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To: Councillor Malone, Convener; Councillor McDonald, Vice Convener; and Councillors Clark, Collie, Cooney, Corall, Dunbar, Fletcher, Hunter, Milne, Noble, Robertson, Kevin Stewart, Young and Yuill.

Town House,
ABERDEEN 8 February, 2010

HOUSING AND ENVIRONMENT COMMITTEE

The Members of the **HOUSING AND ENVIRONMENT COMMITTEE** are requested to meet in Committee Room 2 - Town House on **TUESDAY, 16 FEBRUARY 2010 at 2.00pm.**

RODERICK MACBEATH
ACTING HEAD OF DEMOCRATIC SERVICES

BUSINESS

1. **MINUTES, COMMITTEE BUSINESS STATEMENT AND MOTIONS LIST**
 - 1.1 **Minute of Previous Meeting of 11 January, 2010** (Pages 1 - 28)
 - 1.2 **Committee Business Statement** (Pages 29 - 40)
 - 1.3 **Motions List** (Pages 41 - 42)
 - 1.4 **Minute of Meeting of Housing Cases Review Sub Committee of 2nd December, 2009 - for noting** (Pages 43 - 46)
 - 1.5 **Motion by Councillor Graham referred from Council meeting of 10 February, 2010**

“That this Council consults with the residents of former sheltered housing complexes with a view to reviewing its policy to return them to sheltered housing and not housing for varying need.”

2. PERFORMANCE MANAGEMENT AND SERVICE ISSUES

- 2.1 Performance Report for Housing and Environment (Pages 47 - 96)
- 2.2 Housing and Environment Improvement Plan (Pages 97 - 108)
- 2.3 Chartered Institute of Housing - Conference request (Pages 109 - 110)
- 2.4 SURF Conference request (Pages 111 - 116)
- 2.5 Membership of Construction Licencing Executive (Pages 117 - 118)

3. FINANCE

- 3.1 2009-10 Housing Capital Programme (Pages 119 - 126)
- 3.2 2009-10 Revenue Budget Monitoring (Pages 127 - 136)
- 3.3 Capital Budget Progress Report (Pages 137 - 142)
- 3.4 St Machar Primary School - Proposed transfer of surplus school estates properties from General Services Account to Housing (Pages 143 - 146)

4. HOUSING

- 4.1 Deferment of Council Housing Applications Following Refusal of Offers (Pages 147 - 150)
- 4.2 Off Charge Properties (Pages 151 - 164)
- 4.3 Provision of a Care & Repair Service for 2010/11 (Pages 165 - 170)
- 4.4 Furnishings Contract - Request for Delegated Power (Pages 171 - 174)
- 4.5 Incentives to Encourage Tenants to Downsize (Pages 175 - 180)

5. HOMELESSNESS

- 5.1 Housing Access Centre - Homelessness Options - to follow (Pages 181 - 218)
- 5.2 Contractual Arrangements with Aberdeen Cyrenians Limited (ACL) (Pages 219 - 222)

6. COMMUNITY PLANNING AND REGENERATION

There are no reports under this heading.

7. COMMUNITY SAFETY

There are no reports under this heading.

8. ENVIRONMENT

- 8.1 Aberdeen's Animal Policy (Pages 223 - 236)
- 8.2 Household Waste and Recycling Containers Policy - to follow (Pages 237 - 272)
- 8.3 Biomass Heating at Duthie Park Winter Gardens (Pages 273 - 278)
- 8.4 Progress with Approved Savings for the Countryside Ranger Service and Hazlehead Golf Course for 2009/10 (Pages 279 - 282)
- 8.5 Street Cleanliness Report - Street Cleanliness in Deprived and Better Off Areas : Closing the Gap (Pages 283 - 296)
- 8.6 Replacement Cremators - progress report (Pages 297 - 300)

ITEMS NOT FOR PUBLICATION

9. HOUSING

- 9.1 Tender Award - Provision of Cleaning Services for Multi Storey Blocks (Pages 301 - 308)
- 9.2 Tender Award - Provision of CCTV Services to Multi Storey Blocks - to follow (Pages 309 - 314)

10. ENVIRONMENT

10.1 Progress in Finding Savings Projected for the Cessation of Grounds Maintenance of the Auchmill Golf Course in 2009/10 (Pages 315 - 318)

11. HUMAN RESOURCES

There are no reports under this heading.

