledge alongside a general assessment of housing need across the city and the extent to which HMOs may be required to meet that need with the proposed localities.

Aberdeen's Local Housing Strategy 2012 – 2017 informed by a comprehensive Housing Demand Needs Assessment set out a shortage of affordable housing in the city which required 415 new affordable houses per annum over the ten year period from 2012. The priority is for affordable 1 or 2 bedroom property throughout the city.

Presently there are 6513 applicants waiting for housing from Aberdeen City Council across all lists (Discretion/Committee, Support, Transfer, Urgent Rehousing and Waiting list) and 4120 require a one bedroomed property. 3332 applicants are on the mainstream waiting list and of these applicants 1891 are waiting for 1 bedroomed property, which has very low availability compared with demand.

Provision of temporary accommodation for people being assisted under homeless legislation remains relatively high with around 560 temporary accommodations provided at any time.

Appendix 10 sets out the Council's housing waiting list for 1 bedroomed properties by area for the letting areas identified as being in the same or similar vicinity to the neighbourhoods with higher concentrations of HMOs. The table shows the number of properties let in those areas during the year to October 2016 and the extent to which demand is met by ACC alone.

It should be noted that applicants can apply for multiple areas and property types but it is possible to consider the impact at a neighbourhood level by assimilating the demand for the above letting areas to the neighbourhood most closely identified with them (Appendix 11). By using the mean score of number of applicants to demonstrate the level of demand in each neighbourhood it is clear that demand cannot be met by Council housing alone and that the private market must play a significant role in housing provision.

The neighbourhoods with highest concentrations of HMOs are predictably close to the city's two Universities, the University of Aberdeen and the Robert Gordon University and our reasonable assessment is that students are the main occupants of HMOs in these neighbourhoods. Appendix 12 sets out student numbers. This shows that overall the number of students has not varied significantly over the five year period.

This year has seen a change in occupancy rates of HMOs. Aberdeen University Student Advice Centre, who deal with students within the private rented sector, confirmed that rental charges overall have been more reasonable for students this year and have allowed greater choice in how they choose to live. They advised that students would previously have expected to pay £400+ for a room in a shared flat and this year the price is on average £300-£350. Although, they advise, that students prefer to live in shared private housing as opposed to purpose build student accommodation due to cost.

This is also confirmed by the Aberdeen Student Accommodation Service that they have adequate provision for students this year within their own halls or through arrangements with partners. They have empty rooms available and currently have no waiting lists.

Within the private rental sector, leasing agents Aberdeen Property Leasing confirmed they have 11 unlet HMOs available within the Aberdeen University area which has not been the case, in their experience, in recent years. They advised that the properties are primarily in the Bedford Road, Bedford Place, King Street and Linksfield areas.

There are a considerable number of purpose built student accommodation residences either currently under construction, or in the development pipeline, which will result in additional student bed spaces across the City.

At Causewayend there are 2 developments recently completed with HMO licences giving a combined 668 bed spaces.

A third development on Powis Place has just commenced which will provide a further 173 bed spaces which as self contained rooms will not require a HMO licence. There is also a development of 123 self contained rooms recently completion on St Peter's Street. This is targeted at the student market and is not a HMO property.

By way of an explanation, an HMO licence is required if the occupants are sharing kitchen and/or bathroom facilities. Most purpose-built student accommodation is based on the model of a 5 or 6 en-suite bedroom flat with a shared kitchen/living area, for which an HMO licence is required. Newer 'up-market' student accommodation is based on the model of individual bed-sit type accommodation, ie. Each room includes a shower-room, kitchenette & living/bed space, for which no HMO licence is required. Thus it can be seen that not all student accommodation requires an HMO licence.

The developments at Causewayend and Powis Place are located directly on the boundary of the Froghall, Powis and Sunnybank and George Street neighbourhoods and the St Peter's Street development is within the Froghall, Powis and Sunnybank neighbourhood itself. These areas have some of the highest density of HMO accommodation given their close proximity to Aberdeen University.

In Garthdee, approval was granted in November 2016 for a development of student accommodation on the site of the former Caledon Public House in Auchinyell Road. This will provide up to 200 bedspaces in self contained rooms for which no HMO licence is required.

Although HMO accommodation is not solely occupied by students, they do form a large part of the HMO clientele. Therefore, it is anticipated that the number of additional spaces coming onto the market may impact on the smaller HMO provider.

The changes in the local economy are having a knock-on effect on the private rented housing market in Aberdeen. For the first time in several years, there is a reduction in demand resulting in a reduction in rents. It is unknown what impact this may have on landlords investing in the market. It has however meant that access to the private rented sector has become easier given the reduced demand and lower rentals and it could therefore be said that there will be an increase in availability in accommodation to meet any future housing need.

The table below compares the number of new and renewal HMO applications from June to November 2015 to the same period in 2016. There has been a reduction of 23.3% in the total number of new applications, a reduction of 25% in the total number of renewal applications. When the total number of applications are compared, the overall reduction of 24.4%

Month	2015			2016		
	New	Renewal	Total	New	Renewal	Total
June	11	25	36	23	35	58
July	34	32	66	22	28	50
August	22	37	59	9	9	18
September	10	23	33	2	11	13

October	6	39	45	4	29	33
November	7	20	27	9	20	29
Total	90	176	266	69	132	201

Commentary re trends in high concentration areas.

Summary of key findings

- 16 COAs have highest concentrations of HMOs
- 11 neighbourhoods have rates of HMOs above the city average
- Powis, Froghall and Sunnybank and Garthdee are neighbourhoods considered to have considerably higher rates of HMOs compared with all other neighbourhoods in the city.
- Combining Powis, Froghall and Sunnybank and Old Aberdeen also shows a considerably higher rate of HMOs compared with all other neighbourhoods in the city.
- There remains a shortage of low cost housing in the city.
- HMOs provide a critical supply of accommodation in the city, particularly for our student population.
- The economic downturn is impacting on the housing market in the city resulting in lower private rents and house prices.
- A significant number of purpose built student accommodation has been or will soon be delivered.
- Overall demand for HMOs in the city is likely to continue to decline in the short term however it is not anticipated that HMOs will decline significantly in the areas with highest concentrations.

5.6 Overprovision Policy

Should committee wish to introduce a policy then Appendix 13 sets out a draft policy for consideration and potential consultation. The draft policy is based on the policy operating in Dundee. NB the Dundee policy was formed prior to the implementation of the 2006 Act.

Prior to consulting on the policy committee would need to determine the localities where a policy would apply and the threshold.

Should committee determine that it wishes to progress an HMO overprovision policy then officers would undertake community consultation and report the outcome to Committee in May 2017.

5.7 Consultation reponses

The following were consulted on a draft version of this report.

Community Councils
Old Aberdeen Heritage Society
University of Aberdeen
Robert Gordons Students Association

Scottish Association of Landlords
The Robert Gordon University
Aberdeen University Students Association

Fourteen responses were received and these are included at Appendix 14

Points relating to accuracy of information and data have been reviewed and amended. The most significant amendment arising from consultation was to highlight COAs would be the

most appropriate localities to apply in any policy to address the concentrations of HMOs in localised areas.

5.8 Notification of HMO applications to Community Councils

During the consultation a request was made by George Street Community Council for them to receive notification of HMO applications submitted to the Council.

The legislation governing HMO licensing obliges the applicant to notify the public of his application being made by displaying a Notice of HMO Application outside the property for a statutory 21-day period. The legislation also includes a discretionary provision for the local authority to advertise the HMO licence application in a local newspaper. The legal advice is that there is no power within these prescriptions entitling the licensing authority to make other disclosures such as the one requested by the Community Council, and we would regard it as prohibitively expensive to take out a newspaper advertisement for each licence application.

We do however acknowledge that it would be helpful for community councils and other individuals/organisations to be able to readily access information regarding HMO applications and existing licences. In this regard, the legislation obliges the Council to maintain a register of HMO licence applications and granted HMO licences. Our HMO register is a real-time online register found on the Council's website, however it has a basic functionality and we will seek to upgrade it to offer an ability to view licences chronologically as well as providing enhanced search functionality. This will enable interested parties to monitor new licence applications as they are submitted, as well as making it easier to retrieve information about existing licences.

6. IMPACT

Improving Customer Experience –

If an HMO Overprovision policy is implemented it is clear from the responses to the earlier survey that this this would be seen as a positive decision by some members of our communities and a negative decision by others. Families and long term residents of areas with high HMO density are likely to consider the non-implementation of a policy as a negative outcome whilst single people, low-income workers and the student community are more likely to support non-implementation.

Improving Staff Experience –

An HMO Overprovision policy would require reviews of existing processes for managing HMO licence applications and for the Licensing Committee. Additional steps would have to be implemented particularly in relation to advising on the current number of HMOs in a locality and any 'capacity' issues.

Improving our use of Resources –

In terms of practical implementation, Aberdeen City Council would have to be able to provide information to prospective HMO applicants on the threshold level in that particular neighbourhood. Currently, Dundee City uses an IT system which allows for this information to be generated but Aberdeen City Council does not. This would have to be explored prior to implementation.

Corporate –

If an Overprovision policy is to be introduced it is likely that this would increase the demands on licensing and committee services.

Public –

The previous consultation was covered by local and national media and received a good response from a range of individuals and organisations. The range of very strongly held views expressed shows the high level of interest in this issue.

7. MANAGEMENT OF RISK

Any HMO Overprovision policy implemented and decisions made by the Licensing Committee based on this policy, may leave the Council open to the risk of legal challenge. If the policy is not formed in accordance with the provisions of the 2006 Act it is highly likely that a refusal of an HMO licence on the grounds of overprovision would be appealed to the Sheriff Court and considered by the Sheriff.

8. BACKGROUND PAPERS

Previous committee reports in relation to this issue are detailed below:

H&E/12/031 - 28th August 2012

H&E/13/050 - 27th August 2013

H&E/14/55 - 28th October 2014

CHI/15/156 - 19th May 2015

CHI/15/208 - 27th August 2015

CHI/15/335 - 15th March 2016

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Private Rented Housing (Scotland) Act 2011

131A Overprovision

- (1) The local authority may refuse to grant an HMO licence if it considers that there is (or, as a result of granting the licence, would be) overprovision of HMOs in the locality in which the living accommodation concerned is situated.
- (2) In considering whether to refuse to grant an HMO licence under subsection (1), the local authority must have regard to—
 - a) whether there is an existing HMO licence in effect in respect of the living accommodation,
 - b) the views (if known) of—
 - i. the applicant, and
 - ii. if applicable, any occupant of the living accommodation,
 - c) such other matters as the Scottish Ministers may by order specify.
- (3) It is for the local authority to determine the localities within its area for the purpose of this section.
- (4) In considering whether there is or would be overprovision for the purposes of subsection (1) in any locality, the local authority must have regard to—
 - a) the number and capacity of licensed HMOs in the locality,
 - b) the need for housing accommodation in the locality and the extent to which HMO accommodation is required to meet that need,
 - c) such other matters as the Scottish Ministers may by order specify.
- (5) Before making an order under subsection (2)(c) or (4)(c), the Scottish Ministers must consult—
 - a) local authorities,
 - b) such persons or bodies as appear to them to be representative of the interests of—
 - i. landlords,
 - ii. occupiers of houses, and

such other persons or bodies (if any) as they consider appropriate (which may include landlords or occupiers of houses)”

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Scottish Government Guidance

The Scottish Government provides Statutory Guidance on HMO Licensing for Scottish Local Authorities. This was updated in January 2012 to reflect these new powers.

“4.11 ASECTION 131A – OVERPROVISION

4.11 A.1 The local authority has the discretionary power to refuse to grant an HMO licence if it considers that there is, or that the grant of a licence would result in, overprovision of HMOs in the locality. It is for the local authority to determine the locality. In considering whether to refuse to grant a licence on this ground the local authority must have regard to whether there is an existing HMO licence in effect in respect of the living accommodation and, where known, the views of the applicant and any occupants. In considering whether there is overprovision, the authority must have regard to the number and capacity of licensed HMOs in the locality, as well as the need for HMO accommodation in the locality.

4.11 A.2 Generally an HMO licence is granted for three years. Where there are large numbers of HMOs it will be open to a local authority as to how it treats applications from existing owners. If it refuses an application from an existing owner it will reduce HMO numbers, but this will have an adverse impact on existing landlords and possibly tenants.

4.11 A.3 It will be for local authorities to decide whether and how to apply this power. Scottish Ministers would however expect local authorities who wished to use this power to develop, and consult on, an explicit overprovision policy. Local authorities may wish to jointly develop best practice guidance to facilitate this process.”

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HMOs Granted/Pending per Electoral Ward

Appendix 3a

Table 1	Granted	Pending		%	%	%
	HMO	HMO	All properties	Granted	Pending	Combined
Dyce/ Bucksburn/Danestone	20	2	9,608	0.21	0.02	0.23
Bridge of Don	4		8,283	0.05	0.00	0.05
Kingswells/Sheddocksley/ Summerhill	6		6,881	0.09	0.00	0.09
Northfield/Mastrick North	17		7,414	0.23	0.00	0.23
Hilton/Woodside/Stockethill	113	14	8,672	1.30	0.16	1.46
Tillydrone/Seaton/Old Aberdeen	256	40	8,967	2.85	0.45	3.30
Midsocket/Rosemount	69	25	9,236	0.75	0.27	1.02
George Street/Harbour	370	49	11,338	3.26	0.43	3.70
Lower Deeside	8		6,605	0.12	0.00	0.12
Hazlehead/Ashley/Queens Cross	36	4	9,822	0.37	0.04	0.41
Airyhall/Broomhill/Garthdee	140	33	8,302	1.69	0.40	2.08
Torry/Ferryhill	118	20	12,738	0.93	0.16	1.08
Kincorth/Nigg/Cove	28	4	7,663	0.37	0.05	0.42
	1,185	191	115,529	1.02	0.17	1.19

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No of HMOs/Bedspaces by Ward

Appendix 3b

Granted Licenses

Ward	No of Bedspaces														570	Total HMOs	No of Bed spaces
	3	4	5	6	7	8	9	10-20	21-49	60-99	100-199	200-299	300-399	400-499			
Dyce/ Bucksburn / Danestone	5	5	6		1			2		1						20	165
Bridge of Don			2	2												4	22
Kingswells / Sheddocksley / Summerhill	2	2	2													6	24
Northfield / Mastrick North	8	7	1	1												17	63
Hilton/Woodside/ Stockethill	35	38	35	4					1							113	488
Tillydrone/Seaton/Old Aberdeen	108	76	48	8	5				2	6	3					256	2,025
Midstocket / Rosemount	29	16	20	1		1		1			1					69	422
George Street / Harbour	175	105	64	7	1	2	1	4	2	2	2		2	2	1	370	4,113
Lower Deeside	2	1	3				1			1						8	131
Hazlehead/Ashley/ Queens Cross	10	12	9	2			2	1								36	168
Airyhall/Broomhill/ Garthdee	60	45	29	2				2	2							140	621
Torry / Ferryhill	57	19	21	5	2	3	3	5	2	1						118	662
Kincorth/Nigg/Cove	7	10	8	3												28	119
Total	498	336	248	35	9	6	7	15	9	11	6		2	2	1	1,185	9,023

