

Public Document Pack



To: Councillor Radley, Convener; Councillor Henrickson, Vice-Convener; and Councillors Cross, Graham, Greig, McLellan, Mennie, Mrs Stewart and Watson.

Town House,
ABERDEEN 27 February 2026

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

The Members of the **COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE** are requested to meet in **Committee Room 2** on **TUESDAY, 10 MARCH 2026 at 10.00 am.** This is a hybrid meeting and Members may also attend remotely.

The meeting will be webcast and a live stream can be viewed on the Council's website.
<https://aberdeen.public-i.tv/core/portal/home>

JENNI LAWSON
CHIEF OFFICER – GOVERNANCE

B U S I N E S S

NOTIFICATION OF URGENT BUSINESS

1. There are no items of urgent business at this time.

DETERMINATION OF EXEMPT BUSINESS

2. Determination of Exempt Business

DECLARATIONS OF INTEREST

3. Members are requested to intimate any declarations of interest

REQUESTS FOR DEPUTATION

4. There are no requests for deputation at this time

MINUTE OF PREVIOUS MEETING

5. Minute of the Previous Meeting of 13 January 2026 (Pages 5 - 10)

COMMITTEE PLANNER

6. Committee Business Planner (Pages 11 - 16)

NOTICES OF MOTION

7. None at this time

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

8. None at this time

PUBLIC PROTECTION

- 9.1. Scottish Fire & Rescue Service - Aberdeen City, Local Fire and Rescue Plan Review - SFR/26/049 (Pages 17 - 42)

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

- 10.1. Performance Report - CORS/26/044 (Pages 43 - 64)

COMMUNITIES AND HOUSING

- 11.1. Resettlement Delivery Plan - F&C/26/036 (Pages 65 - 84)
- 11.2. Cost Neutral Environmental Enforcement - CORS/26/037 - appendix - please note that the report is contained in the exempt section. (Pages 85 - 86)

EXEMPT BUSINESS

- 12.1. Cost Neutral Environmental Enforcement - CORS/26/037 (Pages 87 - 96)

Integrated Impact Assessments related to reports on this agenda can be viewed here
[Search Integrated Impact Assessments | Aberdeen City Council](#)

To access the Service Updates for this Committee please click [here](#)

Website Address: aberdeencity.gov.uk

Should you require any further information about this agenda, please contact Lynsey
McBain, lmc bain@aberdeencity.gov.uk or 01224 067344

This page is intentionally left blank

Communities, Housing and Public Protection Committee

ABERDEEN, 13 January 2026. Minute of Meeting of the COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE. Present:- Councillor Radley, Convener; Councillor Henrickson, Vice-Convener; and Councillors Ali (as substitute for Councillor Watson), Al-Samarai (as substitute for Councillor Mennie for articles 1 to 5) Greig, Lawrence (as substitute for Councillor Graham), McLellan, Mennie (for articles 6 to 8) and Mrs Stewart.

The agenda and reports associated with this minute can be located [here](#).

Please note that if any changes are made to this minute at the point of approval, these will be outlined in the subsequent minute and this document will not be retrospectively altered.

MINUTE OF THE PREVIOUS MEETING OF 11 NOVEMBER 2025

1. The Committee had before it the minute of the previous meeting of 11 November 2025, for approval.

The Committee resolved:-

to approve the minute as a correct record.

COMMITTEE BUSINESS PLANNER

2. The Committee had before it the committee business planner, as prepared by the Chief Officer – Governance.

The Committee resolved:-

- (i) to agree to remove item 43 (Annual Effectiveness Report Service Update) as this was due to be published in January 2026; and
- (ii) to otherwise note the committee business planner.

JUSTICE SOCIAL WORK SERVICE ANNUAL PERFORMANCE REPORT AND COMMUNITY PAYBACK ORDER ANNUAL REPORT 2024-25 - ACHSCP/26/007

3. The Committee had before it a report by the Chief Officer Adult Social Work, which shared the Justice Social Work Service Annual Performance Report and Community Payback Order Annual Report for 2024-25 in line with the Committee's remit.

The report recommended:-

that the Committee note the Justice Social Work Service Annual Performance Report and Community Payback Order 2024-25 report (at Appendix 1 and Appendix 2), which provided assurance about progress made over the period.

The Committee heard from Val Vertigans, Strategic Service Manager, who spoke in furtherance of the report and answered various questions from Members.

The Committee resolved:-

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

13 January 2026

to note the report.

PERFORMANCE REPORT - CORS/26/001

4. The Committee had before it a report by the Chief Officer – Data Insights, which presented Committee with the status of appropriate key performance measures relating to services falling within its remit.

The report recommended:-

that the Committee note the report.

The Committee resolved:-

- (i) to note that the Chief Officer – Corporate Landlord would ascertain whether the Community Payback Team could be utilised to assist with Voids; and
- (ii) to note the performance report.

GRAFFITI IN ABERDEEN - REPORT FOLLOWING A NOTICE OF MOTION BY COUNCILLOR BONSELL - CR&E/26/005

5. With reference to article 17 of the minute of Council of 2 July 2025, the Committee had before it a report by the Chief Officer – Operations, which provided an update on the current challenges in dealing with removing graffiti in Aberdeen and also what steps were required to be taken to help reduce the graffiti problem.

The report recommended:-

that the Committee –

- (a) note the demand being placed on, and the work being carried out by, Environmental Services to remove graffiti in Aberdeen;
- (b) note the current work being undertaken by the Community Safety Partnership (CSP) to reduce graffiti and the steps being proposed to gather data and evidence to help tackle the problem; and
- (c) instruct the Chief Officer - Operations, following consultation with the Community Safety Manager, to bring a report to the Communities, Housing and Public Protection Committee in the Summer 2026 to give an update on the progress being made.

The Committee resolved:-

- (i) to note that Mr Shaw would find out more information from his team in relation to responses from utility companies around graffiti and report back to the Vice Convener;
- (ii) to note that a Service Update would be issued to Members in relation to progress ahead of the next report coming back to Committee in August 2026;
- (iii) to note that Mr Shaw would compose a briefing note for circulation to all Community Councils in relation to graffiti; and
- (iv) to approve the recommendations.

POLICE SCOTLAND PERFORMANCE REPORT - POL/26/008

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

13 January 2026

6. The Committee had before it a report by Police Scotland, which presented the Police Scotland Performance Report covering April to September 2025 for Committee scrutiny.

The report recommended:-

that the Committee discuss, comment on, and endorse the report.

The Committee heard from Chief Superintendent Kate Stephen and Chief Inspector Darren Bruce, who spoke in furtherance of the report and also answered various questions from Members.

The Committee resolved:-

- (i) in relation to the use of a safe consumption room, to note that Police Scotland would provide an informed response to Members outwith the meeting;
- (ii) in relation to Group 2 figures for Sexual Crimes, to request that Police Scotland break down the figures by gender for future reports;
- (iii) to endorse the report;
- (iv) to agree Police Scotland polices by consent with the public; note the report where it states "*We know that Hate Crime continues to impact individuals and communities, particularly those most vulnerable in society*"; and agree Police Scotland were doing a good job in ensuring asylum seekers and refugees were protected from the rise in anti-immigration protests, noting Hate Crime was not a legitimate protest; and
- (v) to agree Police Scotland should continue to respond to protect Council workers who face intimidation and threats as they take down the flags from the lampposts right across the city, noting that ensuring public safety was a key element of policing by consent.

UPDATE REPORT ON NON-TRADITIONAL HOUSING STOCK (INCLUDING CITY CENTRE MULTIS) - F&C/26/009

7. With reference to article 13 of the minute of the meeting of 17 January 2023, the Committee had before it a report by the Chief Officer – Corporate Landlord, which noted that the report was provided in response to a previous committee instruction to provide an update on the non-traditional housing stock including city centre multi storey buildings. The report provided Members with further information on these property types, works done to date and an indication of the next steps required.

The report recommended:-

that the Committee -

In relation to the non-traditional low-rise stock

- (a) note the work undertaken with condition surveys for non-traditional properties and instruct the Chief Officer - Corporate Landlord to develop a programme of

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

13 January 2026

structural inspections of non-traditional constructed properties on a prioritised basis;

- (b) instruct the Chief Officer - Capital to procure technical and economic reports on the long-term investment options (all as noted in 3.5 of this report) for each type of non-traditional building and to include the findings of these in the 30 year business plan;

In relation to the city centre multi storey properties:

- (c) instruct the Chief Officer - Capital to instruct full condition surveys of the city centre multi storey buildings covered by this report; and thereafter to review the previous options appraisal to reflect these updated surveys, and changes and proposed changes to regulation, along with investment requirements over differing timeframes for each group of buildings, all as noted in this report; and to provide updates through the 30 year business plan;
- (d) instruct the Chief Officers – Capital, Strategic Place Planning and City Development and Regeneration to engage with Historic Environment Scotland with regard to the technical, economic and habitability issues associated with the listed city centre blocks, so as to identify any potential technical solutions and/or funding sources in relation to investment required in the buildings;
- (e) due to the fragmented nature of the ownership in the buildings, instruct the Chief Officer - Corporate Landlord and Chief Officer - Housing to investigate any funding options for private owners, but also the implications of offering a 'buy-back' or sell to rent scheme for city centre multi-storey buildings, reporting on this to committee in August 2026;
- (f) instruct the Chief Officer - Corporate Landlord and Chief Officer - Housing to undertake further engagement with owners once further costings and options information are available; and
- (g) instruct the Chief Officer - Housing, following consultation with the Chief Officer - Capital, to manage the scheme decisions required to allow the surveys and reports noted in recommendations to be undertaken, and to share these reports, once available, with those private owners having a shared interest in these properties.

The Convener moved, seconded by the Vice Convener:-

That the Committee approve the recommendations as contained in the report.

Councillor Ali, seconded by Councillor Lawrence, moved as an amendment:-

That the Committee -

1. note the report;
2. agree the SNP have their priorities all wrong by bringing forward a report that is irrelevant to the needs of the people at this time; and
3. agree that the focus must be on voids and how the Council can get more properties back into circulation in order to provide homes for individuals and to bring about the revenue required to invest in new builds.

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

13 January 2026

On a division, there voted – for the motion (5) – the Convener, the Vice Convener and Councillors Greig, McLellan and Mennie – for the amendment (3) – Councillors Ali, Lawrence and Mrs Stewart.

The Committee resolved:-

- (i) to note that the Chief Officer – Corporate Landlord, would circulate to Members the missing appendix from the report as soon as possible; and
- (ii) to adopt the motion and therefore approve the recommendations contained in the report.

NOTICE OF MOTION FROM COUNCILLOR BOULTON

8. The Committee had before it a Notice of Motion from Councillor Boulton, in the following terms:-

That the Committee:-

Instruct the Chief Executive to write on behalf of Aberdeen City Council to the Prime Minister of the United Kingdom and the First Minister of Scotland:

- (i) calling on them to work together, to share information on grooming gangs as part of any national inquiries or reviews, thus ensuring that no evidence of cross border activity by grooming gangs is missed; and
- (ii) stating that we owe it to all victims of grooming by gangs or individuals to have all politicians work collaboratively to give the victims the assurance that they will finally get the answers, actions and support they need, and their voices heard; and stating that victims need us to collectively make this happen sooner rather than later.

Councillor Boulton spoke in furtherance of her Notice of Motion.

Councillor Boulton moved, seconded by Councillor Mrs Stewart:-

That the Committee approve the Notice of Motion.

Councillor Ali, seconded by Councillor Lawrence, moved as an amendment:-

That the Committee –

- 1. Instructs the Chief Executive to write on behalf of Aberdeen City Council to the Prime Minister of the United Kingdom and the First Minister of Scotland:
 - (i) calling on them to work together, to share information on grooming gangs as part of any national inquiries or reviews, thus ensuring that no evidence of cross border activity by grooming gangs is missed, noting the UK Government has agreed to an Independent Inquiry into Grooming Gangs and noting the Scottish Government has agreed to a National review of group-based child sexual abuse response, the

COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE

13 January 2026

- work of which review will be undertaken alongside that of the ongoing Scottish Child Abuse Inquiry; and
- (ii) stating that we owe it to all victims of grooming by gangs or individuals to have all politicians work collaboratively to give the victims the assurance that they will finally get the answers, actions and support they need, and their voices heard; and stating that victims need us to collectively make this happen sooner rather than later;
2. Agrees the Chief Executive should also express in her letter to the First Minister the Committee's concerns relating to his Justice Secretary Angela Constance who broke the ministerial code after making controversial comments about a grooming gangs expert in parliament. The SNP minister was accused of misrepresenting Prof Alexis Jay's position on public inquiries into child sexual abuse and exploitation; and
 3. Calls on the Justice Secretary to resign.

On a division, there voted – for the motion (6) – the Convener, the Vice Convener and Councillors Greig, McLellan, Mennie and Mrs Stewart – for the amendment (2) – Councillors Ali and Lawrence.

The Committee resolved:-

to adopt the motion.