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Agenda Item 1.1

HOUSING AND ENVIRONMENT COMMITTEE

ABERDEEN, 11 January, 2010. - minute of meeting of the HOUSING AND ENVIRONMENT COMMITTEE. Present:- Councillor Malone, Convener; Councillor McDonald, Vice Convener; and Councillors Allan (as a substitute for Councillor Collie), Collie, Cooney, Corall, Dunbar, Hunter, Leslie (as a substitute for Councillor Fletcher), Milne, Noble, Robertson, Kevin Stewart, Young and Yuill.

From article 17 onwards Councillor Crockett joined the meeting as a substitute for Councillor Young.

HOMELESSNESS ACCOMMODATION – INFORMATION BULLETIN REPORT

1. The Committee heard from Councillor Hunter who sought clarity as to whether the report on the findings of the feasibility study undertaken by RLF referred to in Item 3 (Homelessness Accommodation) on the Information Bulletin was actually to be considered on today's agenda, rather than at the Committee's meeting on 16 February, 2010, as detailed in the information report. The Convener clarified that the report entitled "Homelessness Service Performance and Developments Towards the 2012 Target" on today's agenda, did not include the findings of the feasibility study, and confirmed that a report on that matter would be submitted for the Committee's consideration at its meeting on 16 February, 2010.

Thereafter, Councillor Young advised that he had asked officers to provide information on the costs of the feasibility study and enquired whether those figures were available today. Officers advised that they did not have the figures available at today's meeting, but would circulate this information, by email, to Councillor Young.

FAREWELL – HEAD OF SERVICE

2. The Committee heard from Councillor Hunter who wished the Head of Service – Housing Asset Management, Mr. Allan Whyte all the best for his future in his new post at Aberdeenshire Council, and thanked him for all of his advice and guidance.

The Convener then explained that this would be Mr. Whyte's last meeting of the Housing and Environment Committee prior to taking up his new post at Aberdeenshire Council. The Convener thanked Mr Whyte for all of his advice and work throughout his tenure at the Council and wished him well for the future.

The Committee resolved:-

to concur with the remarks of the Convener.

MINUTE OF PREVIOUS MEETING

3. The Committee had before it the minute of its previous meeting of 19 November, 2009.

The Committee resolved:-

- (i) with reference to article 29 (Trade Waste Charging Mechanism) to amend the date of 1 April, 2010 to 1 April, 2011 throughout the article; and
- (ii) to otherwise approve the minute as an accurate record.

MINUTE OF MEETING OF HOUSING CASES REVIEW SUB COMMITTEE OF 2 NOVEMBER, 2009

4. The Committee had before it the minute of Housing Cases Review Sub Committee meeting of 2 November, 2009 for noting.

The Committee heard from Councillor Hunter, who sought clarity regarding a housing case which Councillor Graham had requested be referred to the Sub Committee for consideration, but had been refused by officers. In response, the Director of Housing and Environment advised that a newly appointed officer had made an error on this case, and explained that he would contact Councillor Graham directly to clarify the position with the case in question.

The Committee resolved:-

- (i) to note the minute; and
- (ii) to note that the Director of Housing and Environment would contact Councillor Graham directly to clarify the position regarding the housing case which he had requested be referred to the Housing Cases Review Sub Committee.

COMMITTEE BUSINESS STATEMENT

5. The Committee had before it a statement of pending and outstanding committee business, which had been prepared by the Acting Head of Democratic Services.

In relation to item 16 (Shared Services Agenda –Trading Standards), the Committee heard from the Head of Environmental Services, Mr. Steed, who advised that a draft report and business case on this matter had been prepared and consider by Aberdeen City and Aberdeenshire Council's Corporate management Teams, however Aberdeenshire Council's Corporate Management Team had advised that there were a number of issues they wanted to discuss further prior to progressing this. Members expressed concern at the delay and requested that officers advise Aberdeenshire Council of the Council's expectations and that this matter be progressed as a matter of urgency.

In response to questions by members regarding the current status with item 8 (Modernising Public Space CCTV), the Director of Housing and Environment advised that he had had a meeting with Chief Superintendent Adrian Watson to

discuss this matter, and clarified that Grampian Police had not caused the delay in progressing this matter.