Applications

Ward	No of Bedspaces											Total HMOs	No of Bedspaces
	3	4	5	6	7	8	10	26	32	122	520		
Dyce/ Bucksburn / Danestone		2										2	8
Bridge of Don												0	
Kingswells / Sheddocksley / Summerhill												0	
Northfield / Mastrick North												0	
Hilton / Woodside / Stockethill	5	4	3	1	1							14	59
Tillydrone / Seaton / Old Aberdeen	25	9	4	1							1	40	657
Midstocket / Rosemount	10	6	8		1							25	101
George Street / Harbour	17	14	9	2	1	2	2	1	1			49	265
Lower Deeside												0	
Hazlehead / Ashley / Queens Cross		2	1							1		4	135
Airyhall / Broomhill / Garthdee	13	7	11	1	1							33	135
Torry / Ferryhill	11	6	2	1								20	73
Kincorth / Nigg / Cove		3	1									4	17
Total	81	53	39	6	4	2	2	1	1	1	1	191	2,118

COA DENSITY

Appendix 4

COA Code	Street/Location	Household Count	HMO Count	% HMO Density/Household
S00089626	Elmfield Avenue	61	26	42.6
S00090568	Willowbank Road	40	17	42.5
S00089655	Orchard Street	29	12	41.4
S00089652	Orchard Road	54	17	31.5
S00089654	University Road	41	11	26.8
S00089699	Great Northern Road/Lilybank Place	32	8	25
S00090649	Criagievar Crescent	36	8	22.2
S00090718	King Street/East North Street	45	9	20
S00090713	Erskine Street (Even)	46	9	19.5
S00090645	Further checks to confirm location	36	7	19.4
S00089497	Dunbar Street	70	13	18.5
S00090444	King Street/School Road (South)	38	7	18.4
S00089660	Froghall Road	60	11	18.3
S00089647	Spital	66	12	18.2
S00090438	Further checks to confirm location	34	6	17.6
S00090563	Union Glen	46	8	17.3
S00089650	Spital Walk/Orchard Place	60	10	16.7
S00089648	Orchard Place	31	5	16.1
S00090717	Farrier Lane/West North Street	38	6	15.7
S00090680	Constitution Street	26	4	15.3
S00089500	King Street/School Road (North)	46	7	15.2

S00089634	Sunnyside Avenue	46	7	15.2
S00089366	Ruthrieston Road	54	8	14.8
S00090579	Bridge Street/Union Street	48	7	14.6
S00089636	Sunnyside Gardens/Terrace	50	7	14
S00089624	Elmfield Avenue/Elmfield Terrace	36	5	13.8
S00090695	University Road/King Street	65	9	13.8
S00089444	Bothwell Road	75	10	13.3
S00090642	Morrison Drive	75	10	13.3
S00089576	Leslie Road	53	7	13.2
S00089657	King Street (mid)	31	4	12.9
S00089484	Errol Place	63	8	12.6
S00089633	Meston Walk/Elphinstone Road/Bedford Road	79	10	12.6
S00089681	Further checks to confirm location	57	7	12.3
S00089685	Further checks to confirm location	65	8	12
S00090738	George Street/Powis Place	50	6	12
S00090322	Hutcheon Street/Causewayend	51	6	11.7
S00089625	Elmfield Terrace	43	5	11.6
S00090676	Shiprow/Marischal Street	60	7	11.6
S00089575	Primrosehill Gardens/Drive	35	4	11.4
S00090714	Erskine Street (Odd)	35	4	11.4
S00089303	Montrose Drive/Craigievar Crescent	72	8	11.1
S00089478	Roslin Terrace/King Street	54	6	11.1
S00090318	Bedford Avenue	84	9	10.7
S00089629	Bedford Avenue	65	7	10.7

S00089698	Clifton Road/Hilton Avenue	47	5	10.6
S00089288	Garthdee Road	48	5	10.4
S00089032	Further checks to confirm location	30	3	10
S00089149	Gardner Cresent	40	4	10
S00089446	Constitution Street	50	5	10

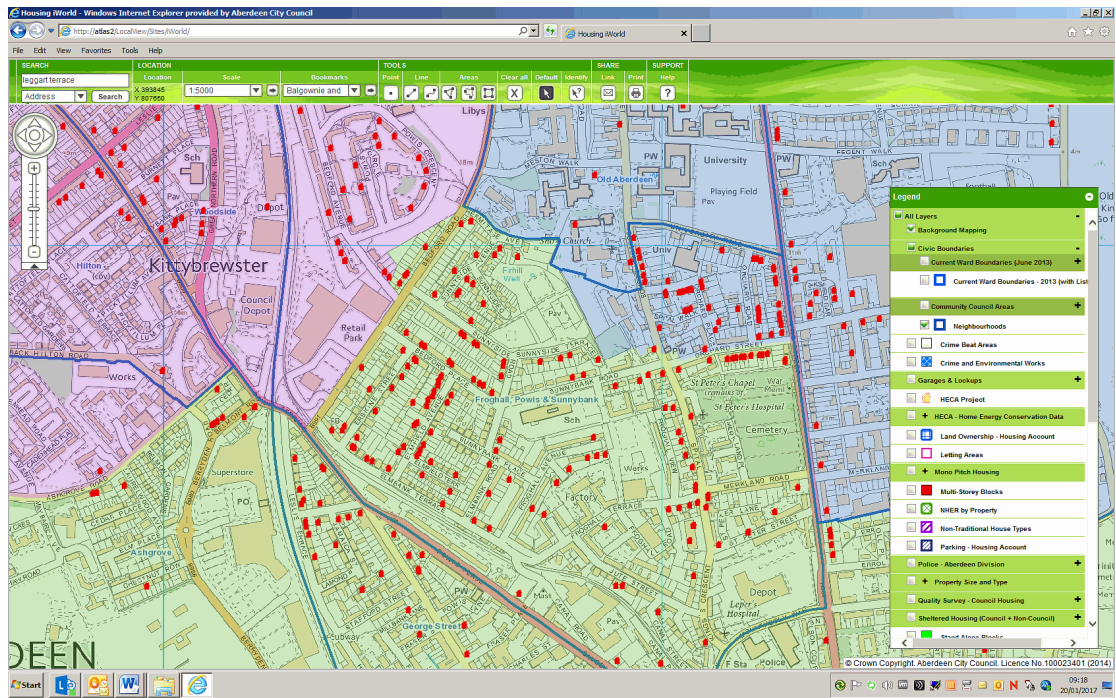
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HMOs per Neighbourhood

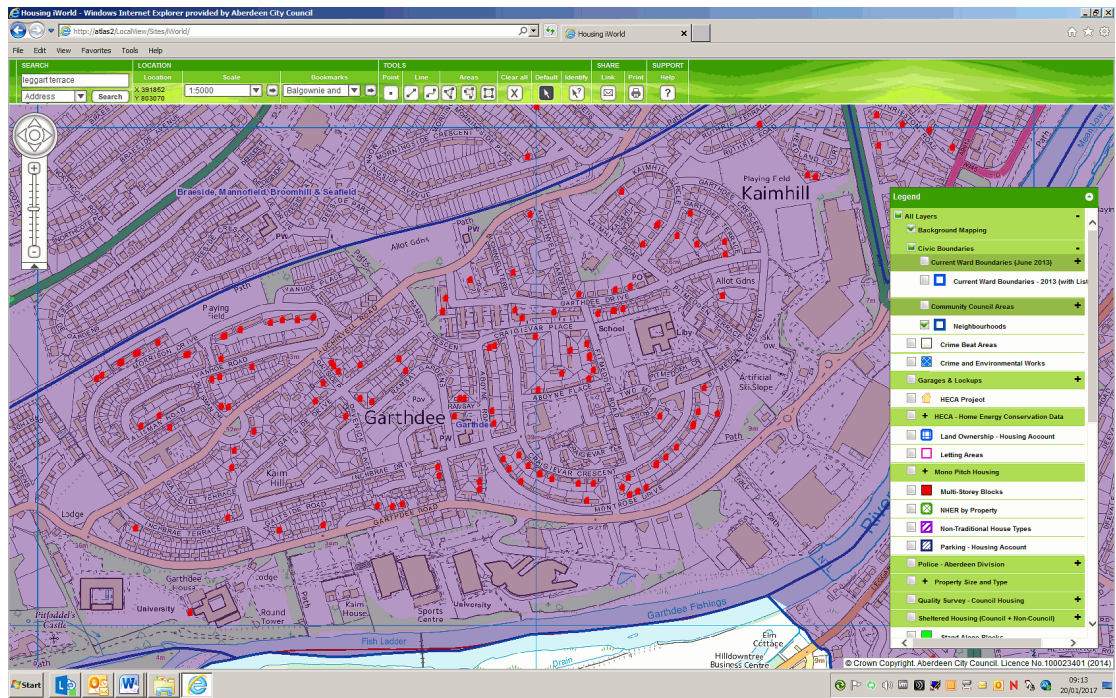
Appendix 5

Neighbourhood	Granted	Pending	Total	All Properties	%age HMOs/dwelling
Ashgrove	15	5	20	1,503	1.33
Balgownie & Donmouth	2	0	2	2,992	0.07
Braeside, Mannofield, Broomhill & Seafield	18	3	21	6,674	0.36
Bucksburn	9	1	10	3,875	0.26
City Centre	112	19	131	4,413	2.97
Cove	1		1	3,029	0.03
Culter	4		4	2,283	0.18
Cults, Bieldside & Milltimber	4		4	4,161	0.10
Cummings Park			0	724	0.00
Danestone			0	1,807	0.00
Denmore			0	1,421	0.00
Dyce	9	1	10	3,133	0.32
Ferryhill	51	13	64	5,689	1.12
Froghall, Powis & Sunnybank	253	41	294	2,904	10.1
Garthdee	108	26	134	2,602	5.15
George Street	68	7	75	4,100	1.83
Hanover	133	17	150	4,694	3.20
Hazlehead	0	1	1	2,457	0.04
Heathryfold	1		1	920	0.11
Hilton	47	5	52	4,098	1.27
Kincorth, Leggart & Nigg	26	4	30	4,526	0.66
Kingswells			0	2,083	0.00
Mastrick	11		11	3,549	0.31
Middlefield	6		6	1,358	0.44
Midsocket	9	3	12	2,032	0.59
Northfield	1	0	1	2,263	0.04
Old Aberdeen	39	2	41	1,378	2.98
Oldmachar	2	0	2	4,023	0.05
Rosemount	31	13	44	4,535	0.97
Seaton	49	12	61	3,270	1.87
Sheddocksley	1		1	1,995	0.05
Stockethill	6	1	7	2,125	0.33
Summerhill	2	1	3	1,923	0.16
Tillydrone	30	4	34	2,846	1.19
Torry	17	1	18	5,623	0.32
West End	28	3	31	5,234	0.59
Woodside	57	8	65	2,253	2.88
Total	1,183	191	1,374	114,495	1.20

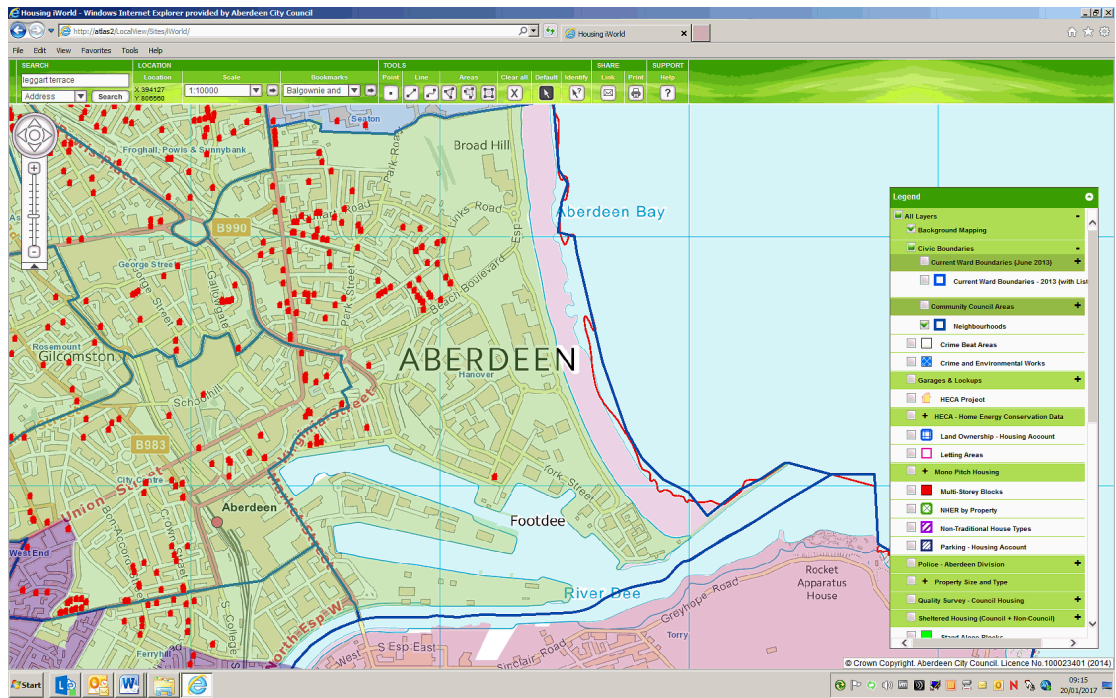
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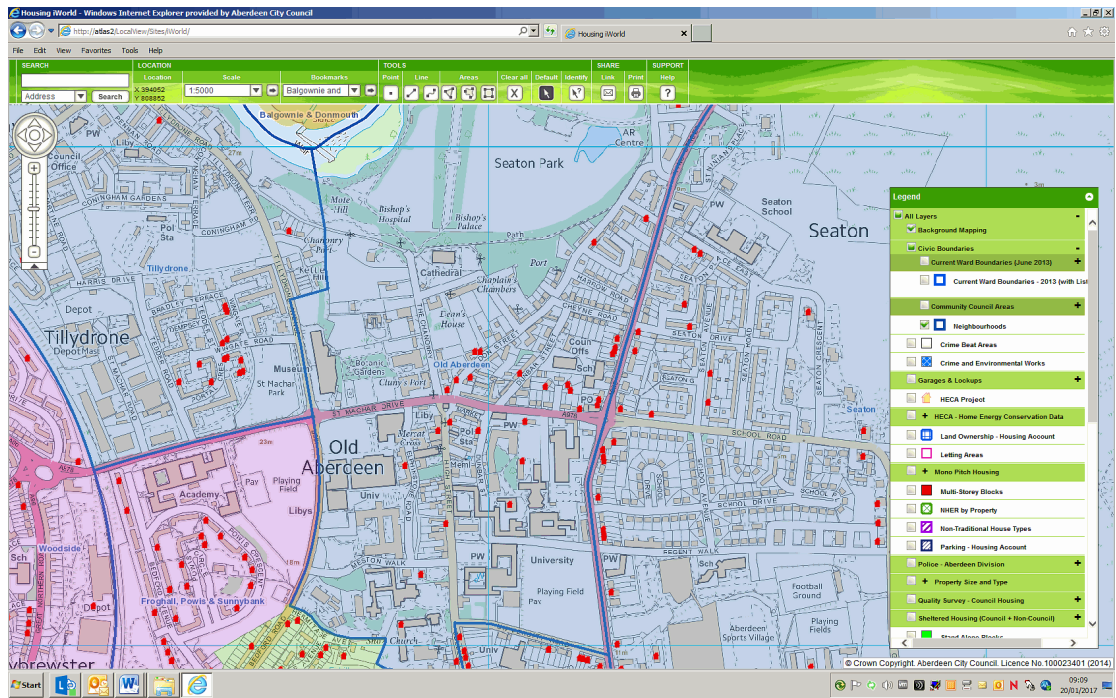
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APPENDIX 10