- **Councillor Miranda Radley, CONVENER**

	A	B	C	D	E	F	G	H	I
1	COMMUNITIES HOUSING AND PUBLIC PROTECTION COMMITTEE BUSINESS PLANNER The Business Planner details the reports which have been instructed as well as reports which the Functions expect to be submitting for the calendar year.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Director	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
3			10 March 2026						
4	Scottish Fire & Rescue Service – Aberdeen City, Local Fire and Rescue Plan Review	The main purpose of this report is to advise members on the current Aberdeen City Local Fire and Rescue Plan and the proposed timeline for it to be reviewed and updated		SFRS	Andy Wright	SFRS	2.20		
5	Cost Neutral Environmental Enforcement	At the meeting on 6 July 2023, the Committee resolved:(i) to agree the implementation of a 12-month pilot programme with the selected supplier for the enforcement of Littering, Dog Fouling and Fly Tipping legislation; and (ii) to instruct the Chief Officer - Early Intervention and Community Empowerment to monitor and evaluate the pilot and prepare a report for Communities Housing and Public Protection Committee on conclusion of the pilot in 2024.	The pilot commenced on 12 February 2025 and a report will be brought back nearer the year mark.	Mark Wilson	Governance	Corporate Services	1.1.1 and 1.1.2		
6	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Communities, Housing and Public Protection services.		Louise Fox	Data Insight	Corporate Services	1.1.3		
7	Resettlement Delivery Plan	At the meeting on 11 March 2025, it was agreed to instruct the Chief Officer - Housing to report progress against the Plan, and any proposed changes to the Plan in light of changing circumstances, to the Communities, Housing and Public Protection Committee on a yearly basis. Likely March 2026		Jacqui McKenzie	Housing	Families & Communities	1.1.1 and 1.1.15		
8	Resilience Annual report	Annual resilience report to be submitted to CHPPC.		Fiona Mann	Governance	Corporate Services	2.12	D	The annual report on Emergency Planning and Resilience for 2025/26 will be delayed until the May 2026 because the team has been responding to several extreme weather events across January and February. We are still completing the associated debriefs and identifying lessons learned. It would not be appropriate to submit the report without these outcomes included, especially as it covers the period from March 2025 to March 2026. On this occasion the short delay is considered acceptable. As always, Emergency Planning and Resilience remains available at any time to respond to any questions or queries throughout the year.
9			26 May 2026						
10	Scottish Fire and Rescue Service	To present the 2025/26 Performance Report		SFRS	Andy Wright	SFRS	2.20		
11	Building Standards Activity Report	To provide details on building standards activity, this is reported twice yearly.		Grant Tierney	Strategic Place Planning	City Regeneration & Environment	2.7 and 2.8		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Director	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
12	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Communities, Housing and Public Protection services.		Louise Fox	Data Insight	Corporate Services	1.1.3		
13	Housing Board Bi Annual Report	At the meeting on 30 May 2024, it was agreed to instruct the Executive Director Families and Communities to bring back to this Committee bi-annual reports providing oversight on Housing Improvement Activity.		Eleanor Sheppard		Families & Communities	1.1.1		
14	Anti Modern Slavery report	At the meeting on 30 May 2024, it was agreed that a report be brought back to this Committee in 2 years time, to provide an evaluation of the implementation of the statement.		Sandie Scott/ Isla Newcombe	People & Citizen Services	Corporate Services	GD 8.1		
15	Aberdeen Crematorium and Hall of Remembrance Management Rules	The report seeks approval to make new Management Rules for Aberdeen Crematorium and Hall of Remembrance within the remit of Aberdeen City Council as the existing Management Rules are due to expire in August 2026.		Graham Keith		City Regeneration & Environment	1.1.1		
16	Housing (Scotland) Bill 2024	At the meeting on 5 September 2024, it was agreed to instruct the Chief Officer – Housing to provide a report or Service Update, as that Chief Officer deems appropriate, on the Bill as it progresses through Stage 2 of the parliamentary process; and to instruct the Chief Officer – Housing to report to this Committee with a full Implementation Plan when the Bill has progressed through Stage 3 of the parliamentary process.		Jacqui McKenzie	Housing	Families & Communities			
17			26 August 2026						
18	Scottish Fire and Rescue Service	To provide a thematic report (theme to be determined)		SFRS	Andy Wright	SFRS	2.20		
19	Annual Assurance Statement - August 2026	Annual submission required to the Scottish Housing Regulator.		Jacqui McKenzie	Housing	Families & Communities	1.1.1		
20	Aberdeen Local Housing Strategy - report from August 2025	At the meeting of 26 August 2025, it was agreed to instruct the Chief Officer - Housing to report progress, towards each of the strategic priorities to the Communities, Housing and Public Protection Committee on an annual basis - August 2026 then yearly		Jacqui McKenzie	Housing	Families & Communities	1.1.1		
21	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Communities, Housing and Public Protection services.		Louise Fox	Data Insight	Corporate Services	1.1.3		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Director	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
22	Cyclical and Environmental works in Tillydrone	At the Council meeting on 3 December 2025, it was agreed to instruct the Chief Officer - Capital, in consultation with the Chief Officer - Corporate Landlord, to develop an improvement plan of cyclical and environmental works in Tillydrone for properties adjacent to the new Tillydrone housing development and report to the Communities, Housing and Public Protection Committee on the options and implications, by the end of September 2026.		Alan McKay/ Stephen Booth	Capital/ Corporate Landlord	Families & Communities and City Regeneration & Environment	1.1.1		
23	Graffiti in Aberdeen	At the meeting on 13 January 2026, it was agreed to instruct the Chief Officer - Operations, following consultation with the Community Safety Manager, to bring a report to the Communities, Housing and Public Protection Committee in the Summer 2026 to give an update on the progress being made.		Steven Shaw/ Mark Reilly	Operations	City Regeneration & Environment	1.1.1		
24	Non-Traditional Housing Stock (including City Centre Multis)	At the meeting on 13 January 2026, it was agreed that due to the fragmented nature of the ownership in the buildings, to instruct the Chief Officer - Corporate Landlord and Chief Officer - Housing to investigate any funding options for private owners, but also the implications of offering a 'buy-back' or sell to rent scheme for city centre multi-storey buildings, reporting on this to committee in August 2026		Stephen Booth/ Jacqui McKenzie	Corporate Landlord/ Housing	Families & Communities	1.1.1		
25			10 November 2026						
26	Scottish Fire and Rescue Service	To present the 6 monthly Performance Report		SFRS	Andy Wright	SFRS	2.20		
27	Grampian Joint Health Protection Plan	At the meeting on 30 May 2024 it was noted that the plan would be reviewed again in 2026.		Hazel Stevenson	Governance	Corporate Services	2.2		
28	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Communities, Housing and Public Protection services.		Louise Fox	Data Insight	Corporate Services	1.1.3		
29	Building Standards Activity Report	To provide details on building standards activity, this is reported twice yearly.		Grant Tierney	Strategic Place Planning	City Regeneration & Environment	2.7 and 2.8		
30	Housing Board Bi Annual Report	At the meeting on 30 May 2024, it was agreed to instruct the Executive Director Families and Communities to bring back to this Committee bi-annual reports providing oversight on Housing Improvement Activity.		Eleanor Sheppard		Families & Communities	1.1.1		
31	Housing Revenue Account Business Plan	At the meeting on 11 November 2025, it was agreed that the HRA Business Plan and Housing Asset Plan should be updated and reported in future to this Committee on an annual basis with the update in 2026 moving to a 5 and 30 year model for both plans.		Jonathan Belford	Finance	Customer Services	1.1.1		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Director	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
32			Future reports						
33	Scottish Fire and Rescue Service	To present the local Fire & Rescue Plan (to be reported in 2027)		SFRS	Andy Wright	SFRS	2.20		
34	Aberdeen City Local Housing Strategy Update	At the meeting on 30 May 2024, it was agreed to instruct the Chief Officer – Housing in collaboration with the Chief Officer – Aberdeen City Health and Social Care Partnership, to report back to the Communities, Housing and Public Protection Committee within 12 months on the implementation of the hybrid care and support model at Provost Hogg Court to evaluate the effectiveness before considering potential implementation in other parts of the city.		Jacqui McKenzie	Housing	Families & Communities	1.1.1		
35	Reinforced Autoclaved Aerated Concrete (RAAC)	At Council on 21 August 2024, it was agreed to instruct the Chief Officer - Housing to continue the re-homing process and report progress to the Communities, Housing and Public Protection Committee on a regular basis, noting that there may be requirements to commence legal proceedings under the Scottish Tenancy Agreements, where tenants refused to move to alternative accommodation having received reasonable offers of alternative accommodation to ensure that tenant safety remains the Council's primary objective;		Jacqui McKenzie	Housing	Families & Communities		R	Members were advised of this through the Urgent Business Committee report on 20 November 2025. Therefore recommended for removal.
36	Community Safety Partnership System Awareness	At the meeting on 11 March 2025, it was agreed to instruct the Interim Chief Officer – Governance to report back to the most relevant meeting of the Communities, Housing and Public Protection Committee on the outcome of efforts to formalise the Community Safety Partnership Board.		Mark Wilson	Governance	Corporate Services	1.1.1, 2.20 and 2.21	R	This will now be a service update
37	Rent Assistance Fund	At the meeting of 26 August 2025, it was agreed to instruct the Chief Officer – Housing to formally evaluate and report the impact of the Rent Assistance Fund every two years to the Communities, Housing and Public Protection Committee - August 2027		Jacqui McKenzie	Housing	Families & Communities	1.1.1		
38	RAAC update	At the meeting on 26 August 2025, it was agreed to instruct the Chief Officer – Corporate Landlord to continue to engage with homeowners in relation to Voluntary Acquisition and to review this and report back to this Committee in early 2026 on whether this option should remain open into future financial years.		Stephen Booth	Corporate Landlord	Families & Communities	1.1.1	R	This will be included in the budget pack, therefore recommended for removal.
39			Service Updates						
40	Family Support Model Implementation Plan	At the meeting on 21 November 2024, the Committee agreed to instruct the Executive Director Families and Communities to report back on progress within one calendar year and make any reports presented to the Education and Children's Services Committee available to members of Communities, Housing and Public Protection through a Service Update		Eleanor Sheppard	Families & Communities	Families & Communities			
41	RAAC	At the meeting on 11 March 2025, it was agreed that any changes to the indicative phases of demolition be shared with Elected Members via a Service Update and of course, with the affected communities		Scott Whitelaw	Capital	City Regeneration & Environment			

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update	Report Author	Chief Officer	Director	Terms of Reference	Delayed or Recommended for removal or transfer, enter either D, R, or T	Explanation if delayed, removed or transferred
2									
42	Viability Assessment of Proposals from Owners of Properties with RAAC	At the meeting on 27 May 2025, it was agreed that the Chief Officer - Corporate Landlord would issue a Service Update to members with details on offers accepted from homeowners		Stephen Booth	Corporate Landlord	Families & Communities			
43	Busking Code of Conduct	A service update will be provided towards the end of 2026 to reflect on the impact of the measures and any developments.		Mark Wilson	Governance	Customer Services			
44	Graffiti in Aberdeen	At the meeting on 13 January 2026, the following was agreed:- to note that a Service Update would be issued to Members in relation to progress ahead of the next report coming back to Committee in August 2026		Steven Shaw	Operations	City Regeneration & Environment			

This page is intentionally left blank

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	10 th of March 2026
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Scottish Fire & Rescue Service – Aberdeen City, Local Fire and Rescue Plan Review
REPORT NUMBER	SFR/26/049
DIRECTOR	Andrew Wright, Local Senior Officer, SFRS
CHIEF OFFICER	Andrew Wright, Local Senior Officer, SFRS
REPORT AUTHOR	Kenny Collie, Group Commander, SFRS
TERMS OF REFERENCE	2.20

1. PURPOSE OF REPORT

The main purpose of this report is to advise members on the current Aberdeen City Local Fire and Rescue Plan and the proposed timeline for it to be reviewed and updated. The current Aberdeen City Local Fire and Rescue Plan was approved for extension at the meeting of the Communities, Housing and Public Protection Committee on 28th March 2024.

2. RECOMMENDATION(S)

- 2.1 That the Committee acknowledge and discuss the attached report relating to the current Aberdeen City Local Fire and Rescue Plan. (Appendix A)

3. CURRENT SITUATION

- 3.1 This report provides an overview of the Current Aberdeen City Local Fire and Rescue Plan Priorities and the current need for it to be reviewed. The report provides the opportunity for members to maintain scrutiny of significant fire and rescue activities, to achieve good outcomes for the residents of Aberdeen City.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no significant financial implications for the Council.

5. LEGAL IMPLICATIONS

- 5.1 There are no significant legal implications for the Council.

6. ENVIRONMENTAL IMPLICATIONS

6.1 *Not applicable*

7. RISK

Not applicable

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk				Yes/No
Compliance				Yes/No
Operational				Yes/No
Financial				Yes/No
Reputational				Yes/No
Environment / Climate				Yes/No

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN 2024-2025</u>	
	Impact of Report
<p>Aberdeen City Council Policy Statement</p> <p><u>Working in Partnership for Aberdeen</u></p>	n/a
<u>Aberdeen City Local Outcome Improvement Plan 2016-26</u>	
Prosperous Economy Stretch Outcomes	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.
Prosperous People Stretch Outcomes	The proposals within this report support the delivery of the following LOIP Stretch Outcomes 11. Healthy life expectancy (time lived in good health) is five years longer by 2026.
Prosperous Place Stretch Outcomes	Whilst not specific to any Stretch Outcome, the paper seeks contribution to fire safety which will assist achieve a safer place to live, work and visit.

Regional and City Strategies	n/a
-------------------------------------	-----

9. IMPACT ASSESSMENTS

Not applicable

Assessment	Outcome
Integrated Impact Assessment	
Data Protection Impact Assessment	
Other	

10. BACKGROUND PAPERS

10.1 none

11. APPENDICES (if applicable)

11.1 Scottish Fire and Rescue Service, Aberdeenshire Local Fire and Rescue Plan Review Report – appendix 1

11.2 Current Aberdeen City Local Fire and Rescue Plan – appendix 2

12. REPORT AUTHOR CONTACT DETAILS

Name	Kenny Collie
Title	Group Commander
Email Address	Kenny.Collie@firescotland.gov.uk
Tel	07780467431

This page is intentionally left blank

2024



LOCAL FIRE AND RESCUE PLAN

Aberdeen City

(Extension of the plan agreed on 28th March 2024)

Contents

Foreword	1
Introduction	2
National Context	3
Local Context	5
Performance Scrutiny	8
Local Priority 1 Domestic Fire Safety and Unintentional Harm in the Home	9
Local Priority 2 Non-Fire Emergencies and respond to the impact of Climate Change	10
Local Priority 3 Deliberate Fire Setting	11
Local Priority 4 Non-Domestic Fire Safety Including Accidental Primary and Secondary Fires	12
Local Priority 5 Unwanted Fire Alarm Signals	13
Local Priority 6 Operational Preparedness and Community Resilience	14
Review	16
Contact Us	16

Foreword

Welcome to the Scottish Fire and Rescue Service (SFRS) Local Fire and Rescue Plan for Aberdeen City. This plan has been developed to promote and improve community safety across Aberdeen City in conjunction with the national priorities contained within the SFRS Strategic Plan 2019-2022 and the vision of Community Planning Aberdeen's Local Outcome Improvement Plan 2016-2026 (LOIP); "Aberdeen, a place where people can prosper".

This plan sets out 6 local priorities, providing context underpinning each priority along with proposed actions, intended outcomes and performance indicators against which progress will be measured and reviewed.

Making progress against these priorities is not something the SFRS can achieve in isolation and, locally, we will continue to be an active partner across all community planning activity supporting partners and communities to tackle stubborn inequalities and improve outcomes for all of our communities across Aberdeen City.

Ensuring we have a highly skilled workforce allows us to respond safely, effectively and efficiently to the vast range of emergency incidents we encounter across Aberdeen and beyond, however, providing greater focus to our prevention work will reduce operational demand and allow us to explore opportunities to expand our work into new areas that reflect the changing risks across all of our communities.



***Andrew Wright
Local Senior Officer
Area Commander
Aberdeen City, Aberdeenshire and Moray
(ACAM)***

Introduction

The Police and Fire Reform (Scotland) Act 2012 provides the statutory basis for the Scottish Fire and Rescue Service (SFRS) to deliver a range of core services and functions. While the service is ready to respond to fire and other emergencies, it also maintains a strong focus on **prevention** and **protection** arrangements to ensure the safety of our communities. The associated Fire and Rescue Framework for Scotland 2016 and SFRS Strategic Plan 2019 -22 sets the overarching strategic direction for the SFRS.

Our focus remains firmly on **Working Together for a Safer Scotland** and our local contribution to making Aberdeenshire a safe place to live, work and visit. This establishes a clear and committed message of what we are here to do. Our ambition goes well beyond 'safer from fire'. It means we are committed to making people safer from experiencing the effects of harm, much of which is driven by social and economic inequality.

The Aberdeen City Local Fire and Rescue Plan details the priorities which are most significant within Aberdeenshire and sets out to identify solutions to deliver a broad range of prevention services which add the greatest value to peoples' lives. A common understanding between agencies and communities of local priorities will allow for better integration of plans, co-production and coordination of services to target prevention activity where it will be most effective. We will therefore increasingly deliver our prevention work through the deployment of our local area community safety action team.

Our safety work goes beyond protecting people in their own homes. We also have a statutory duty under Part 3 of the Fire (Scotland) Act 2005 to provide advice and enforce fire safety regulations in most non-domestic buildings across Aberdeenshire.

To do this more efficiently and effectively across a wider range of community issues and risks requires strong collaborative working with our partners and communities.

The introduction of the Community Empowerment (Scotland) Act 2015 (CEA) and Community Justice (Scotland) Act 2016 reinforces the commitment required of local partners to plan together with communities. We will continue to integrate fire and rescue services with other community planning partner services to prioritise and achieve shared goals in all of Aberdeenshire's communities.