The Committee resolved:-

- (i) to remove items 5 (Lift Refurbishment Contract), 11 (Property Sales Investigation – Follow Up Report), 18 (Proposed Tendering of Local House Conditions Survey), and 19 (Performance Report);
- (ii) in relation to item 8 (Modernising Public Space CCTV) to request officers to ensure that the wording in future updates on the business statement provided an accurate reflection of the position, and to urge officers to progress this matter;
- (iii) in relation to item 16 (Shared Services Agenda –Trading Standards) to note the oral updated provided by the Head of Environment Services, and to request that an update report on this matter be submitted to the next meeting of the Housing and Environment Committee on 16 February 2010;
- (iv) in relation to item 21 (Birdproofing/Gulls in the City Centre) to note that a report on this item would be submitted to the Committee at its meeting on 28 September 2010;
- (v) in relation to item 23 (Update report on the progress of the ‘Growing Our Own’ pilot for Environmental Health Advisors and Trading Standard Officers) to note that a report on this item would be submitted to the Committee at the end of 2010; and
- (vi) to otherwise note the updates contained within the Business Statement.

MOTIONS LIST

6. The Committee had before it a list of outstanding motions which had been prepared by the Acting Head of Democratic Services.

The Committee resolved:-

- (i) in relation to motion 1 (Councillor Allan – Repairs and Maintenance Work) to note that a report on this motion would be considered later in today’s agenda; and
- (ii) to remove motion 2 (Joint Motion by Councillors Kevin Stewart and John Stewart – Doorstep Collections of Household Batteries).

PERFORMANCE REPORT FOR HOUSING AND ENVIRONMENT SERVICE

7. The Committee had before it a report by the Director of Housing and Environment which presented the key management information and performance indicators for the Housing and Environment Service which consisted of the two sections, namely:- (1) a progress report from the Director; and (2) a summary in the format of a performance indicator balance scorecard and detailed information supporting those indicators be considered this cycle.

With regards the positive news regarding the Safer Aberdeen scheme detailed within the Director’s progress report, Councillor Hunter sought assurances that the reduction in funding for taxi marshalls etc, would not have a negative impact on the public’s safety. In response the Director advised that the funding reduction was in

line with the current taxi rank operation, i.e. the number of taxi ranks had reduced since moving on to Union Street and therefore the number of taxi marshalls required had also reduced.

Thereafter, the Committee heard from the Convener who expressed disappointment that the performance figures before members reflected the position to the end of October, 2009. She highlighted that as it was now January 2010, the figures were considerably out of date; in light of this position she proposed that consideration of the report be deferred until the next meeting of the Committee on 16 February, 2010, at which point officers should ensure that the most up to date figures were presented.

The Committee resolved:-

- (i) to request officers to provide Councillor Cooney with details of previous improvements and upgrades undertaken at the Clintery site;
- (ii) to concur with the Convener's remarks regarding the performance figures before them, and therefore to defer consideration of the report to the next meeting of the Committee on 16 February, 2010, when officers should ensure that up to date figures were presented;
- (iii) in relation to indicators HOUSPIHS1b (Response repairs completed in target) and HOUKPIR1a (Response repairs completed in target –priority 1) to request that the figures for the actual number of calls for repairs received, as well as comparator monthly figures, be reported to the Committee in future.

HOUSING AND ENVIRONMENT IMPROVEMENT PLAN

8. The Committee had before it a report by the Director of Housing and Environment which presented an update on the key improvement work which was taking place within the Housing and Environment Service.

By the way of background the report advised that the Housing and Environment Improvement Plan incorporated the key improvement work to take place across the service between April, 2009 and March, 2012, and was a key outcome for the approved service plans, which aimed to contribute to the Council's wider Corporate Plan.

A progress summary of the major projects within the Improvement Plan was appended to the report. The progress summary provided a project description, as well as detailing key dates, progress and latest status updates for each project. In addition further project documentation had been or was being produced for each project in the plan; this required lead officers to complete a project proposal, project plan and identify any risks. In conjunction with introducing a Housing and Environment service plan, work was also ongoing to update and add to the environment projects within the Plan.