Aberdeen City Council Waiting list for 1 bedroomed properties by letting area

Letting Area	Waiting List per area	No of 1 bed flats ACC let Oct 15/16	%age demand met by ACC Oct 15/16
TILLYDRONE	816	55	6.74
OLD ABERDEEN	1,054	1	0.09
SEATON	908	16	1.76
LINKSFIELD	949	35	3.69
SUNNYBANK	932	6	0.64
FROGHALL	876	14	1.59
PITTODRIE	1,033	9	0.87
GALLOWGATE	1,062	16	1.51
KING STREET	1,076	9	0.84
URQUHART ROAD	988	7	0.71
CASTLEGATE	1,039	3	0.29
WOODSIDE	953	56	5.88
ASHGROVE	1,123	9	0.80
WESTBURN	1,034	0	0
BERRYDEN	1,144	6	0.52
ROSEMOUNT	1,162	21	1.81
GEORGE STREET	1,051	4	0.38
CENTRAL	1,153	10	0.87
GARTHDEE/KAIMHILL	966	15	1.55
UNION GROVE	1,043	0	0
RUTHRIESTON	949	10	1.05
HOLBURN	1,123	11	0.98
BON ACCORD	1,086	1	0.09
FERRYHILL	1,054	0	0
ROSEMOUNT SQUARE	1,014	0	0

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Demand by Letting Area linked to Neighbourhood

Neighbourhood with higher than city average 1.19%	%age of HMOs	Letting Areas matched to neighbourhoods.	Mean of Waiting list numbers	Total properties let Oct 15/16	%age demand met Oct 2015/16
Froghall, Powis and Sunnybank	10.1%	Froghall Sunnybank	603	20	3.32%
Garthdee	5.1%	Garthdee/Kaimhill Union Grove Ruthrieston Holburn Bon Accord Ferryhill	1104	37	3.35%
Hanover	3.2%	King Street Urquhart Road Castlegate	1034	19	1.84%
Old Aberdeen	3%	Old Aberdeen	1054	1	0.09%
City Centre	2.9%	Rosemount Rosemount Square Central	1110	31	2.79%
Woodside	2.8%	Woodside	953	60	5.88%
Seaton	1.8%	Seaton Linksfield Pittodrie	963	20	6.23%
George Street	1.8%	George Street Gallowgate	1057	15	1.89%
Ashgrove	1.3%	Ashgrove Westburn Berryden	1100	1	3.31%
Hilton	1.3%	N/A		1	
Tillydrone	1.2%	Tillydrone	816	55	6.74%

NOTE

- i. The above table links the letting areas geographically closest to the neighbourhoods
- ii. As applicants can apply for more than one letting area, the mean of the waiting list numbers was used as a method of determining average demand per neighbourhood.

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Higher Education Student Numbers

Appendix 12

University of Aberdeen	Total	Full time	Part time
2010/11	15,933	13,214	2,751
2011/12	14,262	12,327	1,935
2012/13	16,804	13,460	3,344
2013/14	15,267	12,022	3,245
2014/15	15,196	12,157	3,039
2015/16	13,842	12,020	1,822
2016/17	14,068	12,243	1,825

Robert Gordon University	Total	Full time	Part time
2010/11	15,745	9,727	6,018
2011/12	16,283	9,921	6,362
2012/13	16,544	10,233	6,311
2013/14	17,276	10,428	6,848
2014/15	17,199	10,200	6,999
2015/16	16,878	10,127	6,751
2016/17	**		

Combined Total	Total	Full time	Part time
2010/11	31,678	22,941	8,769
2011/12	30,545	22,248	8,297
2012/13	33,348	23,693	9,655
2013/14	32,543	22,450	10,093
2014/15	32,395	22,357	10,038
2015/16	30,720	22,147	8,573
2016/17			

Source: *University of Aberdeen & Robert Gordon University*

** Awaiting confirmation of current figures

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Houses in Multiple Occupation – Overprovision Policy
DRAFT for Communities, Housing and Infrastructure Committee – 24 January 2017

Aim

To prevent excessive concentrations of Houses in Multiple Occupation (HMOs) in the city.

Applicability and Threshold

This policy applies *to be determined* [specific neighbourhoods/citywide].

The overprovision threshold applies if there is a concentration of HMOs in any one particular Neighbourhood in excess of XX% of qualifying residential properties in that Neighbourhood.

The Licensing Committee may refuse granting of HMO licences in Neighbourhoods where HMOs exceed XX% of qualifying residential properties.

The provision level will be verified fourteen days prior to the Licensing Committee meeting at which an application will be considered and it is on the basis of this information that the Committee will make their determination.

The Council will not refuse to accept an application for a licence on the basis of overprovision. It will be for the applicant to determine whether they wish to submit an application and where necessary to seek to convince the Licensing Committee that there are exceptional circumstances in their case which would justify the policy not being applied.

Exemptions from the Policy

[Insert – any Neighbourhoods that the policy does not apply]

New-build, purpose built HMO accommodation such as student residences and developments covered by Section 75 agreements under the Town & Country Planning (Scotland) Act 1997 which restricts their use to HMO accommodation.

Non mainstream accommodation.

Competent renewals of existing HMO licences.

Existing licensed properties which change ownership and have a competent application lodged within one month of the change in ownership.

Neighbourhoods

Neighbourhoods are localities defined by Community Planning Aberdeen, a community planning partnership under the terms of the Community Empowerment (Scotland) Act 2015.

Licensing Committee

Where more than one application for a licence in the same Neighbourhood is being considered at the same meeting of the Licensing Committee, they will be considered in the order in which the applications were lodged. Applications will be submitted to Committee for determination once the subject premises are compliant with the required standards for HMOs.

Froghall, Powis and Sunnybank Community Council
117 Sunnyside Road
Aberdeen
AB24 3LS

16th January 2017

Dear Sirs,

Ref: HMO licensed Premises

The latest draft report on HMO licensed premises within the city confirms the fact that our area seems to have a disproportionate level of HMO licensed premises as a percentage of households in the area.

We have suspected this for some time as we see the results of this over provision on a daily basis.

The demographic of our community is diluted by the ever changing student and short term resident population that occupy HMO type premises. Being close to the university, our area has always been popular with the students and a somewhat transient population.

We believe communities thrive when the percentage of settled residents, who are able to commit to the local area outnumbers the transient population. Settled residents tend to take more pride in their property, gardens and the surrounding area.

Given the close proximity to the university there will always be a desire to live in this area by students but this desire does not constitute a need.

We feel that our area cannot continue to absorb increasing numbers of HMO premises and survive as a vibrant, well adjusted community.

We recognise the complexities that the council faces in devising and implementing a policy for over provision however we are aware of how other areas in Scotland, for example St. Andrews have addressed and resolved these self same issues.

We believe that there is a need for an overprovision policy in Aberdeen and urge the council to take the necessary steps to implement this.

Yours faithfully,

Anna Rait

Chairperson
Froghall, Powis and Sunnybank Community Council

Neil Carnegie

From: George Street Community Council <
Sent: 15 January 2017 23:13
To: Neil Carnegie
Subject: Notification of HMOs to Community Councils

Dear Neil,

After talking with representatives from neighbouring Community Councils, George St Community Council would ask that the Council provide information to Community Councils when an application to form an HMO is proposed.

The area served by this Community Council, by it's geographical proximity to the Town Centre and to the University and College, make it a popular area in which to locate HMOs. We fully appreciate that students have to live somewhere and that not all HMOs are used by students, but we feel that our area is becoming overpopulated with transient occupants who tend not to look after the area they live in or to invest time and energy within the community, to it's great detriment. The long-term residents of an area tend to pay more attention to their surroundings; to the fabric of their buildings because they live there, they may be more prone to be fastidious about the rubbish collection days being upheld and not letting their bins overflow, they may take greater care not to upset their neighbours because they have to live beside them for a long time, and possibly have a greater rapport with their neighbours because they have lived there for some time. Community involvement suffers where the population does not stay long enough to put down roots and serious anti-social problems stem from this.

If we could get notice of proposals for HMOs, as we do with planning proposals, then we could ask the Council to intervene and reject proposals if we believed that a particular area was being overwhelmed with this type of accommodation. It is surely not unreasonable to ask the Council on occasion to spread the responsibility for these sometimes difficult to live with types of accommodation across the entire city rather than leaving it to market forces to dictate where they prevail.

Thank you for you attention,

Michele MacLeod
(Secretary and Acting Chair George St Community Council)

From: Simon mclean
Sent: 17 January 2017 15:29
To: ACC Chief Executive
Subject: HMO report

Below are thoughts stemming from Mr Carnegie's HMO report:

The management of HMO's requires a clear and consistent definition of HMO's that is easily accessible for members of the public, business and Council staff via the ACC website to use; sub categorises of HMO's should also be included to aid evaluation of the subject.

An audit of the current situation should provide a base line assessment of the status quo indicating the benefits and impacts of HMOs in our City – the assessment of the baseline will aid planning for any potential future HMO's and other consequences e.g. demand of GP provision.

It's worth questioning how data is portrayed. Note the George Street and Harbour ward population is approximately 18,000 and about 6000 of that are students (<http://www.aberdeencity.gov.uk/nmsruntime/saveasdialog.asp?IID=60828&SID=53>), this indicates that the HMO density is likely to be greater than calculated in the report – of course not all students are in HMO's, be they registered or unregistered; nor are all users of HMO's students.

As already highlighted by Dewi Morgan there is or maybe confusion between *need* and *want*.

I agree in principle with the Report by Dewi Morgan (Old Aberdeen Community Council).

Any recommendations must be practical, needs-based and not anti-student or anti-other HMO users.

Reference HMO users and perceived levels of demand: Increasing the supply of HMO's creates (perceived) demand further confusing needs and wants.

In addition to this *supply-to-demand* lead expansion; there is a risk that short term thinking and unsatisfactory accommodation could be added to poorly engineer a contorted solution to the council housing shortage.

Has a project management approach been attempted? What system was adopted? Princes2 is proven tool and recommended to aid evaluation on HMO's and associated planning matters. How is the work evaluated – by what standard and by whom (competence / qualification)? Any report/wider project must have a purpose defining success and failure, not merely a laissez-faire approach of carrying on with much the 'same as before'.

What consideration / evaluation has there been of current enforcement and or the creation of by-laws to make the clearly defined HMO to be mandatory in registration to the City Council?

Beyond HMO – what evaluation has the current HMO level had on non-HMO residents (families) and services in specific defined areas?

Governance

I have been advised an earlier questionnaire on HMO's is leading and may have brought the current author to the present conclusions of the report – if correct this adds further weight to the matter of the City's governance – there are really concerns on the timing, quality and presentation of data presented to elected officials, the CEO-of-the-day and members of the public. These Governance concerns have previously been raised and do not to appear to have been addressed within the current culture at Aberdeen City Council.

Regards,

Simon McLean

16 ERSKINE ST

ABERDEEN

ABRA 5NR

DATE. 13/01/2017.

NEIL CARNEGIE

HEAD OF COMMUNITIES AND HOUSING.

ABERDEEN CITY COUNCIL.

DEAR SIR.

IN REFERENCE TO HMO OVERPROVISION REPORT CHI/16/121.

PLEASE CAN YOU CONSIDER THE FOLLOWING POINTS.

- 1/ TO INFORM COMM. COUNCILS BY AREA ON NEW OR RENEWAL OF A HMOs LICENCE.
- 2/ BY TAKING NO ACTION ON HMO OVERPROVISION POLICY IS THIS ACCEPTABLE GOOD GOVERNANCE.
- 3/ BY STATING THAT THE EXISTING LEGISLATION IS NOT ROBUST ENOUGH HOW CAN THIS BE, IF IT HAS NOT BEEN TESTED IN COURT.
- 4/ WHY HAS ABER. CITY COUNCIL FAILED TO IMPLEMENT A HMO OVERPROVISION POLICY OVER THE LAST TEN YEARS.
- 5/ IF ONE STAYS WITHIN AN AREA OR STREET IDENTIFIED IN THE REPORT WITH ALL THE PRESSURE THIS BRINGS, YET PAYS THE REQUIRED COUNCIL TAX HOW CAN THIS BE EQUITABLE IN CONTRAST TO OTHER PARTS OF ABERDEEN.
- 6/ ASSESSMENT OF NEED 5.5 WAS UNDERTAKEN ON AREAS OF HIGH DENSITY OF HMOs, IS THERE AN IMPACT REPORT AND ASSESSMENT OF NEED ON QUALITY OF LIFE FOR LONG TERM RESIDENTS WITHIN THESE AREAS.

YOURS SINCERELY

ALEXANDER MESS.

Revised Mr. Moss - he agreed to withdraw in April - 19/1/17

OACC HMO Consultation Response to Draft Copy of Report CHI/16/121 dated 24 January 2017

After reviewing the previous version of HMO report CHI/16/221 that was submitted to the Communities, Housing and Infrastructure Committee at their meeting on 15th March 2016, the report was not accepted and the Committee asked the officers to provide information that the report had not been addressed. The four information queries are listed here, each followed by the Old Aberdeen Community Council's critique of the response;

- i) the number and capacity of licensed Houses in Multiple Occupation in all 13 wards and broken down to proposed localities within each ward;***

OACC Comment

The number of licensed Houses in Multiple Occupation in all 13 wards have been listed in Appendix 3, but the capacity of licensed Houses in Multiple Occupation in all 13 wards has not been provided.

The requested break-down into localities has not been properly addressed.

To respond to the question regarding localities, surely the report should:

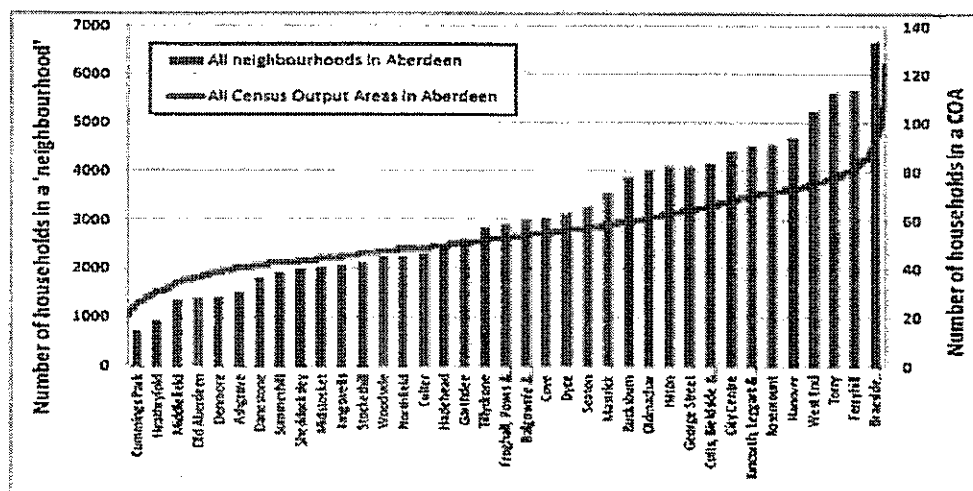
- Identify the various options available for defining a 'locality'
- Provide the pros and cons for each of these options
- Provide justification for their favoured definition

This has not been done, despite various options for a 'locality' having been discussed in some detail as part of the HMO overprovision consultation in April 2013 which suggested that overprovision might be considered by ward, by street, by post code, by radius and by census output area.