Early in 2020 we faced an unprecedented challenge in the form of a global pandemic. In response to the COVID-19 outbreak, we dramatically changed how we worked so that we could continue to deliver an emergency service whilst keeping our staff and the public safe.

The pandemic is expected to have a lasting effect on society and this will change the way in which we deliver services in the long-term. The full implications are not yet known and this makes it difficult to make any far-reaching plans with certainty. As such we will keep the priorities of this Plan under regular review to ensure it remains relevant and appropriate.

National Context

Scottish Ministers set out their specific expectations for the Scottish Fire and Rescue Service in the [Fire and Rescue Framework for Scotland 2022](#). This provides seven strategic priorities with objectives and guidance to create the outline we should follow to ensure our resources and activities are aligned with the Scottish Government’s Purpose and national outcomes.

The Framework also defines the SFRS organisational purpose as:

‘To work in partnership with communities and with others in the public, private and third sectors on prevention, protection and response to improve the safety and wellbeing of people throughout Scotland.’

Our [Strategic Plan 2022-25](#) has been designed to meet these national expectations. Set against a complex and evolving backdrop, our Strategic Plan encapsulates both our mission and our values and it outlines the seven Strategic Outcomes that we aspire to achieve. The Strategic Plan 2022-25 is structured against, and complements, the seven Strategic Priorities identified by the Fire and Rescue Framework for Scotland 2022.

OUTCOME 1	Community safety and wellbeing improves as we deploy targeted initiatives to prevent emergencies and harm.
OUTCOME 2	Communities are safer and more resilient as we respond effectively to changing risks.
OUTCOME 3	We value and demonstrate innovation across all areas of our work.
OUTCOME 4	We respond to the impacts of climate change in Scotland and reduce our carbon emissions.
OUTCOME 5	We are a progressive organisation, use our resources responsibly and provide best value for money to the public.
OUTCOME 6	The experience of those who work for SFRS improves as we are the best employer we can be.
OUTCOME 7	Community safety and wellbeing improves as we work effectively with our partners.

Our Strategic Plan is supported by a three-year Strategic Plan Programme which provides details on all the activities we intend to carry out to successfully achieve our ambitions. The Programme informs our Annual Operating Plan, which provides specific detail on the actions we carry out each year, and from which our performance is scrutinised.

This Plan is a statutory Local Fire and Rescue Plan. It sets local direction to meet the strategic outcomes and objectives outlined above. It also demonstrates how we will contribute to Community Planning Partnerships (CPPs).

Local Context

Aberdeen City covers an area of 185.7km² and consists of 13 multi-member council wards. The City has a population of 228,000, 4.2% of Scotland's population, which is predicted to rise to 230,000 by 2026 according to projections by National Records of Scotland (NRS).

69% of the population are of working age, 15% are under 16 and 16% are of pensionable age. NRS estimates that the number of Aberdeen City residents of pensionable age will rise by 30% by 2028.

Aberdeen City also has a very diverse population with an estimated 24% of its residents born outside the UK.

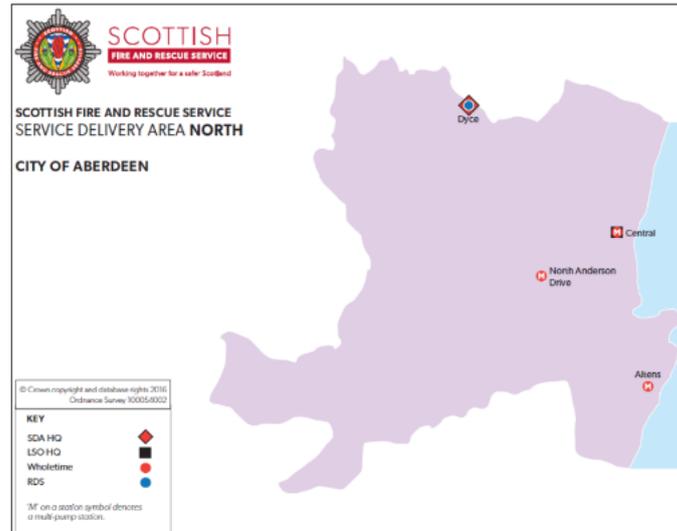


While the overall population is projected to remain relatively static over the next 8 years, the increasing ageing population will present its own challenges across a number of services and will see an increased demand for community facilities and support.

A priority for the SFRS is to protect those most vulnerable from harm in their own home, a number which will inevitably increase as the ageing population increases. It is, therefore, of paramount importance that we target our resources and activity in such a way that reduces demand in other areas, allowing us to focus more resources at supporting the most vulnerable and at-risk people in our communities.

Aberdeen City remains a frontrunner across the energy sector which is a significant economic contributor, however the city is also economically vibrant across many business sectors including electronics, research and development, agriculture and further education.

Overall, Aberdeen remains a relatively wealthy area with 40% of Aberdeen's SIMD data zones in the 20% least deprived areas of Scotland. However, the City also has areas of deprivation with 8% of Aberdeen's data zones falling into the 20% most deprived areas of Scotland.



The SFRS has four community fire stations located across Aberdeen City, three Wholetime stations (Altens, North Anderson Drive and Central) and one Retained station (Dyce). These stations provide prevention, protection and response services tailored to local needs. These stations also contribute to national resilience providing a range of specialist skills including water rescue, rope rescue, mass decontamination, hazardous material and urban search and rescue.

Our Wholetime stations are crewed by 5 teams (watches) of full-time firefighters who provide a 24/7 operational response availability to respond to emergencies. In contrast, our Retained station is crewed by part-time firefighters who have alternative primary employment and respond by pager to emergency incidents.

While operational personnel are the most visible SFRS resource they are supported by a management team and non-operational personnel. Our valued prevention activity is delivered by legislative fire safety enforcement officers and a Community Action Team who work alongside CPA partners to deliver initiatives that improve the safety and wellbeing of our communities.

The North Service Delivery Area (NSDA) HQ is connected to Dyce Community Fire Station and is the main office for the Deputy Assistant Chief Officer who has responsibility for service delivery across the NSDA. A number of national support colleagues are also based in this building.

Community Planning Aberdeen (CPA)

The Community Empowerment (Scotland) Act 2015 requires planning partners to come together and work in partnership to improve local outcomes.

The “Golden Pyramid” below illustrates the determination to ensure that CPA work in partnership to enable and empower local people and communities to be the drivers of their own improved outcomes.



The Local Outcome Improvement Plan (LOIP), developed by CPA, provides a focus on Economy, People and Place and identifies 15 stretch outcomes that, within them, contain 120 improvement projects that aim in combination to achieve each of these 15 outcomes.

The SFRS is a statutory and active member of CPA’s Outcome Improvement Groups and is committed to CPA’s vision; “Aberdeen, a place where all people can prosper”.

ECONOMY	PEOPLE (Children & young people)	PEOPLE (Adults)	PLACE
<p>1. 10% increase in employment across priority and volume growth sectors by 2026.</p> <p>2. 90% of working people in Living Wage employment by 2026.</p>	<p>3. 95% of children (0-5years) will reach their expected developmental milestones by the time of their child health reviews by 2026.</p> <p>4. 90% of children and young people will report that they feel mentally well by 2026.</p> <p>5. 95% of care experienced children and young people will have the same levels of attainment in education, emotional wellbeing, and positive destinations as their peers by 2026.</p> <p>6. 95% of children living in our priority localities will sustain a positive destination upon leaving school by 2026.</p> <p>7. Child Friendly City which supports all children to prosper and engage actively with their communities by 2026.</p> <p>8. 25% fewer young people (under 18) charged with an offence by 2026.</p>	<p>9. 25% fewer people receiving a first ever Court conviction each year by 2026.</p> <p>10. 2% fewer people reconvicted within one year of receiving a community or custodial sentence by 2026.</p> <p>11. Healthy life expectancy (time lived in good health) is five years longer by 2026.</p> <p>12. Rate of harmful levels of alcohol consumption reduced by 4% and drug related deaths lower than Scotland by 2026.</p>	<p>13. No one in Aberdeen will go without food due to poverty by 2026.</p> <p>14. Addressing climate change by reducing Aberdeen’s carbon emissions by 42.5% by 2026 and adapting to the impacts of our changing climate.</p> <p>15. 38% of people walking and 5% of people cycling as main mode of travel by 2026.</p>

Performance Scrutiny

As part of the process of scrutinising local fire and rescue service delivery, we are required to submit performance reports to the Aberdeen City Council Community Hosing and Public Protection Committee. The purpose of these reports is to present information on the performance of the SFRS against the priorities contained within the Local Fire and Rescue Plan for Aberdeen City.

A review of our performance against the previous Local Fire and Rescue Plan, which included an opportunity for stakeholders to contribute via an online survey, was undertaken during the first quarter of 2020. The outcomes of the review, along with an assessment of the challenges we face and opportunities for change have been incorporated into the priorities identified within this pl

Local Priorities

1. Domestic Fire Safety and Unintentional Harm in the Home

Background:

Over the past 5 years accidental dwelling fires (ADF) account for 7% of operational demand across Aberdeen City. Whilst a relatively low figure, it is the incident type in which individuals are most likely to die or be injured. Improving fire safety in the home, therefore, continues to be a priority for us.

There are over 116,000 homes in Aberdeen and on average, we attend 271 fires in these each year, however, the high prevalence of low severity ADF's is a reflection of the focus on prevention and protection work that has taken place across the city. Over the past 5 years 12,849 HFSV's have been conducted with 3814 detectors installed, providing an essential early warning of fire.

Evidence indicates the most vulnerable individuals in our communities, and those living in certain geographical areas, are at higher risk from fire in the home. The elderly account for approximately 30% of all ADF's with additional contributory factors such as lone occupancy, smoking, mobility, alcohol dependency and use of medical oxygen increasing that risk.

Many of these higher risk individuals are known to other agencies which highlights the absolute need to review and strengthen referral pathways to ensure knowledge, data and information is shared across these agencies.

We will achieve it by:

- *Target Home Safety Visits, fire safety education and fire safety advice at those identified as being most vulnerable and at risk from fire.*
- *Review and strengthen existing referral pathways and identify opportunities to extend these pathways to other partners.*
- *Analysing data and information to identify individuals, households, communities and geographical areas most at risk from fire.*
- *Working with CPA partners to support LOIP outcomes that protect people from all harm in the home.*

Performance Indicators:

- *Accidental Dwelling Fires.*
- *Fire casualties and fatalities resulting from Accidental Dwelling Fires.*
- *Number of high-risk Home Safety Visits completed as a percentage of all visits.*
- *Number of Home Safety Visit referrals received from partners.*

Expected Outcomes:

- *Improved community safety and wellbeing.*
- *Reduction in number of Accidental Dwelling Fires.*
- *Reduction in number of casualties and fatalities resulting from Accidental Dwelling Fires.*

2. Non-Fire Emergencies and respond to the impact of Climate Change

Background:

A core part of SFRS's activity locally is responding to emergencies such as road traffic collisions (RTC's), co-response to medical emergencies and flooding, as examples. Firefighters are trained to a high standard and have at their disposal the most modern equipment for the rescue of persons in traumatic situations.

The SFRS has a crucial role at a local level in contributing to the wider road safety agenda, as statistically fire and rescue operational activity continues to be an area of concern.

We will achieve it by:

- *Continuing to contribute to Aberdeen Community Planning Partnership initiatives such as Crash Live, Safe Drive Stay Alive.*
- *The SFRS locally will support the priorities of the North East of Scotland Road Casualty reduction Strategy and our contribution to evidence based and partnership led initiatives.*
- *Contributing to the development of local flood action plans and supporting local community initiatives.*
- *Contributing to the Grampian Local Resilience Partnership.*
- *Staff development and allocation of resource to meet local and national need.*

Performance Indicators:

- *Number of all Non-Fire Emergencies.*
- *Number of Road Traffic Collisions.*
- *Number of Road Traffic Collision Casualties (Fatal and Non-Fatal).*

Expected Outcomes:

- *Reduction in the number of Road Traffic Collisions.*
- *Reduction in the number of casualties resulting from Road Traffic Collisions (Fatal and Non-Fatal).*
- *Contributing to reducing the impact of large-scale flood events for business community and people.*

3. Deliberate Fire Setting

Background:

Protecting the communities of Aberdeen isn't just about preventing accidental fires, we also work hard to tackle the problem of deliberate fire-setting.

Over the past 5 years deliberate fire-setting has accounted for almost 10% of all incident activity across Aberdeen City placing Aberdeen 20th out of all 32 local authority areas and well below the Scottish average. Despite this, we still need to provide a focus on reducing deliberate fires as these incidents divert firefighters from attending more serious incidents, contribute to avoidable financial costs and linked to wider anti-social behaviour that can make people feel unsafe in their communities.

Across Aberdeen, secondary fires (grass, bushes, wheelie bins, refuse etc) make up around 74% of all deliberately set fires with the more deprived areas suffering the highest incidences of these incidents.

Collaborative working with CPA partners and youth engagement programmes are where SFRS can contribute resources to the reduction of deliberate fire-setting and help improve local outcomes.

We will achieve it by:

- *Reviewing, analysing and sharing data to identify trends in deliberate fire-setting activity.*
- *Target education and prevention activities in areas identified as suffering higher incidences of deliberate fire-setting.*
- *Increase the number of SFRS personnel trained as counsellors through the Firesetters Intervention and Re-education Scheme to then engage directly with offenders and ex-offenders involved in deliberate fire-setting.*
- *Work with partners to develop innovative risk-reduction strategies to minimise the impact of deliberate fires and associated anti-social behaviour [List objectives to achieve the priority here.*

Performance Indicators:

- *All deliberate secondary fires (and their locations).*
- *All deliberate primary fires (and their locations).*

Expected Outcomes:

- *Reduce the number of wilful fires by 20% (LOIP Key Driver 9.2).*
- *Improved community safety and wellbeing.*
- *Improved data analysis to ensure resources are directed to maximise community outcomes.*
- *Protect Aberdeen's natural and built environment.*
- *Diverting young people away from anti-social behaviour to positive destinations by encouraging them to be good citizens, through initiatives such as Firesetters, Fireskills and The Fire Service Youth Volunteer Scheme.*

4. Non-Domestic Fire Safety including Accidental Primary and Secondary Fires

Background:

Fires in businesses and workplaces have the potential to have a significant impact on critical infrastructure, local heritage and the economy. Ensuring businesses are better protected, and more resilient to fire is a key priority for us during these challenging economic times. The SFRS has a statutory duty under Part 3 of the Fire (Scotland) Act 2005 to provide advice and enforce compliance with fire safety regulations.

The SFRS operate a risk-based fire safety audit programme, prioritising premises that are considered as presenting the highest risk, having the potential for loss of life or serious injury. These premises form a list of framework premises that are audit annually, however, Local Fire Safety Enforcement Officers also undertake a programme of thematic audits, out with the framework list e.g. in response to incident trends, at other high-risk premises, premises critical to local infrastructure etc.

Sleeping risks are seen as a particularly high fire risk since most fatal fires occur at night when people are less vigilant and at their most vulnerable. Hotels, Residential care homes, student accommodation and Houses in Multiple Occupation make up the greatest proportion of these risks within the Aberdeen area.

Accidental primary and secondary fires include fires involving waste and agricultural land, forestry and moorland also present a risk to Aberdeen City.