In terms of overall progress, it was advised that to date the plan has shown a steady and consistent increase month on month, and that given the short time the plan had been in progression, the percentage was encouraging and the Service was well on course to achieve the improvement works set out in the Plan.

The Committee heard from the Convener who advised that as with the performance report (article 7 refers), the figures and information within the Improvement Plan reflected the position as at the end of October, 2009, and therefore requested that consideration of the report be deferred also be deferred until the next meeting of the Committee on 16 February, 2010.

The Committee resolved:-

- (i) to express disappointment that the performance figures before them, for consideration were for the period ending 31 October, 2009, and therefore to defer consideration of the report to the next meeting of the Committee on 16 February 2010, at which point officers should ensure that all aspects of the report were as up to date as possible; and
- (ii) to request that the Director review the current format of the report for the next meeting of the Committee on 16 February, 2010, to ensure that it was more user friendly.

MOTION BY COUNCILLOR IRONSIDE

9. Reference was made to article 18 of the minute of Council of 16 December, 2009, wherein the undernoted motion by Councillor Ironside had been referred to this Committee for consideration:-

“That this Council expedites its plan to demolish the old Greenfern School site which was currently a haven for vandalism and anti social behaviour causing the residents of the area great concern”.

The Committee heard from the Convener who explained that when the motion had initially been considered at the Council meeting, officers had advised that the Old Greenfern School site was located within the Housing Revenue Account and accordingly members had agreed to refer the motion to this Committee for consideration. However following the meeting, officers had advised that the site was not located in this account and was instead held by the Enterprise, Planning and Infrastructure Service, and therefore recommended that the motion be referred to the Enterprise, Planning and infrastructure Committee for consideration.

Members expressed concern at the dubiety and misinformation to date regarding which Service was responsible for this site. In light of this position, members requested that officers identify as soon as possible which service was responsible for the site, as well as the other terms within the motion. Once this had been clarified, the motion, along with a full report on the matter, should be referred to the next meeting of the appropriate Committee.

Thereafter the Committee heard from Councillor Cooney who advised, and expressed his grievance that Councillor Ironside had not been advised that his motion was to be considered today, and requested that officers keep Councillor Ironside informed of the movements of his motion. Members concurred with Councillor Cooney’s grievance.

The Committee resolved:-

- (i) to request officers to identify as soon as possible, which Service was responsible for the site, as well as the other terms within the motion, and that

- once this had been clarified, that the motion, along with a report on the matter, be referred to the next meeting of the appropriate Committee;
- (ii) to request officers to clarify which Service was responsible for the terms of the motion; and
 - (iii) to express disappointment that Councillor Ironside had not been informed that his motion was to be considered on today's agenda, and to request that officers keep Councillor Ironside informed of all decisions in relation to his motion.

CAPITAL BUDGET PROGRESS REPORT – H&E/09/141

10. With reference to article 10 of the minute of the meeting of the Housing and Environment Committee of 19 November, 2009, the Committee had before it a joint report by the City Chamberlain and the Director of Housing and Environment, which provided an update on the progress which had been made on the various projects within the Non Housing Capital Programme which were now aligned to the Housing and Environment Service.

Appendix A to the report outlined the Non Housing Capital Programme Projects aligned to the Housing and Environment Services and provided for each the budget for 2009/2010; spend to the end of November, 2009; and forecast outturn. Comments on particular projects, where appropriate, were included in the narrative.

The report advised that the spend to the end of November, 2009 only reflected payments made and processed, and therefore excluded any commitment that had been made and were due to be paid by the end of the year.

In relation to project 720 (Gully Waste Recycling – Reed Bed at Ness), the Committee heard from the Vice Convener who requested that an explanation for the project forecast variance of £26,000 be provided.

The Committee resolved:-

- (i) to request officers to provide an update by email, to all members of the Committee on the forecast variance of £26,000 on the Gully Waste recycling reed bed at Ness; and
- (ii) to note the content of the report in relation to the projects outlined at appendix A.

2009/2010 HOUSING CAPITAL PROGRAMME – H&E/09/142

11. With reference to article 9 of the minute of the meeting of the Housing and Environment Committee of 19 November, 2009, the Committee had before it a joint report by the City Chamberlain and the Director of Housing and Environment, advising on the status of the Housing Capital Programme for the financial year 2009/2010 as at 30 November, 2009, including information on both income and expenditure.