Then in October 2014, report H&E/14/055 used COAs to identify variations in HMO density, in August 2015, report CHI/15/208 notes that Dundee uses COAs as their defined locality for managing HMO density, while the subsequent HMO consultation survey focused on the use of COAs as the most suitable locality and the subsequent report CHI/15/335 did not raise any objection to COAs.

With this track record of COAs being assumed the default means of defining locality, it is with some surprise that we find that this latest report chooses to dismiss COAs because they '*... vary significantly in geographic size and number of households ...*',

The report then goes on to propose that a 'neighbourhood' as defined by the community planning partnership be used. Having compared the data for neighbourhoods versus COAs, we find that the number of homes in the 37 'neighbourhoods' vary significantly and in fact vary more than COAs. The dismissal of COAs is simply illogical. The following graph shows how the number of households within the Aberdeen COAs is generally more consistent than within the 'neighbourhoods'.



However, the key problem with selecting **neighbourhood** as the locality is size. With an average of close to 3000 households per 'neighbourhood', the proposal at a stroke destroys the whole point of attempting to mitigate *local* hot spots where the density of HMO is creating a severe negative effect on the long term community.

The adoption of such a large locality would make the whole process pointless.

ii) the need for housing accommodation in each proposed locality and the extent to which HMO's are required to meet that need:

OACC Comment

Just as in previous reports on HMO, the Committee's request for officers to consider need has been put into the 'too hard' category. We suggest this is because there is a fundamental flaw in how need¹ is being considered.

If there were insufficient HMO properties in Aberdeen such that students and others looking for short term accommodation cannot find anywhere to live within their price range, then there would certainly be a need. If the students and others are unable to find suitable short term accommodation within a specific street, but it is available nearby, then that is not an unfulfilled need, it is an unfulfilled desire.

(I need a car to get to work; I desire a Mercedes but I've got a Honda; tough).

No Community Council is advocating a limit on the number of HMOs within Aberdeen City, therefore our request to limit *local* hot spots of HMO density can have no impact upon need¹.

Does the Committee consider it has a duty to ensure that all students who wish to live in HMO accommodation can do so within a mile or so of their class rooms?

The report speculates that there is an overall shortage of rental housing for single persons in Aberdeen. If so, perhaps the Council should be urging developers to build starter flats rather than student accommodation of which we now seem to have rather a glut. It should also be remembered that a house that is not turned into an HMO is not a loss of housing capacity; it will normally remain a family home, providing long term stability to the locality.

¹ Oxford Dictionary definition of 'need'

VERB: Require (something) because it is essential or very important rather than just desirable: 'I *need* help now'

NOUN; Circumstances in which something is necessary; necessity: 'the basic human need for food'

iv) Advice from the Council's legal officers on the issues which need to be addressed before Committee should consider the introduction of a HMO overprovision policy

While this point was not a formal part of the minuted instruction to the Officers, it was presumably a request made at the same time. However, this request, as identified in iv), has not been addressed.

Neither is there any legal discussion to justify the statement made in section 8; *'... a refusal of an HMO licence on the grounds of overprovision would be appealed to the Sherriff Court and considered by the Sherriff. There may be legal expenses awarded against the Council if such an appeal was successful'*.

On the other hand, an unsuccessful appeal would place a clear marker down.

The conversion of a family house into an HMO will not increase housing supply unless there is an identifiable, city wide shortage of short term furnished accommodation and a glut of family housing. We contend that there is local overprovision of HMO properties and an under provision of long term residential properties in particular hot spots.

We consider the Council's legal officers should be challenged as to why this definition of overprovision is not acceptable.

We consider the Council's legal officers should be challenged whether need can be considered a substantive issue, where limitation of HMO housing within specified localities (such as a COA) has no bearing upon the availability of property within Aberdeen as a whole.

OACC recommendations

1. That the Council's legal officers be asked to review the legal situation and respond publicly with their determination, ideally as an appendix to this report.
2. That the Committee move to progress towards the introduction of a formal policy to limit local HMO density.
3. That the officers be instructed to develop a cost-time estimate for introducing the 'Dundee' model and the necessary software to Aberdeen and determine how landlord fees should be adjusted to make this a cost neutral package.
4. That a 10% limit of HMOs in all Aberdeen City Census Output Areas be introduced.

Dewi Morgan

On behalf of Old Aberdeen Community Council

10 January 2017

Meanwhile, if HMO numbers do, indeed, drop due to the forthcoming overprovision of purpose built student accommodation, then the licences to be relinquished will likely be the ones further away from the Universities, thus there may be very little benefit felt in the areas currently suffering from acute overprovision; those which are clearly identified in the table at the bottom of the report's section 5.3.

iii) a recommendation on whether or not the Council ought to set a threshold for overprovision of HMO's in the relevant localities, including proposals for the levels of thresholds for each locality

OACC Comment

First, we must reiterate our strong objection to considering 'neighbourhoods' holding circa 3000 homes as an appropriate locality for HMO control. We only wish to manage local density, which is what the long-term resident experiences. While the Census Output Area is not an ideal measure, it is reasonably consistent, small enough to make a difference and is doubtless a component part of the Council's databases. Assuming a 10% limit is set, then a typical COA with around 60 homes could hold up to 6 HMOs. If they were bunched together, it could feel pretty excessive to the long-term resident, but the likelihood is that the HMOs will be more scattered.

We acknowledge that there has been quite a bit of a change in the HMO market over the last year but this is not a valid argument against the introduction of a local density limit. As the report notes, we already have COAs where over 40% of the stock is HMO, so we still urgently need a mechanism to dissuade landlords from making these areas worse.

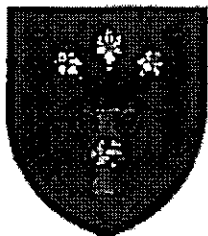
If the Dundee procedure is copied, ACC would be able to advise a prospective landlord that the purchase of a house in, say, University Road for conversion to HMO would be unlikely to obtain licence approval, but a property a few blocks further away would, in principle, be acceptable.

- This will have no impact upon the landlord's ability to carry out his business
- It will have no impact upon any perceived housing shortage
- It will have no impact upon student 'need'

But it will help to stabilise the communities and encourage families to stay.

As regards '*the levels of thresholds for each locality*'; while we consider there would be some merit in introducing lower levels for more sensitive areas (such as the Chanonry), we think that variable percentages could lead to confusion and challenge, thus we feel a single limit that is in place throughout the city will be easier to understand and accept. As noted in the report, most COAs will experience no impact from this restriction.

We have proposed a 10% maximum. While residents would like something lower, making it the same as Dundee should help to standardise expectations.



11 Greenbrae Crescent
Denmore
Bridge of Don
Aberdeen
AB23 8LH

Neil Carnegie
Acting Head of Communities and Housing
Aberdeen City Council

14th Jan 2017

Dear Mr Carnegie,

Draft Report on HMO Overprovision for CHI Meeting 24th January

The Society's response to the Consultation on the above Draft Report is detailed below:-

- (1.) We note that **the Report acknowledges the unacceptably high densities of HMO's in some areas**; in various Census Output Areas representing over 40% of households.
(There are, of course, localised areas within some of these where the percentage is considerably higher).

- (2.) We note that after two Consultations on the Committee's proposal to introduce an HMO Overprovision Policy, and countless reports, and postponements, officers still seem to be unwilling to recommend that a Policy be instituted.

It is our firm view that **there is no basis for this inaction**. The problem of overprovision (and potential overprovision) in various localities has long been identified, and **the solution to the problem is clearly available to the Council** in the form of **the 2011 legislation** which amends the 2006 Housing Act. Dundee City Council has been operating a highly successful and straightforward Overprovision Policy for some years, and their model has been commended by the Scottish Government.

In the light of the foregoing, and in view of the acknowledged high concentration of HMO's in various parts of the City, there can be **no justification for further delay** in implementing an Overprovision Policy to address the issue. Indeed there is a clear indication of the urgent need to do so.

- (3.) We wish to object in the strongest terms to the Report's adoption of **"neighbourhoods" as localities to be employed** in the assessment of the impact on HMO's on local communities, or in the formation of a Policy. "Neighbourhoods", as can be seen from Appendix 4, can contain anything from 1,000 to 6,000 properties each, and to apply a percentage threshold on such a vast locality would be meaningless; all the HMO's could easily be grouped together in one small area, resulting in an exceedingly high density for that spot.

The proposal to use "neighbourhoods" as 'localities' in no way addresses the problem facing various areas of the City, which is one of levels of HMO density which are damaging the social cohesion of the local community in particular "hotspots".

It is our view that the most appropriate 'locality' for the Council to adopt as a measure is the COA, or Census Output Area. COAs are the units used by Dundee Council in their Policy, have long been under discussion by this Council, and have the benefit of being long-established in their nationally recognised boundaries. They are small enough to mean that an Overprovision Policy based on these as localities would actually make a significant improvement to the current unsatisfactory situation.

A policy based on "neighbourhoods" of vast size would, on the contrary, defeat the whole purpose of pursuing the wish of the Committee, as expressed at several meetings, viz. to control densities in those localised spots where concentrations are damaging community cohesion.

- (4.) "Need" must be assessed across the City as a whole, rather than by particular locations. There is manifestly no need for HMOs to be in a particular location (although some might wish it to be so, of course, which is a different matter). The concept of need is an absolute, which concerns the whole City viewed as one.

In contrast, the level of overprovision has to be assessed within each locality, because the measure of overprovision is the impact on each locality.

- (5.) It should be stressed that there is no suggestion that the total number of HMOs in the City should be limited; only that there should be an upper limit on the percentage allowed in any one local area.

It is our view that the threshold for HMO density in any COA should be set at 10% as the absolute maximum, if ongoing problems are to be addressed.

(6.) Legal Status of Policy

It cannot be overemphasised that an HMO Overprovision Policy introduced as a result of this and previous consultations, and based on a 10% threshold per Census Output Area, would have a sound legal basis.

- a) We regard the suggestion by officers that such a Policy would be open to legal challenge, as ill-informed. Any challenge would have to prove that there is a shortage across the City of HMOs, and that is most certainly not the case.
- b) The Dundee model of HMO Overprovision Policy, which is highly successful, and on which this Committee has previously asked for a Policy to be based, has been operating for some years, and has not faced any legal challenge. It functions smoothly and efficiently, and has been welcomed by landlords and residents alike, for removing uncertainty in this previously unpredictable matter.
- c) Most importantly, a communication from the Scottish Government in 2015 has removed any trace of doubt about the legal status of such a Policy.

In an email of 21st April 2015 (copy enclosed), the Scottish Housing Directorate makes it clear that the Scottish Government has already provided the necessary statutory guidance on this issue, and draws attention to the settled Overprovision Policy in place in Dundee. There is no suggestion whatsoever that there could be a challenge to this. On the contrary, the tone of the email indicates that this is a model worth pursuing.

In conclusion, we would ask that the following points be noted:-

- (i) There is a longstanding and ongoing problem with high concentrations of HMOs in various localised hotspots in the City.
- (ii) Urgent action is needed to address this imbalance, for the sake of community amenity and cohesion.
- (iii) The solution is simple. The necessary legislation is in place, enacted specifically for this purpose; to address this very problem.
- (iv) The Council has acted responsibly and inclusively, holding two extensive consultations on the proposed introduction of an HMO Overprovision Policy, and having given full consideration to all representations, can therefore freely choose to introduce such Policy as they see fit, to resolve the issues which the legislation gives them the power to address.

The Society accordingly requests that officers be asked to proceed to arrange for the introduction of a Policy based on the Dundee model, with a 10% threshold, and that there be no further delays to its adoption.

Yours sincerely,

Barbara McPetrie

Planning Secretary

Telephone 01334 475270

From: -
To: -
Sent: Tuesday, 21 April 2015, 12:59
Subject: RE: Sections 129A and 131A Housing(Scotland) Act 2006

David

Thank you for your letter of 22 February 2015 to Barry Stalker about the creation of Houses in Multiple Occupation (HMO) overprovisions policies by local authorities in Scotland. I apologise for the length of time it has taken to reply to you.

The Scottish Government has already provided statutory guidance on the exercise of a local authority's functions in relation to HMO licensing and, as you will be aware, local authorities must have regard to this. However, the legislation only says what must be considered, and that does not prevent other considerations being looked at.

It is worth noting that an overprovisions policy is in place in Dundee. While we acknowledge that there may be a belief that the criteria used by Dundee City Council may not be appropriate to the particular circumstances faced in other local authority areas, we do not consider that there is anything in the legislation that prevents local authorities from developing their own factors to consider.

I understand that local authorities in Scotland have a variety of views on this topic so we suggest that local authorities may wish to consider the benefits of collaborating to share good practice on this.

Kind regards

Steve

Steve Lection | Policy Officer
Scottish Government | Housing, Regeneration and Welfare Directorate | Private Rented Sector Policy Team
Victoria Quay, 1-H South, Edinburgh EH6 6QQ |

Safeguarding Tenancy Deposits - Tenancy Deposit Schemes
Practical guides if you're renting or letting a property in Scotland - <https://rentingscotland.org/>

Neil Carnegie

From: Linda Presslie
Sent: 17 January 2017 16:59
To: Neil Carnegie
Subject: HMO Overprovision. CH1/16/121

Dear Sir,

I write to clarify some points and comments made at the meeting of 9th January regarding the above report.

Para 5.4

This table means/shows very little. Why only six months ?

Surely it should be annually and over a period of four years to give a true picture and comparison. There should be a brought forward commencing figure and a carry forward final figure which should agree with the current figure. The current figure was quoted at the meeting as being 1,300 HMO licensed premises to date. I thought that included the applications up for renewal, but I may have miss heard what was said. The figure in your report states 1,376?

With this wider table we would then see if there is in fact a reduction.

It would also be of benefit to all to separate existing HMO licenses and applications that were originally residential family homes and purpose built ones.

I also disagree with the assumption that the demand for HMO's in neighbourhoods currently with the highest densities has declined or will continue to decline. I feel that the reality will be that if the figures decline it will be the areas out with the highest density first as they are the most difficult to let.

I also see when looking at my own map of Froghall, Powis and Sunnybank with noted HMO's plotted that this area has nearer 30% ratio of HMO's tenancies to residential. My own immediate surroundings of Elmbank Terrace, Elmfield Avenue, Bedford Place and Erskine Street the ratio is nearer 45%, and I may have missed some so it could be worse.

The ideal method would be to plot each application and drawn a radius of 200 metres ??, if the ratio is 10 or over then the over provision should eliminate any further applications. Regarding the work load this plotting would only take place once and I cannot see that 1,300 already existing is unworkable. Your figures seem to suggest an annual figure of 250 new applications and renewals. I feel sure you have done this exercise to produce this report so part of this work is already done.

To keep repeating the same observations is unproductive so I have looked at this from the angle of solution solving, just for a change.

The word studentification comes to mind, if you have not heard of it already, Google it, you will be amazed. This is a world wide phenomenon which I think ACC should tackle now before its to late.

Yours faithfully

Linda J Presslie

Hello Neil,

Thanks for sending through the report for consultation. It was an interesting report with some useful information. I'd agree with the recommendation that there isn't a need to introduce a policy on HMO over provision at this time.

From a student perspective, I would agree with the reflections in the report. At RGU, we have also seen a change in the sector. I don't have statistics to quote from, but anecdotally, we know that the price of renting has come down, and there are more properties available on the market than we would have seen in the past.

It is also concerning to see the full scale of the number of purpose built student accommodation coming onto the market. I knew of several developments, but there is such a significant number coming on. At the moment, both universities already have a significant number of empty beds within their own developments, so there simply isn't the market for these additional commercial facilities.