We will achieve it by:

- *Prioritising our legislative fire safety audits towards protecting relevant premises presenting the highest life risk.*
- *Support all businesses affected by fire by undertaking a post-fire audit, assisting in their recovery as efficiently as possible.*
- *Identify fire trends in particular property types to inform our thematic audit programme.*
- *Respond promptly to complaints over fire safety compliance in relevant premises.*

Performance Indicators:

- *All fires in relevant premises as defined under Part 3 of the Fire (Scotland) Act 2005.*
- *Number of framework fire safety audits completed.*
- *Number of non-framework, thematic audits completed.*
- *All Accidental primary and secondary fires.*

Expected Outcomes:

- *Through a risk-based audit programme, we will protect Aberdeen's built environment and natural heritage, at the same time supporting economic growth.*
- *Enhanced understanding of fire safety legislation and responsibilities across the business sector.*
- *Ensuring that buildings are safer, people feel protected and the opportunities for acts of deliberate or wilful fire raising are reduced*

5. Unwanted Fire Alarm Signals

Background:

Unwanted Fire Alarm Signals (UFAS) is defined as 'a fire alarm activation resulting from a cause other than fire'. Over the past 5 years false alarms have accounted for 62% of all operational activity in Aberdeen City. Within that category, Unwanted Fire Alarm Signals (UFAS) make up 57% of all false alarms (35% of all emergency calls we have responded to).

The SFRS encourage the use of automatic fire detection as they help save lives and protect buildings. However false alarms, such as those caused by system faults, are an unnecessary drain on our resources, cause disruption to businesses and present undue road-risk for the public and firefighters responding to these calls under blue light conditions.

We will achieve it by:

- *Investigating the cause of every UFAS event engaging with the premises owner/occupier, providing advice to prevent reoccurrence.*
- *Identify individual premises and generic premises types that have high actuation levels and work with the owners/occupiers to develop UFAS reduction plans.*
- *Enforce formal action on owner/occupiers of premises that are generating unacceptably high levels of UFAS and have inadequate fire safety management procedures in place.*

Performance Indicators:

- *Number of UFAS incidents.*

Expected Outcomes:

- *Reduced impact on businesses, communities and the SFRS, creating capacity to deliver against other local and national priorities.*
- *Reduce the road risk to staff and wider community.*
- *Reduce SFRS' carbon footprint through less vehicle movements.*
- *Reduction in unnecessary demand on retained firefighters and their primary employers.*
- *Reduced road risk for SFRS operational personnel and the general public.*

6. Operational Preparedness and Community Resilience

Background:

The Fire (Scotland) Act 2005 and the Fire (Additional Function (Scotland) Order 2005 sets out the statutory duties and responsibilities for the SFRS in relation to responding to emergencies. It is essential our firefighters possess the skills, knowledge and expertise to respond to incidents which, by their nature, can be varied in type and complexity.

The risks we face in Aberdeen vary depending on where people live and work. Commercial risks include industrial sites, large shopping centres, hospitals and universities. The residents of Aberdeen City include an extensive student population and live in a broad range of housing types including houses, tenement flats, high rise properties and dedicated halls of residence.

Understanding these local risks and pre-planning for any incidents these risks may encounter assists us to promote the joint aims of community safety and firefighter safety.

Additionally, as a Category 1 responder, we work alongside other emergency responders in the Local and Regional Resilience Partnerships to prepare for, and deal with, large scale incidents and major emergencies such as adverse weather events, natural disasters, major transport incidents etc. where a co-ordinated approach is required to achieve successful outcomes.

We will achieve it by:

- *Identify and assess the risk to our communities through the process of Operational Intelligence (OI) gathering and active involvement in the Local Resilience Partnership (LRP) and Regional Resilience Partnership (RRP).*
- *Undertake planned training events to support the acquisition and maintenance of skills to provide the capability to respond to emergency incidents.*
- *Strengthen community resilience by engaging with them to build their capabilities for managing the effects of emergencies.*
- *Work with partner organisations and agencies to ensure appropriate emergency response plans for identified local risks are developed, tested and reviewed.*
- *Participation in major event debriefs to continually improve the planning process.*

Performance Indicators:

- *Number of OI visits undertaken.*
- *Number of Multi-Storey Operational Assurance Visits undertaken.*
- *Staff Competence.*
- *Availability of appliances and specialist resources.*

Expected Outcomes:

- *Support the wellbeing and safety of the public, SFRS personnel and other emergency responders.*
- *Improved community resilience.*
- *A Fire and Rescue Service that can respond effectively and efficiently across Aberdeen, and beyond.*

Performance Indicators

PRIORITY: DOMESTIC FIRE SAFETY AND UNINTENTIONAL HARM IN THE HOME	
KPI	Target
Number of Accidental Dwelling Fires	Ongoing reduction in the number of accidental dwelling fires compared to the three-year rolling average.
Number of Accidental Dwelling Fire Casualties and Fatalities	Ongoing reduction in the number of accidental dwelling fire casualties and fatalities compared to the three-year rolling average.
Number of Home Fire Safety Visits Delivered (broken down by category High/ Med/ Low)	Increase in the number of Home Fire Safety Visits delivered within 'High' risk premises compared to the three-year rolling average.
PRIORITY: NON-FIRE EMERGENCIES AND RESPONDING TO THE IMPACT OF CLIMATE CHANGE	
KPI	Target
Number of all Non-Fire Emergencies	Monitor all Non-Fire Emergencies and ensure appropriate resources are in place to respond.
Number of Road Traffic Collisions	Ongoing reduction in the number of Road Traffic Collisions compared to the three-year rolling average.
Number of Road Traffic Collision Casualties (Fatal and Non-Fatal)	Ongoing reduction in the number of Road Traffic Collision Casualties (Fatal and Non-Fatal) compared to the three-year rolling average.
PRIORITY: DELIBERATE FIRE SETTING	
All Deliberate Primary and Secondary Fires	Ongoing reduction in the number of Deliberate Primary and Secondary Fires compared to the three-year rolling average.
PRIORITY: NON-DOMESTIC FIRE SAFETY INCLUDING ACCIDENTAL PRIMARY AND SECONDARY FIRES	
Number of Non-Domestic Fires (Relevant Premises)	Ongoing reduction in the number of Non-Domestic Fires compared to the three-year rolling average.
All Accidental Primary and Secondary Fires	Ongoing reduction in the number of Accidental and Primary Fires compared to the three-year rolling average.
PRIORITY: UNWANTED FIRE ALARM SIGNALS	
Number of Unwanted Fire Alarm Signals	Ongoing decrease in the number of Unwanted Fire Alarm Signals compared to the three-year rolling average.

Review

To ensure this Local Fire and Rescue Plan remains flexible to emerging local or national priorities a review may be carried out at any time but will be reviewed at least once every three years. A review may also be carried out if the Scottish Minister directs it or if a new Strategic Plan is approved. Following a review, the Local Senior Officer may revise the Plan.

Contact Us

We are fully committed to continually improving the service we provide to our communities and recognise that to achieve this goal we must listen and respond to the views of the public and our partners.

We use all feedback we receive to monitor our performance and incorporate this information into our planning and governance processes in order to continually improve our service. We are proud that the majority of feedback we receive is positive and we are keen to hear examples of good practice and quality service delivery that exemplifies the standards of service that we strive to provide for the communities of Scotland.

If you have something you would like to share with us or you require additional information, you can get in touch in a number of ways:

Write to: Scottish Fire and Rescue Service
Central Community Fire Station
2 Mounthooly Way
ABERDEEN
AB24 3ER

Phone: 01224 728600

Visit our website: www.firescotland.gov.uk

Like us on Facebook @Scottish Fire and Rescue Service



firescotland.gov.uk

This page is intentionally left blank



Report to:	ABERDEEN COMMUNITIES, HOUSING AND PUBLIC PROTECTION COMMITTEE						
Meeting Date:	10TH OF MARCH 2026						
Report Title:	LOCAL FIRE & RESCUE PLAN REVIEW						
Report Classification:	For Information Only						
							<u>A</u>
1	Purpose						
1.1	The purpose of this report is to give the Communities, Housing and Public Protection Committee members an update on the Local Fire and Rescue Plan (LFRP) for Aberdeen City.						
2	Background						
2.1	Local Fire and Rescue Plans are a statutory requirement under the Fire (Scotland) Act 2005 and the Fire and Rescue Framework for Scotland. These plans set out how Scottish Fire and Rescue Service (SFRS) will deliver services locally, reflecting community risk profiles and priorities.						
2.2	In November 2023, the SFRS Board agreed to postpone the development of new Local Fire and Rescue Plans due to significant financial and operational challenges. This decision reflected the budget allocation at that time and the measures required to achieve necessary savings.						
3	Main Report/Detail						
3.1	At the Communities, Housing and Public Protection Committee meeting on the 28 th of March 2024 the current Aberdeen City LFRP was approved to be extended with the following amendments to the priorities wording:						
3.2	<ol style="list-style-type: none"> 1) Domestic Fire Safety and Unintentional Harm and Home Safety <i>(Previously Improving Fire Safety in the Home)</i> 2) Non-Fire Emergencies and responding to the impact of Climate Change <i>(New priority)</i> 3) Deliberate Fire Setting <i>(Previously Reducing Deliberate Fires)</i> 4) Non-Domestic Fire Safety including Accidental Primary and Secondary Fires <i>(Previously Improving Fire safety in the Business Community)</i> 5) Unwanted Fire Alarm Signals 6) Operational Preparedness and Community resilience <i>(Previously Emergency Response and Community Resilience)</i> 						
3.3	<i>Current Aberdeen City LFRP included as part of this report.</i>						

	The new SFRS Strategy 2025–28 has now been produced and published. As such a review of the current LFRP is now required. This review will support the delivery of the SFRS 2025 - 28 Strategy, assess progress against our current LFRP priorities within the Local Authority area and help identify priorities for future plans. It will also reaffirm our commitment to public service reform and ensure robust alignment with key local partnerships (including Community Planning, Community Justice and Local Resilience arrangements) to deliver enhanced collaborative outcomes for the communities we serve.
4	Conclusion
4.1	The review of the current LFRP will commence in the coming months. It is anticipated that outcomes of the review will be shared with relevant committees during the first half of 2026, with updated Local Fire and Rescue Plans presented in subsequent reporting periods.
4.2	Local authority committees will be engaged with to discuss and identify priorities based on LOIPs and PLACE-based plans and where appropriate, these priorities will be incorporated into the revised LFRP to ensure alignment with broader community objectives.
4.3	We remain committed to working closely with all stakeholders throughout this process to ensure that the next Aberdeen City LFRP is both informed and robust.
Prepared by:	GC K Collie
Sponsored by:	AC A Wright

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	10 March 2026
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Communities, Housing and Public Protection Performance Report
REPORT NUMBER	CORS/26/044
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Louise Fox
TERMS OF REFERENCE	1.1.3

1. PURPOSE OF REPORT

1.1 To present Committee with the status of appropriate key performance measures relating to services falling within its remit.

2. RECOMMENDATION(S)

2.1 That the Committee note the report and provide comments and observations on the performance information contained in the report Appendix.

3. CURRENT SITUATION

Report Purpose

3.1 This report is to provide members with appropriate key performance measures in relation to certain relevant services as expressed within the 2025/26 Council Delivery Plan, agreed at the April 16th 2025 Council meeting.

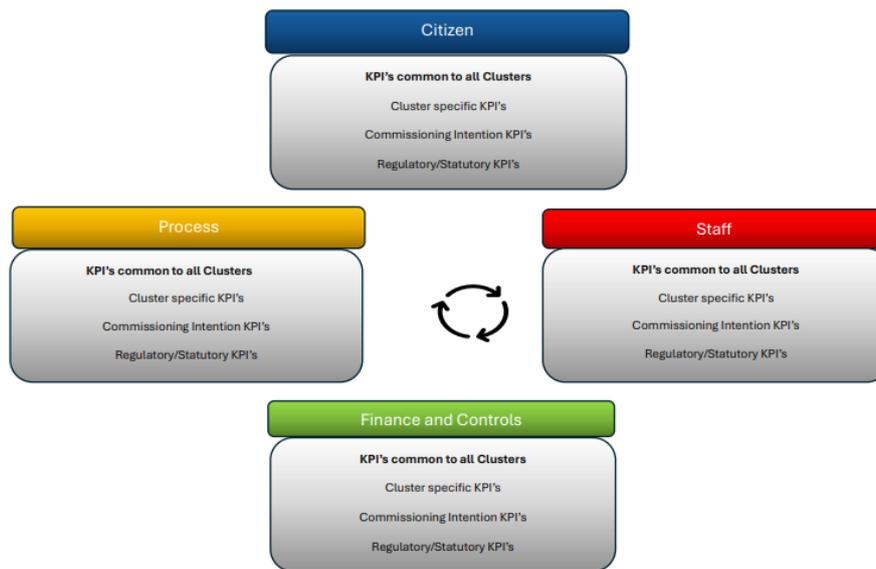
Report Structure and Content

3.2 Performance Management Framework Reporting against in-house delivery directly contributing to, or enabling delivery against, the city's Local Outcome Improvement Plan (LOIP) has informed development of successive Council Delivery Plans, including the 2025/26 Council Delivery Plan, agreed on 16th April 2025. The Delivery Plan for 2026/27 is due to be considered at the Council meeting to be held on 4th March 2026.

3.3 The Council's Performance Management Framework, supporting and enabling scrutiny against progress of the Council Delivery Plan and its key measures, establishes a robust performance management and reporting system which encompasses single and multi-service inputs, outputs and outcomes.

3.4 The refreshed Performance Management Framework for 2025/26 was approved at the meeting of Council on 20th August 2025.

- 3.5 Service standards against each function/cluster, associated with Council delivery planning, offer continuous insight into the effectiveness, and accessibility of core service provision to the Council's stakeholders and city communities.
- 3.6 Where appropriate, data capture against these standards is now directly incorporated within the suite of metrics contained within Appendix A and will be reported against on either a monthly, quarterly or annual basis.
- 3.7 The Performance Management Framework provides for a consistent approach within which performance will be reported to Committees. This presents performance data and analysis within four core perspectives, as shown below, which provides for uniformity of performance reporting across Committees.



- 3.8 This report, as far as possible, details performance up to the end of January 2026 or Quarter 3 2025/26, as appropriate.
- 3.9 Appendix A provides an overview of performance across certain appropriate services, with reference to recent trends and performance against target. Further analysis is also provided of several performance measures which have been identified as of potential interest in terms of either performance implications or data trends.
- 3.10 Within the summary dashboard the following symbols are also used:

Performance Measures

Traffic Light Icon



On target or within 5% of target



Within 5% - 20% of target and being monitored



More than 20% below target and being actively pursued



Data only – target not appropriate

Where narrative analysis of progress against service standards is provided and has been attributed with a RAG status by the relevant Service Manager, these are defined as follows:

RAG Status

GREEN

– Actions are on track with no delays/issues emerging

AMBER

– Actions are experiencing minor delays/issues emerging and are being closely monitored

RED

- Actions are experiencing significant delays/issues with improvement measures being put in place

4. FINANCIAL IMPLICATIONS

There are no direct financial implications arising from the recommendations of this report.

5. LEGAL IMPLICATIONS

There are no direct legal implications arising from the recommendations of this report.

6. ENVIRONMENTAL IMPLICATIONS

There are no direct environmental implications arising from the recommendations of this report

7. RISK

The assessment of risk contained within the table below is considered to be consistent with the Council’s Risk Appetite Statement.