Appended to the report as appendix 1 was a financial monitoring statement which outlined the original budget for the current year and the expenditure and income as at 30 November, 2009, which advised that as at 30 November, 2009, £31,731,000

of the approved budget had been spent to date. However, of the initial approved programme, £46.9 million of the available funds was committed through accepted tenders or tenders which were in the process of being accepted. It was currently anticipated that the forecast outturn would be in line with the funded programme of £51.747 million.

Appendix 2 to the report detailed the categories of spend in the Housing Capital Programme and spend to date against each category.

The Committee resolved:-

- (i) to note the financial information contained within the report; and
- (ii) to instruct the City Chamberlain to continue to update the Committee in consultation with the Director of Housing and Environment on the forecast and actual outturn position for 2009/2010.

2009/2010 REVENUE BUDGET MONITORING – H&E/09/140

12. With reference to article 11 of the minute of the meeting of the Housing and Environment Committee of 19 November, 2009, the Committee had before it a joint report by the City Chamberlain and the Director of Housing and Environment, which advised of the current year Revenue Budget performance to date for the services which related to this Committee.

Appendix A to the report provided the service report and associated notes, and advised that the position reflected that there would be an anticipated overspend of £140,000 on the total Housing and Environment budget (excluding the Housing Revenue Account); which reflected an unfavourable increase of £35,000 since the last report to the Committee. The Housing Revenue Account was still anticipated to have a balanced budget, with a potential increase of the capital fund current revenue due to the overall favourable position principally the result of reduced capital financing costs.

The report concluded that there were no significant areas of risk that members should be aware of, however the budget was being constantly refined based on the trends of expenditure and income.

With regards the recorded and projected budget variance for Mr. Norrie Steed, Head of Environment Services and Mr. Craig Stirrat, Head of Housing and Community Safety, Councillor Hunter sought assurances that the variance would be corrected by the end of the financial year. In response Mr. Steed explained that the figures before members presented a snapshot in time, and that he had viewed the most up to date figures which showed that the variance was reducing. Thereafter, Mr Stirrat explained that the variance recorded was a recent anomaly which had risen as a result of the procurement of furniture for temporary homeless flats.

The Committee resolved:-

- (i) to note the report and the information on the management action and risks that was contained therein; and
- (ii) to instruct that officers continue to review budget performance and report on service strategies as required to ensure a balanced budget.

HOUSING CAPITAL PROGRAMME, REVIEW OF OUTCOMES – UPDATE – H&E/09/127

13. With reference to article 8 of the minute of the meeting of the Housing and Environment Committee of 6 October, 2009, the Committee had before it a report by the Director of Housing and Environment which:- (a) provided an update on the review of the incomes for the 2009/2010 Housing Capital Programme; (b) detailed the scope of the review, programme and interim findings; (c) reviewed the performance of the existing framework contracts; and (d) presented recommendations regarding the future installation of showers in the Housing Programme.

The report provided an overview of the current Housing Capital Programme for 2009/2010 (the full programme and list of tasks being undertaken was appended to the report), and advised that as part of the preparation for the 2010/2011 budget, a review of the programme for the current year was being undertaken to identify how future spend would link to the Housing Business Plan, the New Build Programme, regeneration, outstanding works to comply with the Scottish Housing Quality Standard, and how the costs were benchmarked with other local authorities on different areas of expenditure across the various elements of the programme, for example, spend on kitchens, bathrooms, windows, etc. This exercise would also benchmark the total amount of expenditure. In addition there was a requirement to demonstrate clarity with regard to long term planned and cyclical maintenance and how this would link to areas of both capital and revenue spend. The interim realignment of services had freed up resources to undertake this task.

The report advised that the review which was being undertaken by the Framework Quantity Surveying Consultants, Robinson Low Francis, under the direction of the Head of Service Housing Asset Management had commenced. The review had concentrated around the costs of service delivery, quality of the work, tenants' satisfaction and contract programmes. The outcome of these findings would be reported along with the wider Housing Capital Programme review in October, 2010.