The market for purpose built student accommodation is primarily first year students and international students. After this, continuing students do not want to live in halls, but want the independence and control of their own houses. This is where HMOs are beneficial for students. Purpose built student accommodation is significantly expensive, for smaller space and communal facilities, when what students want is their own space.

At RGU, a large number of our students are also from the local area and live at home, so have no demand for purpose built student accommodation or private housing. Both universities are suffering from declining international student numbers. Anecdotally, I feel like many HMO properties would have been taken by international students who cannot afford or want to live in student accommodation, and want to live close to the universities. At RGU, many of these students would be international (Nigerian/Ghana) mature postgraduates wanting to rent their own spaces with other similar students. These numbers are declining, which might account for the vacant HMOs.

Students are under significant financial pressures, and with rent and student accommodation in Aberdeen being one of the highest priced in the country, living at home along with HMOs and shared private rented accommodation is often the best option for the majority of students (Scottish, undergraduate, 2nd – 4th year students).

Furthermore, anecdotally from lightly looking at student postcodes over the past few years, we believe more RGU students are moving from King Street/City Centre properties to Holburn Street/Garthdee properties as the years go on with all of our teaching in Garthdee.

I would agree with all the summaries of key findings. HMOs are a valuable and necessary affordable housing option for the student community, there is too much purpose built student housing that is too expensive, not what students want and will simply not be filled, there is a need for more affordable flats for the student community to be able to embed themselves in civic life, develop into working professionals and contribute to the economy of the city.

RGU:Union is launching our Live Right Campaign to provide a comprehensive website to provide support, information and tools for students to find safe and affordable housing in the city and to make sure that with the decline in rents and the increase in competition that students are making informed

choices and know what to look for and not get landed with a poor quality property and to know their rights as renters.

Sorry for the essay of a reply, not sure if that is helpful, some of the information may be out with this particular report, but may be useful consultation for other decisions of the Communities, Housing and Infrastructure Committee.

Let me know if you have any questions or would like more information,

Kind regards,

Edward Pollock
President (Communications and Democracy)

Robert Gordon University Students' Union
Union Way, Garthdee Campus,
Garthdee Road, Aberdeen AB10 7GE

t: m: | e: r

Hi Neil

I just came back from a presentation on the Aberdeen Master plan for the city regeneration delivered by Marc Cole, Director of the City Centre Regeneration Programme. It was a very interesting presentation on what is happening to ensure Aberdeen attracts and retains young people and therefore grows as a city. From this, it seems to me that an overprovision cap on HMOs would not be aligned with the Masterplan and would certainly make it more difficult for young people to stay in Aberdeen.

It would be very interesting to have debate on how the overprovision question fits in the grand scheme for the city and whether it would hinder or help achieving that vision.

Again, please feel free to share my thoughts around.

Cheerio

Fernan

From: Fernan Rodriguez [mailto:]

Sent: 17 January 2017 13:46

To: Neil Carnegie; info@scottishlandlords.com

Subject: Fwd: Tr : Aberdeen Draft CHI Committee Report for Consultation Deadline 18 January

Hello Neil

I have reviewed the HMO Overprovision report CHI/16/121 forwarded to me by the Scottish Association of Landlords I would like to highlight the following concerns I have as an HMO landlord:

1. Although the current recommendation to the committee is not to implement an overprovision policy at this time, it is evident that the groundwork is being laid for that purpose. It appears that the council is getting ready for it without perhaps fully taking onboard all points of view.
2. It is mentioned that council housing demand for 1 bed properties is high in the areas where there is a high density of HMO properties. There is an implication that HMO's are keeping people from accessing their desired housing options, it is not mentioned however that HMO properties are larger than 1 bedroom flats and that capping the numbers will have no effect on a availability of 1 bedroom properties; in fact, the opposite is true, HMO properties allow people to rent one room in these localities therefore fitting their lifestyle. Furthermore, the offer on 1 bedroom flats across the city is currently high, even if it is in different localities, but when the demand increases many people will be priced out and this will put pressure back on HMOs.
3. It is mentioned that there are currently 70 empty HMO properties, however, there is no further information on why these properties are empty. In my humble experience, I have seen many HMO properties that even though meet all safety and HMO regulations, have a low living standard, have low quality decoration and furnishing and/or are overpriced. So without

further analysis on this, it is not fair to assume from these empty properties that the HMO market has plateaued.

4. Currently there is less demand for accommodation and there is more choice, this means that students and people on low income are able to afford to rent single properties instead of HMO rooms. HMOs cannot be looked at in isolation as the drop in the market has a knock-on effect. This drop is abnormal and it is not safe to assume that conditions will remain static.

5. It is mentioned that students have expressed that they do not favour the purpose built student accommodation, due to price amongst others, which drives them to HMOs as they are more affordable, so why are some many large student accommodation developments in the pipeline. These accommodations are exclusive for student use, whereas traditional HMOs can be used for students and workers alike and therefore provide more flexibility to adapt to the market, specially when the economic activity in the city picks up.

6. HMO licensing allow large properties to be let out. These large properties would otherwise remain empty due to low demand for them because of the economic conditions in the city as well as movement of people. It is not mentioned that there are plenty of large properties on offer which are not renting and that HMO licensing does not prevent people from accessing family homes.

7. It is mentioned on the summary of key findings that the demand for HMO accommodation will continue to decline. The demand for HMO might be lower at this particular point of time, but one of the reasons is that other types of accommodation are available and affordable due to the downturn. So the assumption that the demand will continue to drop needs to be assessed against the economic forecast and plans for the city, including how likely workers are to return and outbid students and people on low income who will have to go back to shared accommodation.

8. An overprovision cap might have a negative effect in that it will limit the offer of shared accommodation and once the demand catches up, it will lead to increase on rental price as there are no more HMO properties available. This will also result in a drop in the quality of the HMO housing on offer as landlords won't have to try very hard to let their properties as there are no more available. HMO properties might become gold dust as it has happened in other parts of the country like Cambridge with detriment to tenants.

I understand great effort is being put in taking all opinions and points of view in consideration, so thank you for compiling all this data and analysis.

Best regards

Fernan Rodriguez

Neil Carnegie

From: Secretary R&ME CC
Sent: 17 January 2017 23:27
To: Neil Carnegie
Cc: John Gray
Subject: Draft CHI Committee Report for Consultation - CHI/16/121 HMO Overprovision

Hello Neil,

Following receipt of the above mentioned report from Karen Rennie, Rosemount and Mile End Community Council has now reviewed the content. It was agreed and minuted at our meeting on 17th January 2017 to send the following points through for inclusion in the final report that is presented to Committee.

Rosemount and Mile End Community Council support the following position with regard to HMO policy and overprovision:

1. There needs to be a policy and the recommendation not to develop one and review the position in the Autumn of 2017 needs to be looked at again.
2. Census output area (average 50 households) is a reasonable solution as it can be quickly related to the property address, and that a 10% HMO is an absolute maximum desirable.
3. Another concern is notification of new HMOs (and to a lesser extent, renewal of HMOs). The sticking of posters on lampposts is pretty obsolescent and makes it simply impossible for a community council to keep abreast of new applications (someone would have to traverse on foot every road in one's area, weekly). Community Councils should automatically receive weekly notification of HMO applications by email or link to the application online at the ACC web-site.

As per Karen Rennie's email our response has been submitted to you as the Author of the draft report by 18th January 2017 and we trust that our views and the views of other Community Councils will be presented in the final report to Committee.

Regards, John
John Wigglesworth
Secretary
Rosemount and Mile End Community Council



Neil Carnegie

From: Ashleigh Carnie
Sent: 11 January 2017 15:46
To: Neil Carnegie
Cc: info@scottishlandlords.com
Subject: Aberdeen Draft CHI Committee Report for Consultation
Attachments: CHI.16.121 HMO Overprovison Report.docx

Good Afternoon,

We received an email from the Scottish Association of Landlords regarding the above issue. We just wanted to send a quick email to give you our view on this.

We believe that there is no need to implement such a policy, as this could cause a lot of hassle for landlords in Aberdeen, as well as letting agents. We feel that there is no problems when it comes to HMO properties in the city and do not agree that this policy should be implemented.

If there is anything further required, please just let me know.

Kind Regards,

Ashleigh Carnie :: Leasing Manager :: The Law Practice Leasing

99 – 105 Holburn Street, Aberdeen, AB10 6BQ

T: **F:** **DX:** AB53

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Neil Carnegie

From: Secretary Torry Community Council -
Sent: 17 January 2017 18:10
To: Neil Carnegie
Subject: HMO report to Committee

Hi Neil

This is a summary comment on the report going to CHI Committee

Torry Community Council recognises that Houses in Multiple Occupation are nothing new, and they cover a range of social, environmental and legislative policies. In considering the draft report, we are of the view that

- 1 We strongly suggest that the recommendation for the report should propose that an overcrowding policy on HMOs be adopted. This is long overdue as this matter impacts on some local communities across the City in a very serious and disproportionate way
- 2 We request that the Census Output Area or a suitable radius from a property would be a measure more suited to reflect the situation of a long term resident.
- 3 We recommend that the Council puts in place a means to limit local HMO density and to set a limit of 10% or lower.
- 4 An IT system must be in place to monitor the locations, registration and assessment of HMOs, and should have a facility to advise on renew of licences to community councils and local communities; a poster on a lamp-posts cannot be deemed adequate!
- 5 HMOs management and support systems must be supported by adequate fee income

I look forward to your reply on this note

Thanks and regards

David

--

David Fryer
Secretary - Torry Community Council

Need to contact me directly? Telephone '

Visit our website: torrycommunitycouncil.org.uk

Please [like us on Facebook](#) and [follow us on Twitter](#)

From: Donaldson, Angus A. M. [
Sent: 13 January 2017 10:40
To: Neil Carnegie
Cc: Donaldson, Angus A. M.; Lovie, Fraser
Subject: FW: HMO Paper CHI/16/121: Comment from the University of Aberdeen

Dear Neil

Thank you for the opportunity to comment on the HMO paper due to be considered at committee on 24 January.

You will be aware that we have previously made representation on this issue and support a continuation of the current arrangements for oversight of HMO provision in the City.

To that end we welcome and endorse the substantive recommendations made in the paper. We note that the paper contains a wealth of valuable data concerning the range and scale of HMO provision in wards and neighbourhoods across the city, alongside some analysis of likely changes in the housing market in Aberdeen. If anything we would suggest that the paper could be stronger in arguing that recent changes in the residential market undermine the argument for such controls. Please note that the draft copy we received had a minor typo in the key recommendation at 2c.

We also note that the paper makes clear that there are strongly held views on both sides of this issue. For our part we felt it was appropriate to reiterate our strongly held view of the benefits of HMO provision as we see them. These include reflections from both the staff and student perspective:

- HMOs ensure properties are regulated resulting in better standards particularly relating to safety.
- HMOs contribute to an affordable housing market for staff and students.
- The capacity in University owned student accommodation is limited and many students must procure accommodation in the private sector for most of their studies
- University provided HMO accommodation is, however, more affordable for students in comparison with many private providers and landlords.
- International students and their families, who are not familiar with the city, want to stay close to the University and to mix with other students.
- University owned student accommodation provides a raft of other services including 24/7 security, pastoral support, and mechanisms through which community issues such as anti-social behavior can be addressed.
- University student accommodation house a high number of different nationalities, actively encouraging tolerance and diversity amongst the student population and creating a more multi-cultural community.
- The proximity of University accommodation reduces the need for vehicular traffic, with students (and staff) more likely to cycle, walk or use public transport.
- Students in particular first year undergrads want to live in University owned accommodation; this is apparent from the high number of applications we receive every year.
- The University's ability to offer guaranteed accommodation to first time students is a major element in our recruitment of students.
- The provision of HMO properties for University staff assists with recruitment and is positive for the City in terms of the provision of high-quality jobs and diversity.
- HMO properties offer affordable and appropriate accommodation for single and junior staff members, post-doctoral staff and PhD students.
- Many University staff tenants are overseas nationals, some receiving modest grants or bursaries and most with no transport. Local, affordable accommodation is vital for them.

- Many staff welcome the opportunity to share with other staff as this allows them to settle quickly into the area, creating a community feel in Old Aberdeen.
- Visiting staff and students can be here for short periods e.g. 3 – 6 months and prefer to live locally for that period.
- Demand for staff housing of this kind far exceeds availability and the University is turning away staff seeking such accommodation.

Should you require any further information on this matter from the University, please do not hesitate to contact us.

We understand that the last time this was considered, there was an opportunity for contributions from interested parties. If it would be appropriate for a representative of the University to attend committee on 24 January I would be happy to arrange for that.

Yours sincerely,

Angus Donaldson

Director of Estates | University of Aberdeen | King's College | Aberdeen AB24 3FX

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E:

<image001.png>

P Please consider the environment before printing this e-mail.

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CH&I Committee: Issues to be considered prior to introduction of HMO Overprovision Policy

You have asked for legal advice on the issues that need to be addressed before the CH&I Committee can consider the introduction of a policy on HMO overprovision.

1. Issues to be considered

1.1 Legislative requirements

In terms of section 131A of the Housing (Scotland) Act 2006, a local authority can refuse to grant an HMO licence if they consider that there is, or that the grant of the licence would result in, overprovision of HMOs in the locality.

It is for the local authority to decide whether and how to apply this power which should only be exercised in accordance with an explicit overprovision policy.

Section 131A includes a number of factors that require to be considered by a local authority prior to the introduction of an overprovision policy for HMOs. These are examined below:-

(i) Definition of locality

There is no definition of locality in the Act. It is for a local authority to determine locality as it sees fit. The Committee must therefore identify localities prior to carrying out any assessment of overprovision.

You have proposed to use the thirty seven neighbourhoods identified by the community planning partnership as designated localities. I can see nothing wrong with this approach, provided any data gathered can be easily attributable to its corresponding locality and the statistical evidence can be broken down into the designated localities.

(ii) Number and capacity of licensed HMOs in the locality

Once the localities have been identified, the Committee must have information as to the number of licensed HMOs in each locality as well as the capacity of HMOs within the locality. Accordingly the total number of bedspaces across the licensed HMOs within each locality will have to be provided to the Committee for consideration.

(iii) Need for housing accommodation in the locality and extent to which HMO accommodation is required to meet that need

Finally the Committee must assess the need for housing accommodation in each locality and the extent to which HMOs are required to meet that need.

Clearly housing need and HMO need is not easily quantifiable at a locality level. Whilst it is preferable that any data gathered be broken down into the designated localities for analysis, where that is not possible a general overview could be taken.

You have proposed a number of sources from which you intend on obtaining the data with which to carry out an assessment of need, specifically:-

- Analysis of housing requirements set out within the Local Housing Strategy 2012 – 2017 and progress against this.
- Aberdeen City Council housing waiting lists overall and for 1 bedroom properties (broken to localities with highest concentrations of HMOs)
- Aberdeen City Council – persons in temporary accommodation
- Population projections
- Student population projections

- Availability of private sector property for rents
- Information on demand/occupation rates for HMOs

It may also be appropriate to survey existing licence holders to assist in ascertaining from their point of view what level of need there is at present for current HMO accommodation.

There is no Scottish Government guidance on how an assessment of need should be carried out, therefore it is impossible to say that a policy formed on the basis of the above data gathering exercise would be wholly capable of withstanding challenge. However it is my view that it would be the best option for the Committee in seeking to meet the aims of the legislation and ensure insofar as possible the requirements of section 131A are complied with.