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic	None	NA	NA	NA
Compliance	No significant legal risks.	Publication of service performance information in the public domain ensures that the Council is meeting its	L	Yes

		legal obligations in the context of Best value reporting.		
Operational	No significant operational risks.	Oversight by Elected Members of core employee health and safety/attendance data supports the Council's obligations as an employer	L	Yes
Financial	No significant financial risks.	Overview data on specific limited aspects of the clusters' financial performance is provided within this report	L	Yes
Reputational	No significant reputational risks.	Reporting of service performance to Members and in the public domain serves to enhance the Council's reputation for transparency and accountability.	L	Yes
Environment / Climate	None	NA	NA	NA

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
Aberdeen City Council Policy Statement	None
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The Council aims to support improvement in the local economy to ensure a high quality of life for all people in Aberdeen. This report monitors indicators which reflect current economic activity within the City and actions taken by the Council to support such activity.
Prosperous People Stretch Outcomes	The Council is committed to improving the key life outcomes of all people in Aberdeen. This report monitors key indicators impacting on the lives of all citizens of Aberdeen. Thus, Committee will be enabled to assess the effectiveness of measures already implemented, as well as allowing an evaluation of future actions which may be required to ensure an improvement in such outcomes.

Prosperous Place Stretch Outcomes	The Council is committed to ensuring that Aberdeen is a welcoming place to invest, live and visit, operating to the highest environmental standards. This report provides essential information in relation to environmental issues allowing the Committee to measure the impact of any current action.
Regional and City Strategies	None

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	No Assessment is required for this report. I confirm this has been discussed and agreed with Martin Murchie, Chief Officer, Data Insights (HDRCA) on 6 th February 2026.
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

Council Delivery Plan 2025/26 – CORS/25/038
[Local Outcome Improvement Plan 2016-2026](#) (April 2024 Refresh)
 Performance Management Framework – CORS/25/189

11. APPENDICES

Appendix A – Performance Summary Dashboard

12. REPORT AUTHOR CONTACT DETAILS

Louise Fox
 Strategic Performance and Improvement Officer
lfox@aberdeencity.gov.uk

This page is intentionally left blank

Communities, Housing and Public Protection Committee Performance Report Appendix A

Corporate Landlord

Building Services

1. Citizen – Building Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
The year to date percentage of repairs appointments kept	98.79%		99.04%		99.12%		90%	
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service (year to date).	88.24%		89.68%		91.91%		80%	

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received (stage 1 and 2) - Building Services	66		68		66			
*% of complaints resolved within timescale (stage 1 and 2) - Building Services	75.8%		64.7%		71.2%		75%	
*No. of complaints resolved within timescale (stage 1 and 2) - Building Services	50		44		47			
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	22.7%		23.5%		21.2%			N/A
**Total No. of lessons learnt identified (stage 1 and 2) - Building Services	1		3		0			N/A

*The performance figures for complaints resolved within timescale in this appendix refer to responses given within the standard complaint response times. They do not include responses delivered within an extended timeframe that has been agreed with the complainant, as permitted under the statutory Complaints Handling Procedure. The extension process allows services extra time to investigate more complex complaints or when necessary information is not immediately available. We aim to keep the complainant informed around the extension and the reason for it as much as possible

**A 'lesson learnt' referred to throughout this Appendix is any action to resolve an issue and to prevent future reoccurrence which can be evidenced. This could be for example amending an existing procedure or revising training processes. Please note that when a complaint is 'upheld', the action could be an apology or advice given to a member of staff but this would not fall under the 'lesson learnt' category.

2. Processes – Building Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
The year to date average length of time taken to complete emergency repairs (hrs)	3.64		3.93		3.89		4.1	
The year to date average length of time taken to complete non-emergency repairs (days)	8.34		8.45		7.63		8.3	
The year to date percentage of reactive repairs carried out in the last year completed right first time	93.88%		94.83%		95.07%		90%	
The percentage of Repairs Inspections completed within 20 working day target (year to date)	99.85%		99.4%		98.8%		100%	

3. Staff – Building Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter - Building Services)	1		1		0			
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	2		2		3			

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
*Sickness Absence – Average Number of Days Lost - Building Services	5.7		6		6.3		5	

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
**Average number of working days lost due to sickness absence per FTE employee, monthly	1.76		1.46		1.52			
Establishment actual FTE	407.22		407.78		408.62			

*Absence data throughout this report reflects robust calculations of FTE based absence but with recognition that minimal variances in accuracy can arise in longitudinal and service comparisons where part time/variable hours working contracts are more common. The impact of this technical/statistical issue has been assessed as producing a marginal inflationary effect on absence levels within Services where a greater proportion of these types of contract are appropriate to effective service delivery.

**This indicator calculates the working days lost due to sickness per month per employee. This is calculated by dividing the total number of days lost due to sickness during the respective month by the average of all the FTE staff employed during the same month.

4. Finance & Controls – Building Services

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	69.7%		78.6%		85.9%		100%	

Facilities Management

1. Customer – Facilities Management

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received (stage 1 and 2) - Facilities	6		2		6			
*% of complaints resolved within timescale (stage 1 and 2) - Facilities	100%		100%		33.3%		75%	
No. of complaints resolved within timescale (stage 1 and 2) - Facilities	6		2		2			
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	50%		0%		16.7%			N/A
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		0		1			N/A

***Service Commentary - % of complaints resolved within timescale (stage 1 and 2) – Facilities**

For the four complaints that were not responded to within timescales, all were because either the team member who needed to respond to the complaint, or the team member who had the detail required to inform the response, were off on annual leave. In all cases, complaints were investigated and responded to as quickly as practicably possible upon the team member's return from leave.

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Q3 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*Number of school lunches served in the year - Primary (YTD)	572,946		920,787		1,457,024		1,400,000	

*The expansion of free school meal provision and increasing pupil rolls at schools across the city have combined to see more school meals being served in our Primary schools. The service will continue to monitor pupil rolls and meal uptakes as we work through the year and will revise targets appropriately.

Performance Indicator	Current Status	2025/26 Target
All meals served to children and young people in our schools will meet The Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020		100%
The Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020 came into effect from April 2021. Our School Catering service aims for 100% compliance with the regulations to ensure that whilst in school, our children and young people are receiving the nutrition they require to be effective learners. We have set this as a service standard particular to Aberdeen City Council's school Catering Service and there is no comparative benchmarking information which we can use to compare performance with other local authorities. Performance is not reported as a metric, but the intention of the measure is to highlight to Committee any reports received on nutritional non-compliance from Education Scotland's school inspection visits.		

Page 52

2. Processes – Facilities Management

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Fly tipping alerts at housing multi-storey blocks responded to within 60 hours	100%		100%		93.8%		100%	
% Response cleaning alerts responded to within priority timescales	90%		100%		100%		100%	
% Void cleaning alerts responded to within priority timescales	95.7%		100%		100%		100%	

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Local bus service registration changes reviewed and responded to within the prescribed 28-day period	100%		100%		100%		100%	

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Mainstream Transport Applications assessed within target timescale	100%		88.6%		100%		100%	
% ASN/Exceptional Applications processed within target timescale	100%		96.2%		100%		100%	
% School Transport Contracts Spot Checked within time period	0%		18%		35.8%		37.5% (Q3)	

Performance Indicator	Current Status	2025/26 Target
We will deliver 39 weeks contracted school cleaning to the standards set in our generic specification.		100%
Cleaning service is delivered by the in-house team at all non-3Rs schools in the city, for the 190 days of the school session plus the 5 annual in-service days. We will use this measure to highlight any instances where a school has been unable to open due to our inability to provide a satisfactory cleaning service.		

Performance Indicator	Current Status	2025/26 Target
We will deliver cleaning services within all (non-school) operational properties to the standards set in our generic specification.		100%
Cleaning service is delivered by the in-house team throughout the year at all other operational properties across the city, on all weekdays minus public holidays (a limited number of properties also receive service over weekends). We will use this measure to highlight any instances where a property has been unable to open due to our inability to provide a satisfactory cleaning service.		

3. Staff – Facilities Management

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter)	0		0		0			
Accidents - Non-Reportable - Employees (No Quarter)	10		5		6			

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
*Sickness Absence – Average Number of Days Lost - Facilities	8.8		8.7		8.7		5	
Average number of working days lost due to sickness absence per FTE employee, monthly	2.15		2.58		2.53			
Establishment actual FTE	526.35		525.84		524.29			
Establishment actual FTE (Catering)	178.62		178.07		176.25			
Establishment actual FTE (Cleaning)	230.78		231.51		232.65			
Establishment actual FTE (Janitorial)	67		67.3		66.43			
Establishment actual FTE (Office & Building Management)	16.93		15.93		15.93			
Establishment actual FTE (Passenger Transport Unit)	31.34		31.34		31.34			

4. Finance & Controls - Facilities Management

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Inspection - Number of overdue corrective actions requests as at month end	0		0		0		0	
Staff Costs - % Spend to Date (FYB)	71.2%		79.8%		88.8%		100%	

Governance

Protective Services

1. Citizen – Protective Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received - Protective Services	5		7		7			
% of complaints resolved within timescale - Protective Services	80%		85.7%		71.4%		75%	
No. of complaints resolved within timescale (stage 1 and 2) – Protective Services	4		6		5			
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	40%		14.3%		0%			N/A
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0		2		0			N/A

2. Processes - Protective Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	83%		79.9%		83.8%		80%	
*% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	12.6%		14.6%		23.8%			
*% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	4.6%		4.6%		9.9%			
*% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	13.4%		17.7%		26.3%			
*% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	10.2%		10.2%		21%			
% of scheduled food service premises inspections (where access was possible) carried out on time, in line with Food Regulatory Service Plan	100%		100%		100%		100%	

*The Scottish Government (SG) has set targets for all local authority Trading Standards Services to carry out test purchasing from retail premises to test for compliance with the age restriction on the supply of tobacco and nicotine vaping products (e-cigarettes) set out in the Tobacco and Primary Medical Services (Scotland) Act 2010. The requirement is that 10% of registered tobacco and e-cigarettes retailers in each jurisdiction should be tested on an annual basis. Accordingly, at the beginning of each financial year Aberdeen City Council Trading Standards service plans this work so that these targets are achieved (along with the related PI of visiting 20% of each to provide Business Advice). This work is dependent upon the availability of 16 year old volunteers to work alongside officers. That notwithstanding, this service regularly achieves these targets, which are reported to the SG via the Society of Chief Officers of Trading Standards in Scotland (SCOTSS).

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Non-Domestic Noise % responded to within 2 days	97.1%		88.2%		100%		100%	
High Priority Pest Control % responded to within 2 days	98.8%		87.5%		100%		100%	
High Priority Public Health % responded to within 2 days	100%		98.4%		100%		100%	
All Other Dog Requests - % responded to within 5 days	100%		90%		100%		100%	

2. Processes – Community Safety

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
YTD Percentage of anti-social behaviour cases reported which were resolved	94.11%		94.4%		93.86%		100%	
YTD % of calls attended to by the ASBIT Team within 1 hour	96.3%		98.5%		98.6%		95%	

3. Staff - Protective Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No. In Quarter - Protective Services)	0		0		1			
Accidents - Non-Reportable - Employees (No. In Quarter - Protective Services)	0		0		0			

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Protective Services	2.1		1.8		1.5		5	
Average number of working days lost due to sickness absence per FTE employee, monthly	0.98		0.78		1.29			
Establishment actual FTE	62.03		58.83		58.73			

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	66.7%		74.3%		81.8%		100%	

Corporate Services

People & Citizen Services

1. Citizen – People & Citizen Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received – People & Citizen Services	105		103		51			
% of complaints resolved within timescale – People & Citizen Services	86.7%		80.6%		90.2%		75%	
No. of complaints resolved within timescale (stage 1 and 2) – People & Citizen Services	91		83		46			
% of complaints with at least one point upheld (stage 1 and 2) – People & Citizen Services	28.6%		41.7%		47.1%			N/A
Total No. of lessons learnt identified (stage 1 and 2) – People & Citizen Services	8		8		3			N/A

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Financial Inclusion - No of open cases per month	246		232		215			
Financial Inclusion - No of enquiries per month	68		77		106			

2. Processes – People & Citizen Services

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Average time in minutes and seconds to answer calls to Customer Contact Centre	4.14		4.17		3.24		5.00	
% Copy birth, death, marriage and civil partnership certificates issued within target timescale (7 days)	99.51%		96.2%		86.92%		100%	
Welfare Rights - % of Successful Appeals	No appeals in November		100%		100%			

3. Staff – People & Citizen Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter – People & Citizen Services)	0		0		0			
Accidents - Non-Reportable - Employees (No in Quarter – People & Citizen Services)	0		0		0			

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – People & Citizen Services	5.6		5.3		5		5	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.15		1.15		0.98			
Establishment actual FTE	186.49		190.37		190.79			

4. Finance & Controls – People & Citizen Services

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	60.9%		68.1%		75.5%		100%	
Financial Inclusion - Total Financial Gains Achieved per month	£250,235		£270,949		£209,186			

Families & Communities

Housing

1. Citizen – Housing

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received – Housing	89		98		67			
% of complaints resolved within timescale - Housing	76.4%		78.6%		71.6%		75%	
No. of complaints resolved within timescale (stage 1 and 2) – Housing	68		77		48			
% of complaints with at least one point upheld (stage 1 and 2) - Housing	16.9%		44.9%		29.9%			N/A
Total No. of lessons learnt identified (stage 1 and 2) - Housing	2		5		3			N/A

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		Nov 2025	Long Trend
	Value	Status	Value	Status	Value	Status		
Percentage of tenants satisfied with the standard of their home when moving in YTD	68.9%		70%		72.7%		75%	
Satisfaction of new tenants with the overall service received (Year To Date)	64.4%		68%		70.9%		85%	

2. Processes – Housing

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
YTD % of cases reassessed as being homeless or potentially homeless within 12 months* of a previous case being closed. (Data Provided by Scottish Government on a Quarterly Basis)	3.5%		3.2%		2.9%		4%	
*YTD % of statutory homeless decisions reached within 28 Days Unintentional RRTP	52.8%		52.3%		51.5%		100%	
*YTD Average length of journey in days for applicants assessed as unintentionally homeless (RRTP)	116		116		117		100	
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	478		495		495			
The YTD number of Legal repossessions following decree (Arrears) - Citywide	57		61		67			
***Housing Applications processed 28 days YTD %	64.8%		65.1%		65.4%		100%	
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	89.4%		89.7%		89.8%		100%	
**The YTD Average time taken to re-let all properties (Citywide - days)	242.6		238.9		240.7		210	
Void properties awaiting / undergoing preparation for relet	1,658		1,635		1,680			

***Service Commentary – YTD % of statutory homeless decisions reached within 28 days/Average length of journey in days for applications assessed as unintentionally homeless**

The increasing demands into the system are presenting a challenge to ensure a sustained improved performance, despite actions within the Housing Emergency Action Plan and the preventative actions outlined in the Homewards Action plan a period of sustained increased demand, is impacting negatively on the response, leading to a plateau of improvement. The most recent release of national data provides insight into the disproportionate increase that Aberdeen City Council are experiencing when compared to the national position of a 2% reduction in applications. Aberdeen City Council were reporting (as of September 2025) a 20% increase, proportionally the second highest rise across all Local Authorities in Scotland.