With regard to the provision of showers under the Housing Capital Framework Modernisation Programme, the report reminded members that the former Resources Management Committee at its meeting on 30 September, 2008 (article 17 refers) had approved the amendment of choices available under the programme, to include the installation of over bath showers or the replacement of baths with shower cubicles. Level access showers would still only be installed if deemed necessary by the Occupational Therapy service. The following table detailing:- (a) the cost for each bathing option as reported on 30 September, 2008; (b) the current cost for these options in standard property types; and (c) the current cost for installing showers in multi storey flats was presented.

Options	Cost at 30/9/08	Current Cost	Multi Storey Cost
Bath with over bath shower	£1250	£890	£2260
Shower and cubicle	£2300	£2020	£3390
Level access shower	£2900	£2530	£3900

Details of the reasons for the increase in the cost for the installation of all shower types in multi storey flats had risen since September, 2008 were outlined.

The report then advised that since the amendment only 536 households from the 3500 properties modernised under the framework agreements had selected a shower cubicle. Therefore, in light of the increased costs and limited uptake, it was proposed that shower cubicles should no longer be offered as a choice under the programme and that tenants in general need housing should only be offered a bath with over bath shower. In addition to this, it was proposed that consideration should be given to only installing level access showers in sheltered accommodation. Consultation on the latter proposal had been undertaken with the Occupational Therapist service and the Extra Care Network, and both groups had agreed that only fitting level access showers in sheltered housing accommodation would be beneficial. Furthermore, the proposal would greatly limit the need for Occupational Therapists to assess sheltered tenants through the modernisation programme, as the Council would have already introduced the fitting of lever taps as standard in all types of accommodation.

The report recommended:-

that the Committee:-

- (a) note the information contained within the report;
- (b) instruct the Head of Service, Housing Asset Management to provide a further report on this matter to the Committee at its meeting on 13 April, 2010;
- (c) instruct officers to cease with the installation of a shower cubicle for mainstream housing but install over bath showers; and
- (d) instruct officers to install level access wet floor shower provision to all Extra Care Housing.

The Convener, seconded by the Vice Convener, moved:-
that the above recommendations be approved.

Councillor Hunter moved as an amendment, seconded by Councillor Young:-
that recommendations (a), (b) and (d) be approved.

On a division, there voted:- for the motion (11) – the Convener, Vice Convener; and Councillors Clark, Corall, Dunbar, Leslie, Milne, Noble, Robertson, Kevin Stewart and Yuill; for the amendment (4) – Councillors Allan, Cooney, and Young.

The Committee resolved:-

to adopt the motion.

LIFT REFURBISHMENT CONTRACT – H&E/09/059

14. With reference to article 51 of the minute of the meeting of the former Resources Management Committee of 5 February, 2009, the Committee had before it a report by the Director of Housing and Environment which provided details of the current approach to lift refurbishment contracts in Council multi-storey blocks/Extra Care housing complexes in the city.

By way of background the report advised that it had been recognised that there had been difficulties with lift replacement contracts recently. Difficulties had included

problems with workmanship, adherence to the programme and responding on time to defects.

The report provided an overview of the lift repair work carried out to date this financial year wherein it was advised that the work at the two completed complexes had been completed on time and that the principal engineer had received no complaints. In summary, in this financial year, there had been considerable improvement to the lift refurbishment programme and the objective for this level of service to continually improve as the programme continued.

The Committee resolved:-

- (i) to note the progress being made with the revised approach to lift refurbishment contracts for housing complexes; and
- (ii) to request officers to submit a further update report, including the lift replacement programme to the Committee in due course.

PROCUREMENT METHOD FOR PHASE 2 OF HOUSING NEW BUILD PROGRAMME – H&E/09/132

15. The Committee had before it a report by the Director of Housing and Environment which provided an overview and evaluation of three possible procurement routes for Phase 2 of the New Build Housing Programme; and recommended a preferred option to be progressed.

By way of background the report outlined lessons which had been learned from the first phase of the New Build Programme, and provided an overview of the key principles which should be included in the procurement strategy for phase 2.

The report presented three procurement options for phase two, namely:-

- Option 1 – Traditional Procurement
- Option 2 – Design and Build to RIBA Stage
- Option 3 – Design and Build to RIBA Stage E

An overview of each of the options, including the plan of work, (appended to the report) the issues to be considered and the estimated start dates for each were provided.