1.2 Coordination with planning legislation

The Scottish Government has stated that local authorities should endeavour to take a coordinated approach between the planning control of HMOs and the licensing of HMOs and seek to streamline licensing and planning procedures. Applications for HMO licences can be refused if the occupation of the accommodation as an HMO would be carrying out development without the required planning permission or a failure to comply with a condition or limitation of an existing planning permission. The intention is that licensing should complement planning enforcement.

It is open to the Council as planning authority to adopt policies to manage HMO concentrations. It could therefore be said that the Committee should not be looking at overprovision in isolation without also having regard to the control of HMOs through the planning system.

At present the Council requires planning permission for change of use for any HMO where the proposed occupancy is five or more unrelated persons.

2 Formation of policy

Once the aforementioned assessment has been carried out it can be analysed and shared with relevant stakeholders. Views can be sought at that stage whether there are any particular localities in which there is considered to be overprovision of HMOs. Recommendations can then be made to Committee by officers regarding the introduction of a policy. The Committee must ensure that any policy is reasonable and proportionate and in line with the purpose of the 2006 Act.

Whilst there has been previous consultation on a draft policy, this was prior to any assessment of need and analysis of data. Accordingly a fresh draft policy would be required if indeed that is the recommendation of officers. This would then require further public consultation prior to a final decision being taken by Committee.

HMO Overprovision Consultation Response

To whom it may concern,

Aberdeen University Students' Association (AUSA) wishes to register its opposition to an HMO overprovision policy. Community cohesion is a key tenant of AUSA's work, and we feel that further limitations to HMOs – particularly in areas surrounding the University of Aberdeen – would have a detrimental impact on current efforts to harmonise students and non-student residents. Part of our efforts around community outreach centre on breaking down the dichotomy between students and local residents – as students are also local residents. An overprovision policy that further limits HMOs in specific areas, and in particular around Old Aberdeen, will have the effect of declining student numbers in this area. As a result, students – who are already under great financial strain – may have to seek accommodation in areas far beyond the campus on which they study.

Further, the metrics suggested in the report for measuring 'areas' under which to regulate HMO provision are not satisfactory. Census Output Areas (COAs), for example, are noted in the report (5.3) as being an inappropriate means with which to assess HMO provision across the city, and there is a lack of definition around what a 'locality' would mean in practice. In addition, there is a lack of clarity with regards to what would constitute a maximum number of HMOs city-wide, or even within a 'locality'. With such vagaries, it would be inappropriate to implement an overprovision policy.

In Section 5.5, it is noted that AUSA's Student Advice Centre advised that students would prefer to live in shared private housing rather than purpose-built student accommodation as a result of cost. This demonstrates two key points:

1. Students wish to be citizens within Aberdeen communities, rather than ghettoized into student accommodation. The simple transference of students from private HMO-licensed housing into student accommodation – that will become a consequence of an HMO overprovision policy – will not aid community cohesion: it will prevent it existing entirely.
2. Students are often unable to afford the cost of purpose-built student accommodation, and thus limiting HMOs in areas surrounding University campuses will render the cost of living in the city more expensive for many students. This will take effect as a result of students either living in more expensive purpose-built student accommodation, or in travelling to-and-from HMO properties situated further away from campus.

In addition, within the quote attributed to AUSA Student Advice Centre, it should be noted that there is an inaccuracy in the report. It is stated that "they advised that there are still approximately 70 HMOs unlet in addition to a number of rooms in the purpose built student properties" - at the time of asking, there were 70 total properties unlet but these were not all HMOs. Currently, there are zero HMO properties unlet (out of a total of 36 currently available properties).

The limiting of HMO licenses would ultimately have a detrimental impact on the students that contribute so much to Aberdeen City.

APPENDIX

Kind Regards,
AUSA Sabbatical Officers

Equality and Human Right Impact Assessment: The Form



EHRIA

Please use this form to any new or revised **policy, strategy, plan, procedure, report or business case** – referred to as “proposal”.

If No impact assessment is required, please complete section 7&8 of the form providing the evidence to support your decision.

Aberdeen City Council

1: Equality and Human Rights Impact Assessment- Essential Information	
Name of Proposal: Houses in Multiple Occupation Overprovision Policy	Date of Assessment: 3 rd October 2016
Service: Communities, Housing & Infrastructure	Directorate: Communities & Housing
Committee Name or delegated power reference (Where appropriate): Communities, Housing & Infrastructure	Date of Committee (Where appropriate): 1 st November 2016
Who does this proposal affect? Please Tick ✓	<div>Employees <input type="checkbox"/></div> <div>Job Applicants <input type="checkbox"/></div> <div>Service Users <input checked="" type="checkbox"/></div> <div>Members of the Public <input checked="" type="checkbox"/></div> <div>Other (List below) <input type="checkbox"/></div>
2: Equality and Human Rights Impact Assessment- Pre-screening	
If No impact assessment is required, please complete section 7&8 of the form providing the evidence to support this decision	

3: Equality and Human Rights Impact Assessment

a- What are the aims and intended effects of this proposal?	<p>The aim of this proposal is to determine whether there is a need for an HMO Overprovision policy and, if so, within which localities and at what level. If a policy is to be implemented it would control the number of HMOs at a locality level.</p>				
b- What equality data is available in relation to this proposal? (Please see guidance notes)	<p>Although no equalities data exists to demonstrate how this proposal would impact on the groups with the 8 protected characteristics, it is considered that the greatest impact will be on younger individuals, either students or low income workers. The demand for single person accommodation (Appendix 10) highlights the lack of housing provision by ACC for this group and the potential impact any restriction in HMO availability may have</p>				
c- List the outcomes from any consultation that relate to equalities and/or human rights issues e.g. with employees, service users, Unions or members of the public that has taken place in relation to the proposal.	<p>No equalities and human rights issues have been highlighted from previous consultations.</p>				
d- Financial Assessment If applicable, state any relevant cost implications or savings	<table><tr><td>Costs (£)</td><td></td></tr><tr><td>Implementation cost</td><td>£ unknown</td></tr></table>	Costs (£)		Implementation cost	£ unknown
Costs (£)					
Implementation cost	£ unknown				

<p>expected from the proposal.</p>	<p>Projected Savings £ unknown</p>
<p>e- How does this proposal contribute to the public sector equality duty: to eliminate discrimination, harassment and victimisation; advance equality of opportunity; and foster good relations?</p> <p>This proposal may affect equality of opportunity for younger age groups who may rely on HMO type accommodation to live affordably in Aberdeen City whilst studying or whilst in low income employment.</p> <p>Conversely, a community council states "that the non-implementation of this policy currently discriminates against longer term residents and families by permitting the unconstrained creation of high density HMO Localities that, as has already been recorded by many residents, can result in excessive noise, visual deterioration of the locality and confrontation, the sum of which forces most families to move out of the locality." This proposal may have the potential to discriminate against people with a disability if non mainstream, ie amenity/adapted accommodation is not exempted from overprovision</p>	
<p>f- How does this proposal link to the Council's Equality Outcomes?</p>	
<p>There are 2 key Equality Outcomes which link to this proposal.</p> <ul style="list-style-type: none"> i) Outcome 6 states that the Council must seek to provide Housing and infrastructure which takes into account the different needs of different communities. In relation to age, there is a requirement to ensure that the needs of the younger, single demographic are addressed to ensure they have an opportunity to thrive and participate in education or work to benefit their future success. Implementation of the policy may impact on their ability to secure accommodation in a locality which meets their needs. ii) Outcome 7 states that the Council must provide a safe community where people feel safe in their homes and a city that is family friendly by night. There is a requirement to ensure that older people and families are not intimidated by noise/lifestyle of others which may impact on their ability to live comfortably and move around safely. If a policy is not introduced it may be that some localities do not have a balanced community of varying ages and households. 	

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4: Equality Impact Assessment – Test

What impact will implementing this proposal have on employees, service users or other people who share characteristics protected by <i>The Equality Act 2010</i> ?					
Protected Characteristic:	Neutral Impact: Please ✓	Positive Impact: Please ✓	Negative Impact: Please ✓	Evidence of impact and if applicable, justification where a 'Genuine Determining Reason' exists *(see completion terminology)	
Age (People of all ages)			✓	This policy may discriminate against students and young working populations who are the main demographic for HMO type accommodation.	
Disability (Mental, Physical, Sensory and Carers of Disabled people)			✓	This policy may have the potential to discriminate against people with a disability if non mainstream, amenity/adapted accommodation is not exempted from overprovision.	
Gender Reassignment	✓				
Marital Status (Marriage and Civil Partnerships)	✓				
Pregnancy and Maternity	✓				
Race (All Racial Groups including	✓				

Gypsy/Travellers)					
Religion or Belief or Non-belief	✓				
Sex (Women and men)	✓				
Sexual Orientation (Heterosexual, Lesbian, Gay And Bisexual)	✓				
Other (e.g: Poverty)					HMO type accommodation is primarily used by younger age groups and those on a lower income. Limiting the amount of HMOs in defined localities may impact on their ability to live affordably in areas of their choice.

5: Human Rights Impact Assessment Test	
Does this proposal have the potential to impact on an individual's Human Rights? Evidence of impact and , if applicable, justification where the impact is proportionate	
Article	Evidence
Article 2 of protocol 1: Right to education	

No		
Article 3: Right not to be subjected to torture, inhumane or degrading treatment or punishment		
No		
Article 6: Right to a fair and public hearing		
No		
Article 8: Right to respect for private and family life, home and correspondence		
No		
Article 10: Freedom of expression		
No		
Article 14: Right not to be subject to discrimination		Policy may inadvertently and disproportionately discriminate against student-age and young worker populations
Yes	No	
Other article not listed above, please state:		

7- EHRIA Summary and Action Planning					
Report Title	HMO Overprovision Report				
Assessment not required	Evidence				
Assessment completed	<p>As a result of completing this assessment, what actions are proposed to remove or reduce any risks of adverse outcomes which were identified.</p> <p>If a HMO Overprovision Policy is introduced monitoring mechanism will need to be considered to identify any adverse outcomes which may arise.</p>				
Identified Risk and to whom:	Recommended Actions:	Responsible Lead:	Completion Date:	Review Date:	

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8: Sign off	
Completed by (Names and Services) :	<i>Wespeir, Communities and Housing</i>
Signed off by (Head of Service) :	<i>N. Edwards</i>
<p>Only sections 7 and 8 will be attached to the committee report</p> <p>The full EHRIA will be published on Aberdeen City Council's website under http://www.aberdeencity.gov.uk/xeq_EHRIA_Search.asp</p> <p>Please send an electronic format of the full EHRIA without signature to showard@aberdeencity.gov.uk</p>	

SUBMISSION OF LATE REPORT

NAME OF COMMITTEE : Communities, Housing and Infrastructure

DATE OF COMMITTEE : 24 January 2017

TITLE OF REPORT : Access from the South – Bridge of Dee Study – STAG Part 2 Appraisal

Reason for late submission of report (to be completed by report author)

Access from the South is a key project identified in the Councils Strategic Infrastructure Plan. The current stage of the appraisal process has recently been completed and there is a significant level of public and stakeholder interest in the project. Officers have recently completed reviewing the large quantity of material within the appraisal and given the significant level of interest it is considered appropriate to release the appraisal documentation into the public domain as soon as is reasonably practicable.

Reason why Convener is requested to consider accepting report as a matter of urgency / why the matter cannot wait for a future meeting (to be completed by report author)

Next CHI Committee is not till May and this would introduce a significant delay in allowing the public and stakeholders access to the available documentation.

Reason why Convener / Vice Convener has agreed to accept the report (to be completed by Convener / Vice Convener)

Convener/Vice-Convener : Ned Coony

Date : 17/1/17

Director/Representative : [Signature]

Date : 19/1/17

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Infrastructure
DATE	24 January 2017
DIRECTOR	Pete Leonard
TITLE OF REPORT	Access from the South – Bridge of Dee Study – STAG Part 2 Appraisal
REPORT NUMBER	CHI/16/174
CHECKLIST COMPLETED	Yes

1. PURPOSE OF REPORT

This report advises Members of the outcomes of the Scottish Transport Appraisal Guidance (STAG) Part 2 report that has been submitted by Jacobs consultants for the Bridge of Dee study. A discussion on the findings from the STAG Part 2 Appraisal is provided along with recommendations on how the study should progress.

2. RECOMMENDATION(S)

It is recommended that Members:

- a) Note the findings and outcomes of the Bridge of Dee Scottish Transport Appraisal Guidance (STAG) Part 2 Appraisal and approve the publication of a final version on the Council website; and
- b) Agree that a review of the concepts under consideration should be carried out at a suitable period after the opening of the Aberdeen Western Peripheral Route to enable any changes in traffic patterns to be accurately assessed; and
- c) Agree that the indicative costs of the options are brought up to date; and
- d) Agree that engagement continues with key Stakeholders as appropriate, including Aberdeenshire Council and Nestrans.

3. FINANCIAL IMPLICATION

To date this project has been funded through a budget allocation from Nestrans, the Regional Transport Partnership and the Bus Lane Enforcement Fund.

Any future funding to progress the project would require to be identified at each stage but non-housing capital funding will be necessary to fully fund the delivery. Developer funding would be sought as a means of contributing to delivery.

Indicative costs for the current options as at 2010 prices are set out in the following table:

Scheme Costs (2010 Prices)	
Scheme	Cost Range
<u>Option 6</u>	<u>£62m - £86m</u>
<u>Option 6B</u>	<u>£71m - £96m</u>
<u>Option 7</u>	<u>£71m - £89m</u>

4. OTHER IMPLICATIONS

None at this time although all options assessed will have property and environmental implications which will require to be mitigated as part of the delivery of any preferred and approved option.

5. BACKGROUND/MAIN ISSUES

5.1 Introduction

5.1.1 Reference is made to a report to the former Enterprise, Strategic Planning and Infrastructure Committee on 13 March 2014 titled 'Strategic and Local Transportation Projects' in which the following recommendations were approved in relation to the 'Access from the South – Bridge of Dee Study':

- a) Agree that, as resolved by the Nestrans Board at its meeting on 12th February 2014, Concepts 6, 6B and 7 for the Bridge of Dee be progressed to STAG Part 2 Appraisal;
- b) Subject to the agreement of the above recommendation, approve the immediate commissioning of the Bridge of Dee STAG Part 2 Appraisal;

5.1.2 This report sets out the findings of the Scottish Transport Appraisal Guidance (STAG) Part 2 Appraisal study for the Bridge of Dee, which was commissioned following consideration by Aberdeen City Council (ACC), Aberdeenshire Council (AC) and Nestrans and of the Bridge of Dee STAG Pre-Appraisal and STAG Part 1 study reports. The purpose of this study is to consider options to provide transport improvements in the Bridge of Dee area, in keeping with both Regional Transport Strategy and Local Transport Strategy objectives. The options which were carried forward from the STAG Part 1 Appraisal study to the STAG Part 2 Appraisal study were:

- Concept 6: new upstream crossing with additional Non Motorised User (NMU) crossing adjacent to a reconfigured existing Bridge of Dee;
- Concept 6B: as Concept 6, with additional link from Garthdee Road/Inchgarth Road to A93 North Deeside Road; and
- Concept 7: new crossing adjacent to existing Bridge of Dee, which is reconfigured for NMU use only.