Despite this increased demand we continue to perform well when compared with the national position in relation to the consistent provision of temporary accommodation, and securing permanent outcomes for households experiencing homelessness. As of September 2025 Scotland's average stay in temporary accommodation was 237 days, in Aberdeen this average stay is 100 days, with only 2 local authorities recording less days. An increase in people presenting in the city who have previously been resident out with the city drives an increasing demand for temporary accommodation, there are limited options for this cohort to remain in existing accommodation or reside with family/friends whilst the assessment is undertaken.

****Service Commentary - The YTD Average time taken to re-let all properties (Citywide - days)**

We continue to see that the average time is reducing since the approval of the Housing Emergency Action Plan at November Committee. This is against the additionality to our stock through our new build programme with 151 properties being added since the last Committee cycle. We will continue to implement the necessary changes to our working practices through the action plan which include enhanced processes at termination, temp accommodation movement and work around utilities. Furthermore, we are progressing changes to the void path to ensure we meet the revised void journey timeline. Finally, in an effort to realise the actions within the plan, the recent approval of a business case will lead to recruiting at some of the most crucial pinpoints within the process.

We will continue to use our resources flexibly to respond to increased demand, whilst working across our partners in the preventative space, acknowledging that there is a level of demand in the system that cannot be prevented.

*****Service Commentary - Housing Applications processed 28 days YTD%**

We continue to experience a high level of demand across this service area, following a period of recruitment into the team, training is ongoing to ensure a consistent processing approach is applied across all new applications. The demands into this team are impacted by the increasing level of need for temporary accommodation, which is at its highest level, work continues as outlined in the Housing Emergency Action Plan to operationally redistribute some of these tasks to allow for greater availability of resource to process housing applications. Up to the end of January 2026 3888 applications have been received and processed on to the appropriate list and over 6000 offers generated.

3. Staff – Housing

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter - Housing)	0		0		0			
Accidents - Non-Reportable - Employees (No in Quarter – Housing)	1		2		0			

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Housing	3.7		3.6		3.5		5	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.18		1.06		1.14			
Establishment actual FTE	90.86		86.55		86.52			

4. Finance & Controls – Housing

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	75.6%		84.1%		92.8%		100%	
Rent loss due to voids - Citywide - YTD average	7.34%		7.32%		7.29%		4.62%	

Housing Revenue Account

3. Staff – Housing Revenue Account

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Establishment actual FTE	186.9		187.06		183.17			

4. Finance & Controls – Housing Revenue Account

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	75.1%		83.7%		92.2%		100%	

Corporate

1. Citizen – Corporate

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
No. of Non-complex Subject Access Requests received	97		74		114			
% Non-complex Subject Access Requests responded to within 1 month	96.9%		98.6%		94.7%		100%	
No. of Complex Subject Access Requests received	12		20		20			

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*% Complex Subject Access Requests responded to within 3 months	58.3%		70.0%		55%		100%	
No. of Environmental Information Regulation requests received	70		98		126			
**% of Environmental Info Requests replied to within 20 working days - Corporate	77.1%		81.6%		73.8%		100%	
No. of Freedom of Information requests received	449		463		321			
*% of Freedom of Information requests replied to within 20 working days - Corporate	76.6%		71.9%		81.6%		100%	
No. of Access to School Records requests received	9		6		8			
% Access to School Records requests responded to within 15 school days	100%		100%		100%		100%	
No. of Data Protection Right requests received	15		8		5			
% Data Protection Right requests responded to within 1 month	92.3%		87.5%		100%		100%	

***Service Commentary - % Complex Subject Access Requests responded to within 3 months**

Performance in handling complex subject access requests has decreased over the last two quarters, mainly because the number of complex requests has increased substantially and take more time to complete. The most likely explanation for this rise is that the public is becoming more aware of their rights to access information. Applicants are kept up to date on progress, with partial releases provided when appropriate and agreed upon with the applicant.

****Service Commentary - % of Environmental Info Requests replied to within 20 working days**

EIR response performance declined last quarter, mainly due to higher request volume affecting capacity. Request topics were varied with no clear trend. Engagement with the relevant services continues to address any challenges and promote proactive publication of data.

PI Status	
	Alert (figure more than 20% out with target)
	Warning (figure between 5% and 20% out with target and being monitored)
	OK (figure within target or better)
	Data Only

Long Term Trends	
	Improving/Increasing
	No or Limited Change/Stable
	Getting Worse/Decreasing

This page is intentionally left blank

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection
DATE	10th March 2026
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Resettlement Delivery Plan Annual Progress Review
REPORT NUMBER	F&C/26/036
EXECUTIVE DIRECTOR	Eleanor Sheppard
CHIEF OFFICER	Jacqui McKenzie
REPORT AUTHOR	Gill Strachan
TERMS OF REFERENCE	1.1.1 and 1.1.5

1. PURPOSE OF REPORT

- 1.1 This report provides a progress update against the Resettlement Delivery Plan 2025-27 approved by Communities, Housing and Public Protection in March 2025.

2. RECOMMENDATIONS

That the Committee:-

- 2.1 Note the progress made in 2025/26 against the Resettlement Delivery Plan outcomes in Appendix A;
- 2.2 Note, that following the completion of the first year of delivery, the intention to consult with the Collaboration for Health Equity in Scotland to help inform future plans;
- 2.3 Approve the amendments to the Resettlement Delivery Plan and instruct the Chief Officer - Housing to keep the plan under review given the rapidly changing environment; and
- 2.4 Instruct the Chief Officer- Housing to prepare a Resettlement Delivery Plan 2027/29 for consideration and approval at Committee in March 2027.

3. CURRENT SITUATION

- 3.1 The Resettlement Delivery Plan 2025/27 was approved by Communities, Housing and Public Protection Committee on 11th March 2025. The Chief Officer-Housing was instructed to report progress against the Plan to the Communities, Housing and Public Protection Committee on an annual basis.

- 3.2 At mid-2025, the United Nations High Commissioner for Refugees (UNHCR) reported that the number of displaced people who have fled their homes due to conflict, persecution and human rights violations was over 117 million, 49 million of whom were children.
- 3.3 The UK Home Office reported in the year ending September 2025, that the UK offered protection to 171,000 people through safe and legal (humanitarian) routes, either to come to or remain in the country. This is 95% more than the previous year, largely due to the introduction of the Ukraine Permission Extension (UPE) scheme, which allows people already in the UK under the Ukraine schemes to continue their protection and 110,000 asylum applications were made, an increase of 13% from the previous year. (Source: [Asylum claims and decisions – Asy D01, Asy D02 and Asy D03](#))
- 3.4 The rapidly changing national context continues to influence the shape of local provision:
- A Ministry of Defence sponsored Transitional Accommodation hotel site was established in June 2025 for those on the Afghan Resettlement Programme and will be operational until March 2026.
 - Two former student blocks were procured on behalf of the Home Office as dispersal accommodation for asylum seekers, with capacity to house up to 305 asylum-seekers.
 - The procurement of asylum dispersal properties by Mears Group on behalf of the Home Office increased from 45 properties in March 2025 to 143 properties in March 2026.
 - The announcement from the UK Government to extend the Ukrainian visa scheme for a further 2 years upon the ending of the current Extension Scheme means that the exclusive occupancy of the c500 Ukraine Long Term Housing Fund properties by Ukrainian households will continue and the properties will not be released back for general use.

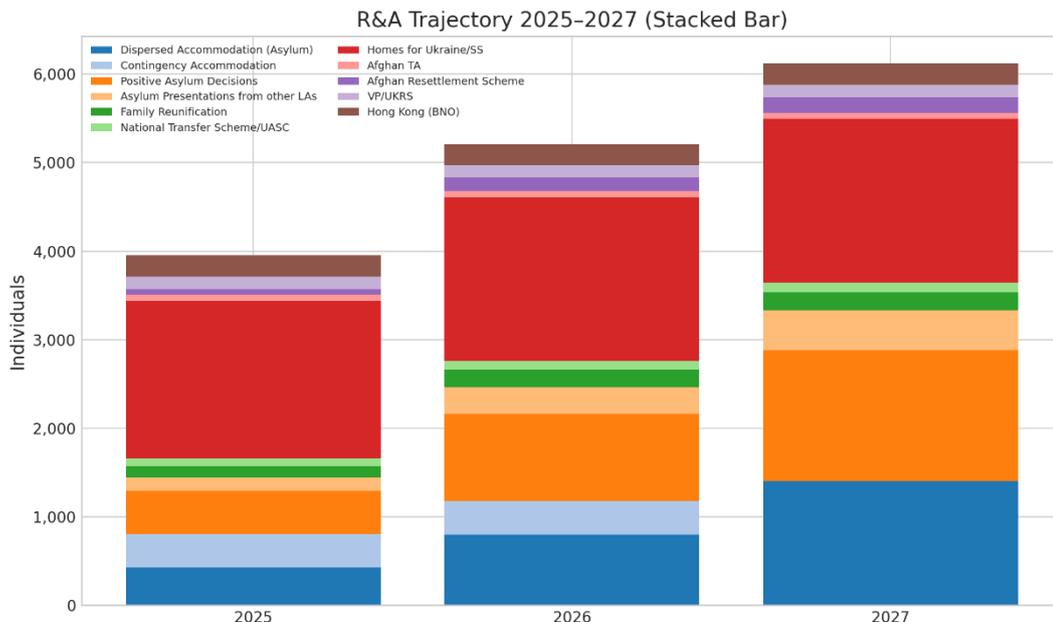
These developments serve to underscore the challenge of predicting, with any level of accuracy, the demands arising from resettlement and asylum arrivals.

- 3.5 Since March 2025 there has been a continuing increase in the number of displaced people in Aberdeen, who have arrived either through planned or unplanned routes, confirming the trajectory of an increase in numbers:
- 56 Ukrainian individuals have arrived through the Homes for Ukraine Scheme. There are now c.1800 Ukrainians known to be living in the city and who have received assistance from the Resettlement Team.
 - A small number of (under 5) Afghan households have settled in Aberdeen.
 - 136 Afghan individuals have temporarily resided in Transitional Accommodation.
 - 5 households have arrived through the United Kingdom Resettlement Scheme.
 - 370 asylum seekers received a positive decision in Aberdeen and assumed refugee status, enabling access to public services. 194

individuals are then thought to have left Aberdeen, leading to a net increase of 176.

- 115 refugees (former asylum seekers) who received their positive decision in another Local Authority have migrated to Aberdeen for settlement.
- 187 individuals have arrived through the Family Reunification Scheme, with a further 34 individuals expected.

3.6 Migration patterns depend on many different factors and projections cannot be precise. However, based on arrivals since 2021 and existing resettlement commitments and Home Office policy intentions, it is anticipated that the number of displaced households making Aberdeen their home is set to increase by over 30% over the next 12 months largely due to national asylum dispersal but also family reunification and the Afghan Relocation Programme (ARP). The extension of the Ukraine Permission Scheme (UPE) for a further 24 months beyond the current extension period, means that the Ukrainian population is likely to remain in situ and there are outstanding commitments to the United Kingdom Resettlement Scheme (UKRS). A further increase of 17.5% is anticipated in 26/27. This level of demand will continue to place pressure on local services.



3.7 Notwithstanding the pressures, significant progress has been made in achieving the Year 1 (2025/26) outcomes in the Resettlement Delivery Plan (please see Appendix A), notably:

- A strong and committed **community development approach** to support integration and address social isolation, empowerment, personal achievement and active participation. Households report that it is important for them to have a sense of belonging in the place where they stay, that they feel safe and that it should be a place they can relate to. Working in partnership with the Community Learning and Development service, opportunities have been created to enhance learning and build strong

community connections. Since March 2025, 215 events have taken place, with participants reflecting a healthy cross representation (age, gender, nationalities) of the New Scot population. On average 97 New Scots engaged in CLD provisions every month with 890 learner hours delivered.

- A focused approach to identifying and **maximising housing opportunities** for all, including agreement with Scottish Government to a Variation to the Ukraine Long Term Housing Fund contract to enable the return of surplus properties to Aberdeen City Council for mainstream provision; resettlement housing needs recognised in the Local Housing Strategy, the redirection of resources to implement a project to reduce the use of temporary accommodation for those leaving Home Office asylum accommodation and, ensuring those entitled to apply for the Ukraine Permission Extension Scheme did so, to avoid becoming ineligible for public support, thereby mitigating any risk of housing costs not being met (over 500 ACC tenancies are held by Ukrainian households).
- The satisfactory completion of the **Internal Audit** actions and a rigorous approach to **risk and resource management**, ensuring the service was able to flex to respond timeously to the unplanned levels of need, for example, resourcing the Transitional Accommodation with no additional ACC staffing costs incurred.
- Following assessment and through the provision of **targeted support with the aim of building self-sufficiency**, 813 displaced households have been helped to increase their knowledge and cultural understanding of life in the UK to a sufficient capacity level that they no longer need the assistance of the Resettlement Team, and now engage with mainstream services as and when required.
- Establishing and embedding a number of **key processes**, to enable agility. These processes will now be maintained.

Appendix A provides a comprehensive summary of progress, and highlights tasks which:

- are fully completed or are no longer a priority
- are complete and will now be maintained
- are in progress with work continuing into the second year of the Plan
- will be progressed over the coming year
- new priorities that have emerged and have been added to the Plan.

3.8 Looking forward, Year 2 of the Plan (2026/27), provides an opportunity to continue to build on the work already undertaken. Consultation and ongoing dialogue about priorities, both with service-users and strategic partners at the Strategic Partnership Group is a key feature of the resettlement approach and the priorities identified through these forums have enabled a refinement of our focus for 2027 into 4 key areas of need across the determinates of good health.

3.9 Communities and Housing:

Having a safe and suitable place to live is at the core of integration and every household who settles in Aberdeen requires long-term housing as part of our ambition to address inequalities. The need to establish and support **long-term housing solutions** for displaced households is a key outcome for Year 2 in the Resettlement Delivery Programme and will include:

- consideration of options for larger households,
- overseeing the housing options for those affected by the removal of the UK Government Thank You Payments for Hosts of Ukrainian households with a view to preventing homeless applications, and,
- a review of the process and cost avoidance outcomes of the project to reduce the use of temporary accommodation for those asylum-seekers who have received a positive decision and subject to successful outcomes, scale the project in line with the anticipated increase in this cohort.

3.10 Economic Stability:

The increase in migration detailed above, should be viewed against the backdrop of falling population levels within Aberdeen City, declining birth rates and an aging population. New Scots, who are successfully supported to thrive in our city, could help reduce the significant risks around a reduced working age population. However, the Migration Observatory report that refugees have lower qualifications and employment rates than the UK born. Data shows that people who come to the UK to seek asylum tend to have lower levels of education compared to other migrants and the UK-born population. While around 16% hold high-level qualifications such as university degrees, a significant 30% have no formal qualifications – compared to just 8% among the UK born. Employment rates are low. Source: [Asylum and refugee resettlement in the UK - Migration Observatory](#)

3.11 In addition, the UK economic environment and job market is very different for those who arrive through United Nations Refugee Agency programmes and asylum programmes. Asylum-seekers right to work is restricted whilst their claim is being assessed and a lack of funding prevents any work-based activities being provided whilst they are resident in Contingency Accommodation, meaning they are unprepared for work when they receive a decision and Home Office support ends. This increases the risk of exploitation from unscrupulous business owners who can offer immediate, but often unregulated work.