5.1.3 The project is identified in the Councils Strategic Infrastructure Plan, which aims to enable delivery of infrastructure priorities required to support economic growth. The project is also a commitment in Aberdeen City and Shire Structure Plan (replaced by Strategic Development Plan), Nestrans' Regional Transport Strategy (RTS) (Refreshed 2013) and ACC's Local Transport Strategy (LTS) (Refreshed 2016).

5.1.4 Completion of the STAG Part 2 Appraisal was overseen by a steering group comprising officers from Aberdeen City Council, Aberdeenshire Council (AC) and Nestrans. The study is being undertaken using STAG methodology and the main STAG Part 2 report along with the supporting documentation will be published on ACC's website at the following Link subject to Committee approval:

[Access from the South Proposals - STAG process and documentation](#)

Plans of the Concepts are shown in Appendix 1.

Artist impressions of the Concepts are shown in Appendix 2. Note that the Bridge type will form part of future discussions and what is shown here are just examples of possible bridge types.

5.1.5 A summary of the assessment findings against the study objectives and each of the STAG Part 2 Appraisal criteria, including broad indicative costs, are summarised in Appendix 3.

5.2 Key Findings

5.2.1 In many respects Concepts 6, 6B and 7 perform at a similar level in overall terms. However, key findings which differentiate between the Concepts are:

The link road between the A93 North Deeside Road and Inchgarth Road does not make Concept 6B materially better than Concept 6, and results in additional cost and environmental impacts. Whilst the link road has merits in its own right, and appears to have some public support it is not an essential component of works required to address capacity issues in the Bridge of Dee area.

Bridge options which involve works in the channel of the River Dee are less favourable environmentally and present greater technical challenges than bridge options which do not require works in the channel of the River Dee.

Whilst the impact on existing land and property varies between Concepts 6/6B and 7, the major landowner difference between the options are the impacts of Concept 6/6B on Robert Gordon University and the impacts of Concept 7 on the commercial development on the north side adjacent to the existing bridge. Whilst some of these impacts may be mitigated, including by means of compensation, not all effects are likely to be capable of mitigation.

There is, on balance, public support for Concept 7, whereas there is, on balance, public opposition to Concepts 6 and 6B.

In terms of cumulative environmental impact, Concept 7 is considered to perform marginally more favourably than Concepts 6 and 6B.

Historic Environment Scotland have indicated that they recognise the need for improvements in road network capacity in the Bridge of Dee area, and would not object to Concept 7 if there is a clear rationale to support that decision. They would support holding a design competition to seek bridge designs which offer a high quality solution within the setting adjacent to the Bridge of Dee, recognising other constraints, including the status of the River Dee as a Special Area of Conservation.

5.3 Next Stage

- 5.3.1 The assessment process has made a judgement on the available options based on the appraisal process discussed in the previous sections. The study has also made use of the best available data in making traffic predictions both prior to and after the opening of the Aberdeen Western Peripheral Route (AWPR).
- 5.3.2 The AWPR is due to open in late 2017 and the predicted impact of this scheme on the existing road network in the Bridge of Dee area has been modelled and taken into account during the appraisal process. Part of the AWPR project will involve monitoring the actual impact of the scheme on completion and this will include consideration of the traffic impact at the Bridge of Dee. Given the key location of the Bridge of Dee and the potential changes that will occur due to the influence of the AWPR, it is considered essential that a review of the transport modelling element of the assessment process should be carried out at that time, to enable a clear and accurate picture of the traffic pattern changes to be fed into the appraisal. Overall, a review at the post AWPR stage will improve the accuracy of the assessment and provide robust base line information to assist the decision making process. A timescale of this review of post AWPR traffic patterns will be dependent on how long it takes new traffic patterns to become established and

stabilise and any decision on this would be based on findings from the AWPR monitoring process.

- 5.3.3 It is clear that new river crossing capacity at this location is strategically important for the whole region. The options considered in this STAG Part 2 physically span Aberdeen City and Aberdeenshire Council geographic areas. It will be important to continue engagement with Aberdeenshire Council, Nestrans and other key Stakeholders with the review referenced in 5.3.2 to inform that decision making process.

6. IMPACT

6.1 Improving Customer Experience:

The contents of this report and the recommendations relate to the delivery of a transport infrastructure improvement at the Bridge of Dee, which is a key intervention that will assist in improving access to Aberdeen from the south for all those who live in, work in and visit it.

6.2 Improving Staff Experience:

A defined, fully resourced programme of delivery for transport schemes, which includes implementation of improvements at the Bridge of Dee, will enable staff, with stakeholders and the public, to share in the success that sustainable improvements, which assist the movement of people, will provide.

6.3 Improving our use of Resources:

The economic benefits of this scheme have been identified within the assessment demonstrating that the improvement provides value for money and would therefore be a worthwhile use of resources. Further resources will continue to be required for the wider delivery of the transport network plan to support the successful delivery of the Strategic Infrastructure Plan, which has identified a range of benefits for citizens, visitors and business across the City.

6.4 Corporate:

Positive decision making informing the progressive implementation of an improvement at Bridge of Dee directly supports a range of policies and strategies including:

Aberdeen – the Smarter City vision:

- We will invest in the city where that investment demonstrates financial sustainability based on a clear return on investment
- We will encourage cycling and walking.
- We will provide and promote a sustainable transport system, which reduces our carbon emissions.

Local Outcome Improvement Plan:

The Local Outcome Improvement Plan (LOIP) 2016-26 for Community Planning in Aberdeen (CPA) recognises a commitment to investing in infrastructure that caters for the needs of a high performing international city economy by providing roads with capacity to cope with the demands of business along with extensive air and sea links. Delivery of an improvement at Bridge of Dee will assist in the priority of making Aberdeen easy to access and move around in.

Strategic Infrastructure Plan:

Stakeholder engagement which informed this Plan revealed that the inadequate state of the Local and National road network is one of a number of issues identified as a common theme. The results identified 'Transport and Connectivity: Access to Labour and Skills' as a major barrier to growth and should therefore be considered a priority sector. Access from the South is considered a key strategic infrastructure project identified within the 'Strategic Infrastructure Plan' necessary to underpin growth and maximise economic impact in the City and region.

6.5 Public:

The contents of this report are likely to be of public and media interest as it relates to transport infrastructure at a key location to the south of the city and therefore would contribute to a significant improvement to the movement of people and goods for the City and Region. A Privacy Impact Statement is not required for this report.

An Equalities and Human Rights Impact Assessment (EHRIA) has not been undertaken on this report as the LTS and RTS from which the transportation schemes within this report are an integral part have been subject to the appropriate assessments. Future Committee reports on the detailed design of any preferred option would be the subject of an EHRIA.

7. MANAGEMENT OF RISK

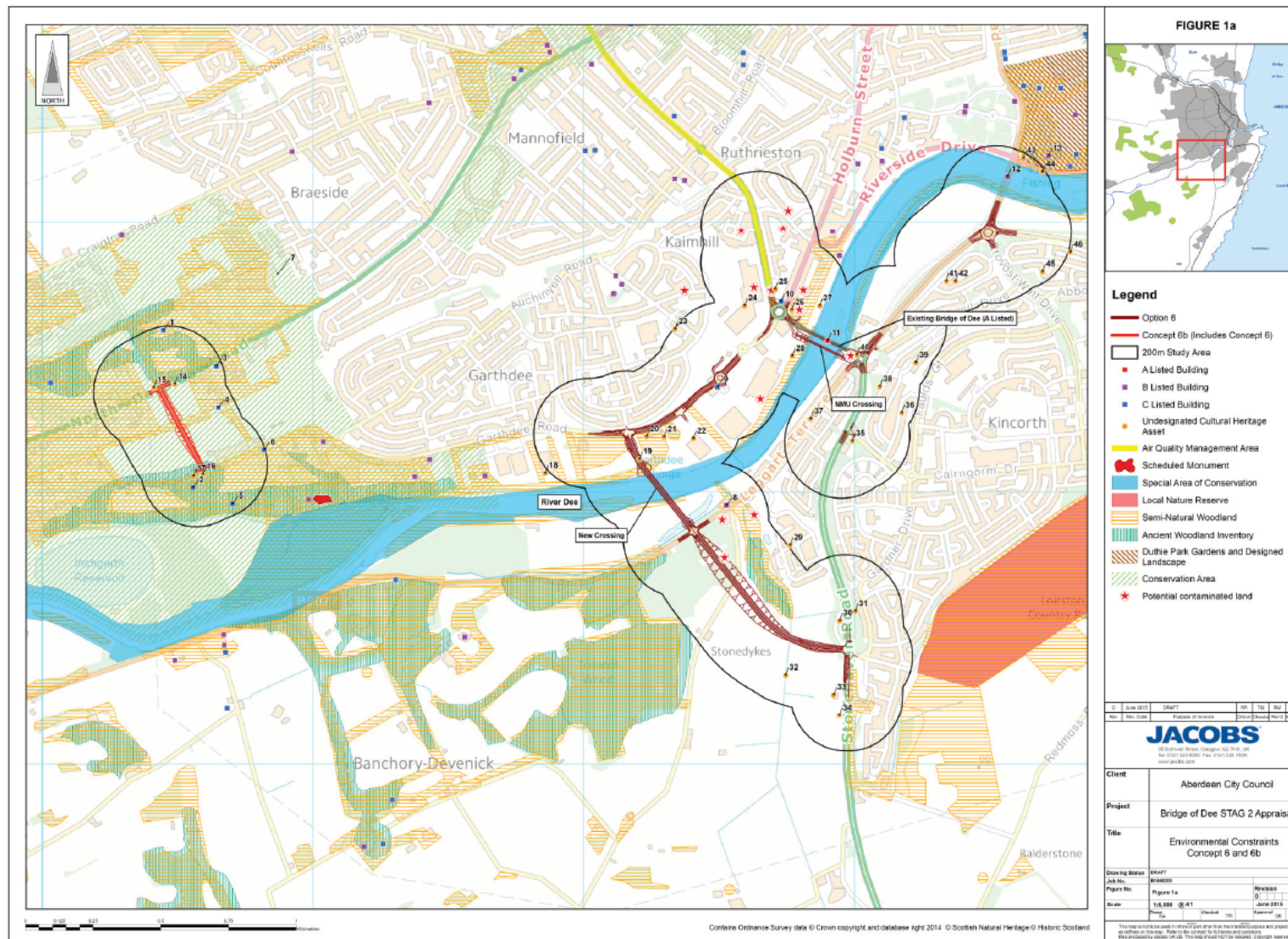
There is a risk inherent in not progressing a key transport infrastructure improvement set out in the Strategic Infrastructure Plan which will deliver a range of benefits including sustainable transport modes..

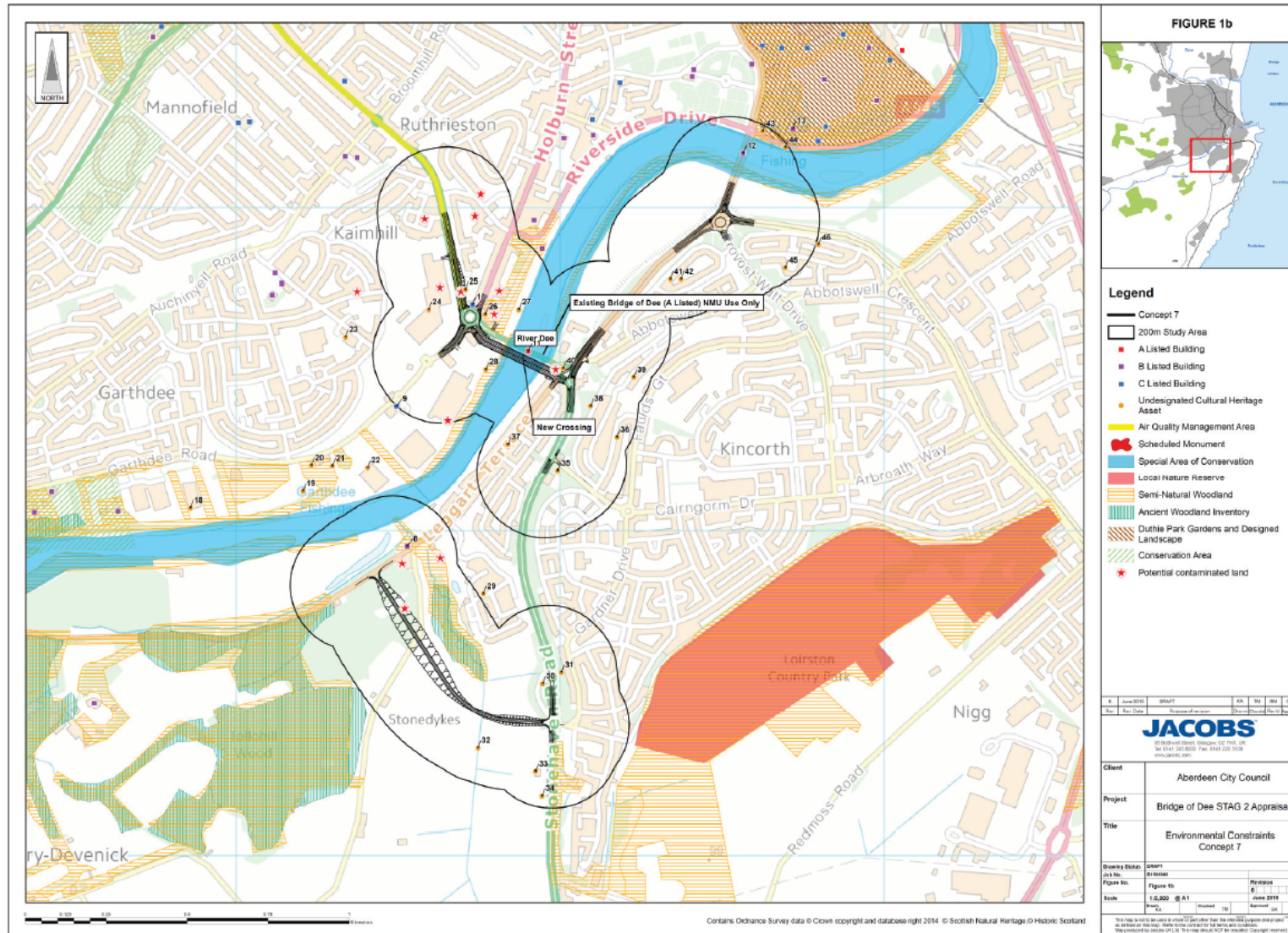
8. BACKGROUND PAPERS

[Committee Report on STAG Part 1 Outcomes \(Section 2\)](#)

9. REPORT AUTHOR DETAILS

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Concept 7 – Adjacent Bridge - Steel Arch



Concept 6 & 6B – Upstream Bridge – Cable Stay



Concept 6 & 6B – Non Motorised User Bridge



Transport Planning Objectives

The following transport planning Objectives were adopted during the STAG Pre-appraisal study stage and the options under consideration have been assessed against these:

- Support the implementation of the current Development Plans by 2030 in a manner which does not result in increased journey times compared to 2010 for all classes of road users;
- Incorporate measures which benefit public transport and active travel and encourage modal shift away from private car use;
- Improve safety, security, amenity and connectivity for non-motorised road users and communities within the study area;
- Deliver air quality and noise impact benefits in areas adjacent to the local road network by directing traffic towards the strategic road network;
- Recognise the importance of the River Dee SAC and the Category A Listed Bridge of Dee and develop proposals to minimise overall environmental impacts, including at these locations, to a level acceptable to the consenting authority; and
- Support the effective operation of the local and national transport networks, including use by traffic of appropriate distributor routes.

On assessment against the Transport Planning Objectives established as part of the STAG Pre-Appraisal study, Concepts 6 is considered to score most favourably and Concept 6B and 7 are considered to score slightly less favourably.

STAG Criteria

The assessment findings against each of the STAG Part 2 Appraisal criteria are summarised as follows:

Environment: The most significant differentiator in environmental effects is related to the nature of the bridge crossing structures considered, with those which require works within the river being having a greater impact than those which do not require such works. When comparing similar bridge types, all concepts score broadly similarly, with minor variations. Although some environmental benefits are anticipated, all concepts are anticipated to result in adverse environmental impacts. While the assessment of the scale of these

impacts is similar between concepts, in terms of cumulative impacts, Concept 7 is considered to have less of an impact than Concepts 6 and 6B, on the basis that its effects occur within a more localised area.

Safety: Concepts 6, 6B and 7 provide similar levels of safety benefits.

Economy: Concepts 6, 6B and 7 provide similar and strong levels of economic benefits with each concept providing a Benefit/Cost Ratio of greater than one.

Integration: Concept 7 provides a greater level of integration benefits than Concept 6 and 6B.

Accessibility and Social Inclusion: All concepts score similarly in providing accessibility and social inclusion benefits.

On assessment against the STAG Criteria overall, Concept 7 provides marginally greater benefits than Concept 6 and 6B.

Feasibility

As with the Environmental criterion, the greatest differentiator in terms of feasibility is related to the nature of the bridge crossing structures and whether these entail works within the river. Where such works are required, these are considered inherently more technically challenging and complex than if they are not required. When comparing similar bridge types, Concepts 6, 6B and 7 all options are feasible but where works in the river are required, would be considered more technically challenging and complex to deliver.

Cost to Government

As with the Environmental and Feasibility criteria, the greatest differentiator in terms of cost is related to the nature of the bridge crossing structures. Where increased spans are required to eliminate the need for works within the river, these result in increased scheme costs. In overall terms, when comparing similar bridge types, the concepts are considered to have broadly similar costs with a cost range from £62M to £96M. These costs will be subject to further refinement as the scheme moves to a more detailed design stage.

Scheme Costs (2010 Prices)	
Scheme	Cost Range
<u>Option 6</u>	<u>£62m - £86m</u>
<u>Option 6B</u>	<u>£71m - £96m</u>
<u>Option 7</u>	<u>£71m - £89m</u>

Public Acceptability

A public exhibition of project proposals was held in May 2016 at three venues close to the Bridge of Dee. Over 900 responses were received and although most people did not express a preference between options, of those that did, Concept 7 received more positive than negative preferences. Concepts 6 is

considered to be the least favourable option. For Concept 6B there is general public support for the link road between Inchgarth Road and A93 North Deeside Road only and not for the other works associated with Concept 6.

Stakeholder Consultation

Throughout the STAG Part 2 Appraisal design phase various stakeholders have been consulted to provide opinion and advice on the design of the concepts. Several stakeholder workshops were arranged and attended by a number of parties which included various statutory bodies, major landowners directly affected by the proposed works, and advisory groups.

SUBMISSION OF LATE REPORT

NAME OF COMMITTEE : Communities, Housing and Infrastructure

DATE OF COMMITTEE : 24 January 2017

TITLE OF REPORT : Public Mortuary – Status Report

Reason for late submission of report (to be completed by report author)

Report was originally prepared as a bulletin but was converted to a Committee Report at the request of the Chief Executive on 13 January 2017

Reason why Convener is requested to consider accepting report as a matter of urgency / why the matter cannot wait for a future meeting (to be completed by report author)

The Scottish Government has indicated that there is to be a National Review of mortuary services. There is no date as yet for the review, but as there will be no future Communities, Housing and Infrastructure Committee meeting until after the elections, this is the last opportunity to present a status report to CH&I members.

Reason why Convener / Vice Convener has agreed to accept the report (to be completed by Convener / Vice Convener)

Convener/Vice-Convener : Neil Connolly

Date : 17/1/17

Director/Representative : [Signature]

Date : 14/1/17

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ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Infrastructure
DATE	24 January 2017
DIRECTOR	Pete Leonard
TITLE OF REPORT	Public Mortuary – Status Report
REPORT NUMBER	CHI/16/298
CHECKLIST COMPLETED	Yes

1. PURPOSE OF REPORT

The purpose of this report is to advise on the legal framework surrounding public mortuaries; local arrangements; policies and procedures adopted to ensure effective service delivery and future proposals to provide a modern purpose build facility in compliance with best practice guidance, and a status report on the Aberdeen City Council mortuary in the light of a proposed National review of mortuaries by Scottish Government.

2. RECOMMENDATION(S)

It is recommended that the Committee:

- a) Notes the content of the report;
- b) Request that, once information is available, a further report be submitted on the scope of the national review of mortuaries and on completion of any subsequent audit of the city mortuary;
- c) Requests that on completion of discussions with partners, a further report be submitted with a business case for a new mortuary facility; and
- d) Refer this report to the Audit, Scrutiny and Risk Committee for information.

3. FINANCIAL IMPLICATIONS

The financial implications of the provision of a replacement mortuary facility are at this stage not known. It is likely that the most efficient method of provision will be as a partnership arrangement with other

public sector stakeholders. A business case will be submitted to this Committee.

4. OTHER IMPLICATIONS

The Council has a statutory duty under the Public Health etc. (Scotland) Act 2008 to provide, or ensure the provision of, a mortuary and Post Mortem facility. Recent events reported in the media have indicated an interest in the quality of mortuary provision by both the general public and Scottish Government. In the interests of the public purse it is important that Mortuary facilities are delivered as efficiently as possible while having regard to relevant standards and legislation for dignity for the dead, requirements for public health, health and safety of mortuary staff, and the environment.

5. BACKGROUND/MAIN ISSUES

Background

The Public Mortuary is situated below, and is structurally part of the Police Scotland offices on Queen Street. Aberdeen City Council's Public Mortuary ("the City Mortuary") provides a Grampian-wide service in a partnership arrangement with Aberdeenshire Council and The Moray Council, Shetland Islands Council, the Crown Office and Procurator Fiscal Service and Police Scotland. A Service Level Agreement prescribes the legal arrangements and cost allocations. Staff at NHS Grampian Aberdeen Royal Infirmary (ARI) mortuary provide assistance and support to Council employees on procedures and practices and on health and safety matters, while the ARI mortuary also provides storage accommodation when the City Mortuary is full. The City Mortuary is unusual in that it is one of only two local authority run mortuaries in Scotland. The majority of Scottish authorities have a joint arrangement with their local NHS board for body storage and post mortem examination.

The Public Mortuary has insufficient capacity for the service provided and at present there is an agreement with NHS Grampian to use the ARI mortuary to provide additional storage space. Both the Public Mortuary and ARI mortuary are old, many facilities outdated and neither have scope to expand or develop the existing premises. Furthermore, Police Scotland are reviewing their estate, including the use of the Queen Street premises. Due to these constraints, discussions commenced in 2015 regarding the potential provision of a joint NHS Grampian/Public Mortuary.

Statutory duties and local arrangements

The Public Health etc (Scotland) Act 2008 places a duty on local authorities to provide, or ensure the provision of, premises and facilities for the reception and temporary storage of the bodies of persons who die in the authority's area; and premises and facilities for the post-mortem examination of such bodies.

No professional qualification is required for staff working in a mortuary where they only manage and record the receipt and dispatch of the deceased from the premises. However, like many other public mortuaries, the City Mortuary provides facilities for post mortem examination. Post mortems are carried out by a pathologist contracted by the Crown Office and assisted by mortuary staff. The mortuary staff who assist in post mortems require to hold at least a Level 3 Diploma in Anatomical Pathology Technology. The more advanced Level 4 Diploma enables assistance in more complex post mortems and 'high risk' cases where there is greater risk of infection. Three members of staff are employed at the Aberdeen mortuary, a Senior Anatomical Pathology Technician (APT qualified to level 4), a Trainee APT (qualified to level 3 and training for the level 4 qualification) and a recently appointed Trainee APT who will commence the Level 3 course in February.

A thorough review of operational procedures and , risk assessments at the mortuary was carried out in 2015 with support from an external consultant. New processes were developed to ensure more effective management systems and improved practices to protect the health and safety of staff and visitors to the premises, including undertakers, police officers, Crown Office personnel and contractors. These procedures and risk assessments are regularly reviewed and updated in accordance with Council policies.

Assurance of the operation of the Mortuary

NHS mortuary design is defined in Scottish Health Planning Note 20 "Facilities for Mortuary and Post-Mortem Room Services Design and briefing guidance".

Hospital mortuaries provide a wider range of services than public mortuaries and receive regular external inspections from the Human Health Authority and other agencies to ensure the facilities comply with national guidelines for NHS mortuaries.

There is no formal external overview of the public mortuary and, indeed, there are no equivalent operational standards for non-NHS mortuaries. However, the Forensic Pathologists and the APTs who work in the mortuary, plus the Environmental Health staff who manage the facility, all have professional qualifications and are aware of standards to be achieved in terms of protecting public health and health and safety issues. In addition, those who work with the deceased are

trained and aware of standards in terms of treating both the deceased and the bereaved with dignity and respect. 6 monthly health and safety inspections are undertaken internally by Protective Services staff, and the premises are periodically inspected by the Council's health and safety team. Staff working at the mortuary, including the Crown office contracted forensic pathologist, do flag up faults and any matters of concern with Protective Services managers as and when they arise.

The facilities at the Public Mortuary are currently adequate to deliver mortuary and post mortem services. Operational practices follow the guidance for NHS mortuaries, however the age, layout and size of the premises restricts our ability to fully comply with all of the physical requirements of this standard.

Limitations of the current premises are listed below:

- Insufficient deceased storage facilities (additional storage is provided, at a cost, by Grampian NHS);
- The design restricts the ability to operate a workflow that properly separates 'dirty' (i.e. post mortem functions) from 'clean' areas (ie. office, deceased reception area, toilets) and the installation of footbaths, requiring additional measures to be in place for staff moving from one area to another;
- Equipment and fittings are outdated, and so more labour intensive to clean than modern facilities, and cannot accommodate bariatric bodies;
- Equipment design requires significant manual handling of the deceased; (modern facilities incorporate mechanical systems and other measures to limit manual handling);
- While the viewing room is adequate for deceased identification, visitors are unable to access the room to touch the deceased as recommended in the NHS guidance. Identification of the deceased is from the Police Scotland side of the building where welfare facilities for visitors are limited;
- There is no observation room for visiting police officers, Crown Procurator Fiscal staff and pathology students to view post mortems – observation can only take place within the post mortem/examination areas providing a greater risk of contamination of outer clothing and 'clean' areas;
- Limited storage space for boots, protective clothing and cleaning materials;
- The quality of staff changing and welfare facilities is compromised by the size of the facility with a cramped changing area and no gender separation, and the office also serves as a rest room;
- No designated waiting area for visitors, including police officers, photographers, students and the Crown Procurator Fiscal; with the pathologist's office being used for this purpose.

Proposed National Review of Mortuary Facilities

Following the recent parliamentary debate on arrangements for mortuary provisions in Scotland, Aileen Campbell, Minister for Public Health and Sport committed to a review and renewal of Scottish Government guidance for mortuary facilities in all NHS Boards, and to investigate mortuary facilities in their entirety across Scotland. Members will be informed of the format of any proposed review and new guidance and the implications for the Aberdeen Public Mortuary when information becomes available.

While the scope of the forthcoming national review is not known, recent events and the parliamentary discussion suggest that it is likely to cover:

- (a) compliance with the standard for NHS mortuaries (the majority of LAs use the local NHS mortuary for storage of the dead) and possibly a review of the standard itself to check that it is adequate,
- (b) public access to mortuaries and facilities for viewing the deceased, and treatment of the deceased and the bereaved by mortuary staff, pathologists and the police,
- (c) a review and possible clarification of the roles and responsibilities of the various stakeholders,

It is possible that one outcome of the review could be an audit regime for mortuaries.

If the National mortuary review audits the city mortuary against the NHS mortuary standard the limitations listed above are likely to be highlighted as non-conformances. Due to the constraints of the size, layout and construction of the facility, it is not physically possible to upgrade it. There is no alternative facility in the area.

Proposal for a shared NHS Grampian/North-east public mortuary

A draft Business Case outlining options for a new facility has been prepared and work is progressing with NHS Grampian and other partners. A workshop for NHS Grampian and Council managers took place on 11 January 2017 to discuss possible options and timescales and to explore the development of a work plan.

Benefits of a joint NHS/public mortuary could include:

- Purpose built, modern facility complying with the latest guidelines, designed and fitted with equipment to maximise control of safety risks and biological hazards and meet the expectations of the bereaved and the wider public.

- Capacity to meet the future demand of increased population, bariatric body storage and potential flexibility to accommodate a mass fatality incident.
- Eliminate the need to transfer bodies between the two existing mortuaries, reducing time and cost.
- Additional savings through shared management, staff, equipment, facilities and services.

Contingency Plans

Local authorities must also consider arrangements and have contingency plans in place in the event of a mass fatality event. Co-ordination of Emergency Planning across the north-east councils is delivered by the Grampian Emergency Planning Unit (EPU), a joint team based in Aberdeen City Council. The EPU or Incident Control Team would determine any emergency mortuary requirements, including the type and location. Potential temporary deceased storage facilities have been identified in the Aberdeen area and are subject to regular review.

Ideally a new, shared public mortuary could incorporate flexible space that could be brought into use as an emergency mortuary facility.

6. IMPACT

Improving Customer Experience –

This report highlights the limitations of the public mortuary in terms of access and facilities for the public and a future report will outline how these will be addressed through plans for future mortuary provision in the north east.

Improving Staff Experience –

This report highlights the limitations of the public mortuary in terms of staff facilities and a future report will outline how these will be addressed through plans for future mortuary provision in the north east.

Improving our use of Resources –

This report outlines the existing partnership approach to using public resources to provide public mortuary services in the north east. It is likely that partnerships will be relied upon for continued provision in the future.

Corporate -

Local Outcome Improvement Plan: Investment in Infrastructure

Strategic Infrastructure Plan: A better image for the City

The development of a new facility would offer opportunities for joint working with partner organisations.

Public –

This report is likely to be of interest to the public in the light of recent publicity about mortuary facilities and Scottish Government's pronouncement about a review of mortuary services.

This report provides information about a council facility but, as yet, no changes to existing procedures and practices, and so does not require an Equality and Human Rights impact assessment or a privacy impact assessment at this time.

7. MANAGEMENT OF RISK

The forthcoming review of mortuary services by Scottish Government, uncertainty about the future of the building as part of the City Centre Master Plan, and the increasing demand for the service due to population growth present a medium risk to the Council, and partner local authorities, in terms of their ability to meet their statutory duty to provide storage and post mortem facilities for the dead. Discussions are already underway with partners and stakeholders with a view to providing a replacement facility in the coming years.

It is likely that, in the absence of any other standard, the existing facility will be audited against Scottish Government standards for NHS mortuaries. Due to the constraints of the existing building, there is little that can be done to improve the mortuary and so this will impact on the reputational risk of the council.

8. BACKGROUND PAPERS

Parliamentary debate 27 October 2016:

<http://www.parliament.scot/parliamentarybusiness/report.aspx?r=10582>

Scottish Health Planning Note 20 – facilities for Mortuary and Post-Mortem Room Services design and briefing guidance

9. REPORT AUTHOR DETAILS

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