3.12 A key priority therefore in Year 2, is to work in partnership with providers to commission a suite of **employability provision** which maximises the opportunities presented by those who are of working-age and who choose to settle in Aberdeen. This will include:

- Developing a cost -effective programme of service provision, events and skill building opportunities to support New Scots access paid employment, addressing barriers with both services users and local employers.
- Developing opportunities for supported volunteering opportunities by engaging organisations that support volunteering to ensure these are accessible and adapted where necessary to support New Scot engagement.

3.13 In addition, we will engage partners in discussion to address and build resource around exploitation in the city, to raise awareness of the impact and consequences.

3.14 Education and Lifelong Learning

Despite additional funding being secured in recent years, there remains insufficient provision of English for Speakers of Other Languages (ESOL) classes locally, to meet the levels of demand amongst the displaced population. Without competency in the English language, opportunities for employment and education progress are significantly limited and health, wellbeing and integration outcomes compromised. There may also be an impact on children whose parents are unable to support their school learning.

3.15 A priority for Year 2 is to review current provision with a view to collaboratively establishing an **ESOL Delivery Plan** which ensures English language learning opportunities are available for every displaced person who settles in Aberdeen. This will include:

- Consideration of the delivery capacity in-house and across Third Sector providers,
- Consideration of use of existing funding streams to expand provision,
- Exploring alternative and diverse ways to learn English outside of the classroom, including with support from the faith community,
- Developing resources to enable self-directed learning.

3.16 Neighbourhood and Environment

Similar to many Local Authorities across the UK, Aberdeen has seen an increase in community tension incidents, including anti-immigration protests and disorder which have been predominantly but not exclusively, focused on asylum accommodation sites. Building enduring social connections and harmony is critical to the overall wellbeing of our city and a priority in Year 2, will be to contribute to a shared endeavour to develop a **Community Cohesion Plan** which:

- Builds on the work undertaken in Year 1 to support communities feel connected, supported and safe,
- Supports learning and capacity-building,
- Promotes shared ownership and collective leadership for community wellbeing and
- Provides the collective framework, response and plan of action to support integration and community cohesion.

3.17 The Resettlement Delivery Plan 2025-27 was developed following extensive engagement with key Partners and by reflecting on the experiences of New Scots who have been supported. Documentation has been reviewed by and with the Health Determinants Research Collaboration (HDRC), including an overview of systematic reviews on the “Health and social care needs of adult asylum seekers and their experiences of accessing care services”. The

priorities for Year 2 have been discussed and agreed at the Strategic Partnership Group which comprises representatives from across Community Planning Aberdeen. The work to inform the 2027/29 Resettlement Delivery Plan will be developed in collaboration with the HDRC.

4. FINANCIAL IMPLICATIONS

4.1 This Plan aims to balance the institutional financial risk associated with supporting an increasing number of New Scots in the city with the significant economic and social diversity opportunities presented by those who choose to make the city their home. Funding specific to each resettlement/asylum schemes continues to be received from the UK Government on a per person basis to provide a range of support and reduce the impact on Council and partner services.

5. LEGAL IMPLICATIONS

5.1 There are no direct legal implications arising from the recommendations of this report.

6. ENVIRONMENTAL IMPLICATIONS

6.1 There are no direct environmental implications arising from the recommendations of this report.

7. RISK

7.1. The assessment of risk contained within the table below is considered to be consistent with the Council's Risk Appetite Statement.

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
Strategic Risk	Pace of unplanned resettlement and asylum demand and risk of harm. Impact of reducing population.	Delivery Plan and governance arrangements support mitigations to manage impact. The impact of a reducing population could be mitigated through the effective	M	Yes

		settlement of those seeking refuge in the city.		
Compliance	Non-compliance with New Scots Integration Strategy and Delivery Plan	Delivery Plan supports compliance with the New Scots Integration Strategy and Delivery Plan	L	Yes
Operational	Unplanned impacts on services	Delivery Plan provides a framework to mitigate against unexpected and unplanned service demand.	M	Yes
Financial	Financial and expenditure impacts due to excessive service demand	Delivery Plan mitigates financial risk by maximising funding opportunities and controlling costs. Internal Audit actions supported increased risk management actions relating to wider financial impact of resettlement and asylum.	L L	Yes Yes
Reputational	Favourable reputation in this field could be damaged and public perception affected.	Delivery Plan details accountability and governance arrangements. Delivery Plan promotes a community development approach to support integration. Addition of a Community Cohesion Strategy in 26/27 will support positive relations.	M	Yes
Environment / Climate	N/A	N/A	N/A	Yes

8. OUTCOMES

COUNCIL DELIVERY PLAN 2025-26	
	Impact of Report

<p>Council Delivery Plan</p> <p>Aberdeen City Council Policy Statement</p> <p><u>Working in Partnership for Aberdeen</u></p>	<p>The Resettlement Delivery Plan outcomes are structured around the social determinants of health – children and families & lifelong learning, economic stability, communities and housing, neighbourhood and environment and health and social care, aligning with the framework of the Council Delivery Plan. The service in particular supports Strategic Priorities:</p> <ul style="list-style-type: none"> • Reduce Child Poverty • Reduce homelessness <p>The outcomes delivered in the Resettlement Delivery Plan 25/27 support the delivery of the following aspect of the policy statement:-</p> <p>Aberdeen City is a welcoming, peaceful and safe place to live, work and visit:</p> <p>This is evidenced, for example, through the assessments of community needs undertaken with New Scots to support their integration into local communities resulting in 93 referrals for additional support and the community development approach to engage communities in meaningful participation to build social connections and community resilience= 215 events were delivered. Work in 2027 in relation to supporting community cohesion will further support this policy objective.</p>
<p><u>Local Outcome Improvement Plan</u></p>	
<p>Prosperous Economy Stretch Outcomes</p>	<p>The Resettlement Delivery Plan supports the delivery of LOIP Stretch Outcome 1 – 20% reduction in the percentage of people who report they have been worried they would not have enough food to eat and/ or not be able to heat their home.</p> <p>The Resettlement Delivery Plan has a range of KPIs related to budgeting and managing and maximising income.</p>
<p>Prosperous People Stretch Outcomes</p>	<p>The Resettlement Delivery Plan supports the delivery of:</p> <ul style="list-style-type: none"> - Stretch Outcome 3 – 95% of all children will reach their expected developmental milestones by their 27-30 month review by 2026 through the delivery of parenting and family support and improving health and reducing child poverty inequalities. - Stretch Outcome 10 - Healthy life expectancy (time lived in good health) is five years longer by 2026, through supporting vulnerable and disadvantaged people, families and groups

	and providing individuals and communities with the social resources needed to reduce feelings of loneliness and social isolation.
Community Empowerment Stretch Outcomes	The proposals within this report support the delivery of LOIP Stretch Outcome 16 – 50% of people report they feel able to participate in decisions that help change things for the better by 2026. A key priority for 26/27 is an increased community cohesion approach which will further contribute to this outcome.

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	Previous Integrated Impact Assessment relating to Resettlement Delivery Plan 2025/27 has been reviewed and no changes required, I confirm this has been discussed and agreed with Jacqui McKenzie, Chief Officer, Housing on 28 January 2026
Data Protection Impact Assessment	DPIA26-0013
Other	Not Applicable

10. BACKGROUND PAPERS

10.1 Resettlement Delivery Plan Paper for Communities, Housing and Public Protection, March 2025

11. APPENDICES

11.1 Appendix A – CHPP Resettlement Delivery Plan Progress Update

12. REPORT AUTHOR CONTACT DETAILS

Name	Gill Strachan
Title	Senior Strategy Officer (Resettlement)
Email Address	Gstrachan2@aberdeencity.gov.uk

Resettlement Delivery Plan

Progress Update at January 2026

KEY: Completed/No longer required

Completed and will be maintained

Partially completed and will continue in 26/27

To be initiated in 26/27

New Scots Strategic outcome	Local Outcome	Key Delivery Plan Tasks	% Complete in 2025/26	2026/27
1. New Scots live in safe, welcoming, inclusive communities, where everyone's dignity is respected, and everyone can build diverse relationships and healthy intercultural bonds.	1. Our resettled population is equipped with the right resources, skills and resilience to feel safe and secure so that they and future generations can flourish and contribute to life in Aberdeen.	1a. Export a monthly snapshot of support provision from the Outcome Star system, for all households open to support and also for each scheme type i.e. ARAP, UKRS, Asylum.	100% Quarterly Reports are issued to compare across groups.	
		1b. Evaluate the monthly snapshot of support provision for changes in community need and patterns for service adaption. <i>Also met through task 7a.</i>	100% Quarterly Reports are issued and used for forward planning.	
		1c. Implement support timelines, through procedure and 121s. UDP safeguarding visit (hosting) made within 24 hours of referral. * Contact all New Scots within 3 Days of Referral * Initial Outcome Star assessment completed within a month of arrival or referral * Safeguarding or risk management notes recorded within 24 hours * Support notes recorded within 5 days of appointment <i>Also met through task 7c.</i>	Required information is not yet on NEC so is being collated manually.	
		1d. New Scot households have a current Outcome Star Support Plan with relevant objectives that are co-created and reviewed with New Scots on a regular basis.	75% Majority of OS assessments in place.	
		1e. New Scots are supported to understand how to sustain their tenancies by providing: * 121 tenancy support on initial resettlement * The Exit Plan (an end of support resource) will be adapted for earlier use in support journey to build independent access to services. * Create Tenancy Workshops to reinforce 121 supports, for example budgeting and payment options, for example budgeting and reporting repairs. * Invite partners to provide topic specific seminars online i.e. energy efficient Utility management	100% Fully completed for TA and on NEC. Work completed for all groups but 80% of groups to be added on NEC. 100% workshops completed	
		1f. Co Create resources, highlighting housing options in Aberdeen City with accompanying information sessions in dispersal and contingency accommodation.	25% sessions have been developed and trailed in Transitional accommodation	
		1g. Co Create budgeting resources and collate digital tools to support New Scot households manage and maximise income,	Outstanding	
		1h. Co-create a resource detailing the financial impact of being a student on tenancy management and cost of living. Engage with NESCOL financial services to disperse to the student population and build a service connection.	Outstanding	
		1i. Develop and distribute resources to partners that offer clear and accurate information about applications for the Ukraine Permission Extension Scheme. <i>Also met through task 2i.</i>	Contact made with all Hosts and information provided. Additional 24 month extension will require further information distribution.	

	1j. Complete an assessment of Community needs with reflection of how New Scots to feel safe and secure in Aberdeen.	100% of those referred Community needs assessed and reflected in CD Monthly Reports	
	1k. Complete a Community Development plan to engage communities in meaningful participation in established and bespoke activities to build social connection and community resilience	100% of those referred Community needs assessed and reflected in CD Monthly Reports	
	1l. Build proposals of budget needed to enact the Community Development Plan for the financial year 2025/2026	Following introduction of finance process (post-Audit) requests for funding ongoing.	
	1m. Create a referral process for Resettlement Workers to identify individual New Scots in need of Community Development 121 support	100%	
	1n. CLD to develop opportunities for individual and group community integration activities for referred New Scots focusing on: *Social isolation, empowerment, and personal achievement. *Active participation in established community activities *Those experiencing transition *Contribution to community matters or service & policy development *Representatives from differing age ranges across all schemes engage in CLD provision *Representatives from a range of genders engage in CLD provision and culturally sensitive sessions to encourage engagement. <i>Also met through task 15, 17 & 18</i>	100% Delivered 215 events in 2025, participants from all resettlement schemes and all age groups. Average of 20 events per month. 890 Learner Hours delivered. 40 gender specific events held.	
	1o. Engage with partners to provide internet safety guidance and information sessions for families with children	Outstanding. To liaise with Education colleagues to potentially translate existing products.	
	1p. Develop a service response to third party reporting opportunities, to support New Scots to confidently report incidents of hate crime occurring in the city. *Build translated materials to ensure communities are aware of the meaning of hate crime and how they can report it. *Team to engage with relevant training. *Adapt resources in line with community feedback	75% All team members attended Hate Crime training. Reports encouraged and support provided. Existing resources to be translated.	
	1q. Continue to build opportunities for Police Scotland to engage positively with New Scot communities	Several events held focused on asylum community.	
	1r. Explore opportunities to raise awareness of the impact of gender-based violence or harassment with resettled and asylum communities.	Outstanding	
	1s. Develop a shared understanding of resilience, as a team, and how we promote this as a service, specifically focusing on the return of closed New Scots asking for support in tenancy sustainment tasks	Ongoing theme across team discussions and learning	
	1t. Work with partner agencies to develop resources to support management of mental health by, * Producing short guides covering: - 1) Self help 2) Seeking help from GP/ other services	50% Ongoing. Barrier is women unable to attend due to child- care responsibilities.	

	3) What to do in crisis * Engaging New Scot Communities in dialogue about mental health for direction of resources needed.		
2. Ensure current and future housing needs are identified and considered.	2a. Implement hosting response time frames and housing options programmes. Review the customer journey for Hosts and how information is provided at key stages.	50% Host application suite on NEC is built and working collaboratively to build reporting	
	2b. Create a schedule and process for the reduction of Thank you payments in partnership with Finance to limit possibility of over payments or payment to those no longer entitled to Thank you Payments. Ensure eligibility for and reduction in thank you payments is effectively communicated to Hosts.	100% completed but UKG policy change to removal of payments will require additional process.	
	2c. Collaborate with Scottish Government and external Local Authorities to provide ULTHF housing to those in Welcome Accommodation across Scotland.	100% completed	
	2d. Ensure resettlement and asylum housing needs are included in the Local Housing Strategy.	100% completed	
	2e. Extract monthly reports from NEC to evidence housing status of all displaced households.	50% Information is being collated manually due to NEC not having facility.	
	2f. Explore ACC commitment to resettlement schemes considering service capacity highlighted by partners i.e. * Housing stock * Educational placements * GP availability	100% Commitment to support via Strategic Partnership Group based on availability of housing and service provision	
	2g. Consider and respond to all ARP requests within 5 days. * House size, 2 bed only in line with stock availability. * Special education needs, no capacity. * Younger families, limiting school impact.	100% System established and operational. Average consideration time reduced from 16 days in 24/25 to less than 5 days in 25/26	
	2h. Work in collaboration with MOD and Mears to approve or decline ARAP/ACRS properties based on housing availability and essential service pressure	100% 15 referrals received, 14 accepted, 2 refused to travel. 12 Afghan households currently in MoD/Mears properties	
	2i. Explore the need to create a NEC business action to monitor the applications of Ukraine permission extension scheme for those in ACC tenancies and the impact on tenancy retainment	This Delivery Task was deemed not relevant. Relevant information collated manually.	Task closed.
	2j. Create a schedule and process for the return of ULTRF properties to the mainstream allocation Process	Task not required at this time as UK Government have extended Ukrainian visas for a further 24 months beyond the current extension.	Not currently required but will be a key priority beyond 2027
	2K. Consider funding options and opportunities for the rehoming of larger families.		New Priority
	2L. Oversee the housing options for those affected by the removal of the UKG Thank You Payments to Hosts of Ukrainian households, with a view to preventing any homeless applications.		New Priority
	2M. Review of the process and cost avoidance outcomes of the project to reduce the use of temporary accommodation and scale as appropriate to meet emerging needs.		New Priority

	3. Work with Mears and the Home Office to identify future dispersed asylum accommodation and ARAP 3 year lets, which meet the needs of the user group and maximises Funding Instruction income for ACC.	3a. Continue to carry out necessary safeguarding checks on potential dispersal accommodation within a 5-day timescale	75% Task is ongoing. Where access is granted, timescale is met but increasingly affected by fraudulent claims.	
		3b. Ensure Dispersal DPIA reflects the changes to asylum processes throughout the national move to nationwide dispersal	0% Ongoing discussion re requirement	
		3c. Engage with Cosla, Mears and the Home Office to streamline the asylum and dispersal process.	50% National discussion still to be resolved re checks undertaken by LAs.	
		3d. Plan Housing Options resources and individualised plans for ARAP families in 3-year MOD subsidised accommodation	0% Not yet completed as households have not reached end period of lease yet. Currently 12 families.	
	4. Explore with UKG and SG innovative long-term solutions to provide accommodation for displaced people.	4a. Maximise funding for service provision by housing Ukrainian arrivals in ULTHF properties, with tariff available.	100% All UDP arrivals have had a tariff attached.	
		4b. Participate in UK Government reviews to consider alternative forms and sources of accommodation. <i>Also met through task 22a</i>	100% Attended and contributed to forums.	
	5. Monitor resettlement and asylum numbers and report to Strategic Partnership Group and Risk Board, to manage risk of excessive resettlement.	5a. Agree required reporting information for Strategic Group.	100% Complete	
		5b. Deliver CAP commitment.	50% Households arrived. Scheme is ongoing.	
		5c. Quarterly deep dives to Risk Board.	100% ongoing	
	6. In collaboration with Housing Providers across the city, ensure displaced households secure settled accommodation, avoiding where possible, the use of temporary accommodation.	6a. Liaise with UK Government regarding the impact of the temporary extension of the asylum notice period to 56 days.	100% Feedback provided Local response developed and resources redirected.	
		6b. Undertake a review with local housing providers to determine availability of accommodation for resettlement.	Outstanding	
		6c. Engage with Social Landlords, Letting Agents and Private Landlords to disperse clear information regarding the Ukraine Permission Extension scheme.	50% Information was shared but there has been limited impact from permission extension, information will have to be shared again at the further extension point	
6d. Model a project focusing on providing affordable accommodation to New Scot ESOL students engaging in full time study making them ineligible for rental support through the homeless process.		Outstanding		
2. New Scots are able to access well-coordinated services, which recognise and meet their rights and needs.	7. Undertake a review of the current Resettlement and Asylum team structure/posts to ensure it is sufficiently equipped and resilient to meet the integration needs of	7a. Undertake an analysis based on the trajectory of anticipated service need. <i>Also met through task 1b.</i>	100% Ongoing review of trajectory	
		7b. Develop a business case for staffing need, based on agreed strategic course and budget for service.	100% Approved by ECMB January 2026	

	current and future resettled populations.	7c. Establish performance indicators for Resettlement Workers prior to and after review of Resettlement Service.	Outstanding	
		7d. Engage in training from IOM to ensure support provision is culturally sensitive	100% 4x sessions arranged and included partners – March 2025.	
		7e. Explore the need for OISC regulated Immigration advisors within the Resettlement Team or through a commissioning agreement.	0% Migrant Help and SRC undertake task.	No longer being explored due to existing 3 rd sector resources
	8. Implement recommendations from the Internal Audit 2024	8a. Implement Action Plan to ensure audit requirements are completed within agreed timescales.	100% Completed January 2026	Task closed.
	9. In line with the No Wrong Door approach, undertake a review of existing information resources made available to displaced people and develop and co-produce reliable information about rights, options and services that can be accessed.	9a. Promote and raise awareness of the support and the resources that are available across services. <i>Also met through task 1e, f,g,h and i</i>	25% NRPF Group refreshing resources	
		9b. Establish a referral method to partner organisations that share key details of UKRS households and a brief description of what family needs are alongside any safeguarding issues. Possible services include, ESOL, EAL, Family learning, Children’s social work.	100% Process established	
		9c. Creation and implementation of a shared language across services engaging with New Scot communities to reinforce understanding in different situations, such as the difference between temp accommodation and dispersal accommodation.	Resource no longer required.	Task closed.
		9d. Produce training for ACC Learn, including, * Resettlement in Aberdeen, what does the Resettlement team do? * Working with someone where English is a second or other language * Basic rights and entitlements of New Scots	25%	
		9e. Create and enact a service wide Communication Plan that reinforces 121 supports, access to mainstream services and access to up to date & accurate information. Utilise social media, the council website, and various media to ensure accessibility of various communication needs.	Outstanding	
		9g. Reinstate tactical meetings to engage partner services in operational provision and improvement of service provision	No longer required	Task closed
		9h. Undertake an integrated Impact assessment to integrate equality outcomes into service provision	100% Completed	Task closed
		9i. Engage lived experience groups to gain feedback and action points in their experience in accessing mainstream services. Share experiences with service providers to support accessibility and clarity of provision.	100% 5 sessions held 5 services discussed	
		9j. Engage in a review of the Resettlement Team's responsibility in Housing Access processes. Explore quality of service, best use of resources and opportunities for a one-point of contact service.	75% Feedback sessions undertaken with colleagues. 28 Day Project established	
	10: Support access to Home Office UKVI colleagues through the establishment of a regular presence at Marischal College.	10a. Liaise with UKVI and MC colleagues to progress Hub. Ensure information about the Hub is readily available and promote its use.	25% Need communicated but no progress	
	11: Integration support is trauma-informed, takes a whole family approach,	11a. Ensure all staff have received trauma-informed practice training, have access to relevant resources and are supervised with a trauma-informed lens.	100% Completed	

	promotes independence and reduces reliance on targeted public services.	11b. Ensure commissioned support takes a whole family approach to reduce harm and improve outcomes in accordance with Aberdeen City's whole family support model.	100% complete. 3x AfC referrals made plus delivery of parenting sessions to TA families. 2x Children 1 st referrals.	Task closed
3. New Scots understand their rights, responsibilities and entitlements in Scotland and are able to exercise these to pursue full and independent lives. New Scots can pursue their ambitions through education, employment, culture and leisure activities in diverse communities.	12. Ensure displaced people have access to bespoke economic and employment opportunities to enable them to thrive independently and reduce reliance on services.	12a. Based on existing knowledge of the New Scots' employability needs, develop a new commissioning agreement for employability support to ensure a suite of offers which meet the diverse range of needs across the population. Including support for, * Skill development and understanding transferrable Skills * Job seeking in the UK and career planning * Interview Skills * Work Experience * Apprenticeships * Volunteering * Qualification transference or validation * Enterprise and self-employment. Needs to be met through individual work plans and community training or seminars.	25% Initial work done by Community Development team shows promising outcomes.	Key Priority
		12b. Continue to address concerns regarding exploitation of New Scots in multi-agency forums	25%	Key Priority
		12c. Develop relationships with local businesses in partnership with ABZ works to increase understanding and importance of supportive work placements for New Scots	75% Relationships with other employment support providers established resulting in 3 placements.	Key Priority
		12d. Develop resources to raise awareness of what realistic volunteering opportunities are for the resettled community and how volunteers can be supported in placements.	100% Range of resources used – Community Notice Board etc. Various volunteering placements organised, incl. Mount Hooley, Silver Surfers.	
	13. Ensure displaced people have access to lifelong learning opportunities to improve their lives and pathway to independence.	13a. Invite CLD representation to the Strategic Partnership Group.	100% Complete	Task closed
		13b. Explore opportunities to commission IT literacy learning for New Scot communities	25% Initial exercise undertaken	Key Priority
		13c. Organise a Grampian wide ESOL learning exchange between LA provision and Third sector to build an up-to-date picture of the landscape of learning opportunities to determine delivery capacity.	100% Ongoing via 3 rd sector interface group.	Key Priority
	14. Strive to ensure English language learning opportunities are	14a. Ensure ESOL provision is in place for communities where need is evidence based and funding available. Develop ESOL Delivery Plan responding where need is greatest. Consider the use of existing funding streams to expand provision.	25% Initial exercise undertaken	Key Priority

	available for every displaced person who settles in Aberdeen	14b. Develop and communicate diverse ways to learn English outside of the classroom emphasising self-directed learning.	75%	Resources provided to TA households incl online websites, phonics, information pack.	Key Priority
	15. Proactively encourage (two-way) community and cultural integration and wellbeing.	15a. Celebrate successes in the resettled community, for example, in education, employment, business, community roles or activities that develop a sense of belonging in Aberdeen	50%	2 events held in partnership with Adult Learning, further plans to accredit more courses to personal success	
		15b. Engage in myth busting opportunities with the established community in Aberdeen regarding asylum and resettled communities.	50%	Information published on ACC website and individual responses provide to enquiries. Briefing has been prepared and is being tested with staff team.	Key Priority
4. Communities in Scotland understand integration inter-culturally and respect the diversity and strengths that New Scots bring.	16. Create an inclusive and capacity building approach which respects and engages the voices of the community in the delivery of services.	16a. Explore opportunities for further partnership with the Third sector.	50%	Continued development and growth of Third sector New Scots group including national orgs. Next steps include working to shared outcomes through collaborative projects.	
		16b. Explore the opportunity for established, resettled households to welcome and support those who have newly arrived.	50%	ARAP households involved in preparing and welcoming newly arriving ARP households.	
		Contribute to a shared endeavour to develop a Community Cohesion Plan, which: <ul style="list-style-type: none"> Builds on the work undertaken in Year 1 to support communities Supports learning and capacity building Promotes shared ownership and collective leadership for community wellbeing and, Provides the collective framework, response and plan of action to support integration and community cohesion. 			New Priority
		16c. Build a multi-agency collaborative to engage, and share, New Scot and lived experience communities in service development to build a bank of community feedback.	10%,	Appropriate platform found, Knowledge Hub, working agreements to be arranged.	Task Complete
	17. Our domestic/resident communities feel listened to and play an active role in supporting our resettlement ambitions.	17a. Organise events open to all communities to facilitate social connections built between resettled and settled communities.		All regular events, example, Middlefield events, are open to the wider community.	Key Priority
	18. Work with community partners and services to support intercultural integration by celebrating the nationalities and cultures in Aberdeen, through media and events.	18a. Ongoing development of community events with ARAP community and Fit Like Hubs		25%	Limited success in making this work. Will incorporate into wider social integration plans.
18b. Develop social connection events for newly established UKRS community to meet established resettled communities.			100%	newly arrived UKRS families have joined events	Task Completed

			established for communities	
		18c. Engage Creative Learning, the Arts and Culture team, third sector organisations and University of Aberdeen in planning to share cultures between organisation through creative programmes.	Outstanding	
		18d. Assess potential engagement in cooking programmes to share or retain culture, for example older New Scots teaching younger New Scot's traditional dishes.	100% Ongoing cooking sessions well attended and successful	
		18e. Promote local community integration through activities and events across localities to engage the different communities in Aberdeen.	100%	
		18f. Model proposals for a multi-cultural/inter agency Resettlement/Integration Hub to meet the changing needs of the settled and New Scot communities.	0%	No longer required
		18g. Support the engagement of Aberdonian New Scots in an SRC Art exhibition celebrating resettlement and sharing the stories of those who build new lives in Scotland.	75% Portraits completed and involved families attended Scottish Parliament Exhibition. Exhibition to be run in Aberdeen,	
	19. (Work with Education and CLD to) support children and young people transitioning to life in Scotland and enable opportunities for cultural celebrations with peers.	19a. Engage with Education and EAL to support established processes for transitions (including referral process so we can identify vulnerable children going through transition in school stage)	25%	PRIORITY as part of community cohesion workstream
		19b. Develop a referral process for EAL to ensure they receive details of new children entering the city in a timely manner. <i>Also met through task 9b.</i>	50%	
5. Policy, strategic planning, and legislation, that have an impact on New Scots, are shaped through their participation and informed by their rights, needs and aspirations.	20: To ensure representation of community voices in feedback to UKG and SG policy and strategy consultations.	20a. Engage established lived experience groups in policy and strategy consultations presented to ACC including promoting opportunities through Migration Scotland and local policy forums.	25% Displaced households engaged in community/locality workshops run by CLD Your Place, Your Plans	
	21: Proactively engage with the resettled and asylum refugee population in the development of services which affect them.	21b. Continue to provide the Outreach Service to asylum hotels and model how support could be extended to those in dispersed accommodation across the city.	50%	
		21c. Review the purpose of, and develop a regular reporting format, for the Outreach Service provided to asylum hotels.	50% Review of provision carried out.	
6. The principles of the New Scots Refugee Integration Strategy guide all future responses to crises that bring forced migrants to Scotland and seek to ensure all such migrants will be treated equitably.	22. Contribute to an SG Review of Learning and Best Practice around humanitarian protection schemes including the response to the Afghanistan and Ukraine crises.	22a. Engage with a short-term working group to show the experience of working in ARAP contingency accommodation with Asylum Resettlement Council, Strategic Engagement Group (ARCSEG) structure.	100% complete	Task Completed
		22b. Engage in SG organised feedback sessions	100% Ongoing Regular participation in UKG and SG feedback sessions.	
		22c. Engage in an interview with SPICe, evaluating SG's response to the Homes for Ukraine Super Sponsor scheme	Not progressed	No longer required

	<p>23: Ensure our services build on the learning and experience of successfully responding to emergency and planned humanitarian programmes and are resilient to meet the challenges of future demand by conducting a Lessons Learned exercise with Partners in Aberdeen. This needs to take account of the risk of excessive resettlement.</p>	<p>23a. Establish planning for immediately required accommodation for emergency arrivals, e.g. Ukraine schemes, Afghan Resettlement Programmes.</p> <p><i>Also met through task 22a.</i></p>	<p>100% Complete.</p> <p>Resource developed for Transitional Accommodation.</p>	<p>Task complete</p>
		<p>23b. Facilitate a Lessons Learned exercise with Partners to support future responses to resettlement.</p>	<p>Outstanding</p>	
	<p>24. Participate in the UK Government review of cost to local authorities of participation in humanitarian protection schemes</p>	<p>24a. Understand the costs of resettlement.</p>	<p>100% Complete</p> <p>Finance Partner and Senior Strategy Officer (Resettlement) participated. Outcome was new reporting format for all LAs.</p>	<p>Task complete.</p>
<p>25. Participate in the Home Office evaluation of the Asylum Transformation Programme (one of two Scottish LA/s).</p>	<p>25a. Engage in an interview with the Home Office.</p>	<p>100% Complete</p>	<p>Task complete.</p>	

This page is intentionally left blank

Appendix A for Cost Neutral report – Performance Data (Not Exempt)

The below table sets out the number of Fixed Penalty Notices (FPNs) that were issued by National Enforcement Solutions (NES) and the percentage paid from 12th February 2025 through to 11th February 2026.

Type	Total Issued	Total Paid	Total Cancelled	Percentage Paid
Littering FPN(s)	3205	2201	9	68.7%
Dog Fouling FPN(s)	3	3	0	100%

Of the nine cancelled notices, the primary reasons were untraceable individuals and verified medical exemptions. The total value of all notices paid during the same period is £179,835.

The supplier has carried out patrols City Wide to address dog fouling and littering concerns. They have conducted regular patrols in identified dog-fouling hotspots, typically providing around 40 hours of patrol time per month. While the number of detections remained low, the consistent officer presence is considered likely to have contributed increased compliance by dog owners. The supplier has agreed to extend patrol hours and work more closely with City Wardens to improve outcomes in this area.

This page is intentionally left blank

Exempt information as described in paragraph(s) 6, 9 of Schedule 7A of the Local Government (Scotland) Act 1973.

Document is Restricted

This page is intentionally left blank