In summary, it was advised that Option 1 would ensure that copyright of designs would rest with the Council and therefore could be used for future phases. Whilst the design and build Options 2 and 3 would not be submitted by the in-house design team; this instead would be undertaken by the appointed Design & Build contractor. The Housing and Environment design resources would be required up until appointment of the Design and Build contractor, and a client liaison service would also still be required up to completion. In addition Option 2 allowed for more innovation and potentially more economic solutions than the other options. Under Option 3 the Council would only have copyright of designs up to stage E – copyright of the contractor's designs could in theory be obtained post stage E but this would be at a premium. Under Design and Build (RIBA stage c) procurement, the Council would have no copyright of contractors developed designs. Also compiling the brief for this option could be more onerous (detailed clients

requirements were required to be prepared and issued to selected contractors) but would provide more control over design specification.

Finally, it was advised that whilst the first phase of the New Build Council House Programme, undertaken by option 3, was on track to deliver the build on time and within budget, there were advantages of assessing the success of other methods of procurement. Therefore, as information regarding traditional procurement projects was available, it was recommended that Option 2 (RIBA Stage B/C) be selected.

The report recommended:-

that the Committee:-

- (a) note and consider the procurement options and approve Option 2 i.e. Design & Build (RIBA stage B/C) as the way forward for Phase 2 of the New Build Council House Programme; and
- (b) instruct officers to report back to a future meeting of the Housing & Environment Committee providing an update of the Phase 2 New Build Programme.

The Convener, seconded by the Vice Convener, moved:-
that the above recommendations be approved.

Councillor Hunter moved as an amendment, seconded by Councillor Young:-
that Option 1 (Traditional Procurement) be approved as the way forward for Phase 2 of the New Build Council House Programme.

On a division, there voted:- for the motion (10) – the Convener, the Vice Convener; and Councillors Clark, Corall, Dunbar, Leslie, Noble, Robertson, Kevin Stewart and Yuill; for the amendment (4) – Councillors Allan, Cooney, Hunter and Young; declined to vote (1) Councillor Milne.

The Committee resolved:-

to adopt the motion.

DECLARATION OF INTEREST

Prior to consideration of the following item Councillor Allan declared an interest in the following article by virtue of being an owner of an ex Council house. Councillor Allan did not feel it necessary to withdraw from the meeting.

PROPERTY MANAGEMENT – PROGRESS REPORT – H&E/09/129

16. With reference to article 16 of the minute of the meeting of the former Policy and Strategy Committee of 28 April, 2009, the Committee had before it a report by the Director of Housing and Environment which advised on the progress towards the implementation of a Property Management Service for owners in ex Council owned housing and how this would link to the Council's Improvement Plan which aimed to assist owners by advising them in advance of all impending communal repairs required to their property; and addressed the issues raised in a motion by

Councillor Allan regarding property maintenance and differentiating between repairs and improvement.

By way of background the report provided an overview of the difficulties experienced by the Council in relation to property management within tenement properties, wherein it was advised that it had been identified as being one of the main contributing factors for disrepair within the private sector housing stock. It was also having an increasing impact on the Council's ability to maintain its own housing stock as more and more properties left its ownership thus making future planning and day to day maintenance less predictable. In addition, the report reminded members that Councillor Allan had submitted a motion regarding the issue of property management and outlined the Committee decision and actions taken to date to address the issues identified in the motion.

The report explained that the Council's objective was to establish a property management service in all mixed tenure properties; to ensure the long term maintenance of the property; to assist in the day to day upkeep and repair of the property by engaging with its co-owners; and to achieve co-operation of all owners by gaining their respect through the quality of service that it provided. An overview of the outcomes to be achieved by the scheme and the areas which it proposed to cover was provided.

In terms of the introduction of the service, it was advised that it was intended that the scheme would be gradually rolled out across the city in predetermined localities. These locations had as yet to be agreed as officers would require considering where the most immediate need was, but the proposal was to begin in the Mastrick letting area. The timescale for introducing the scheme city wide would be largely dependant on the outcomes of a trial area. It was highlighted that this was a new concept for both the Council and its citizens, and although guided by what had happened in other regions, each location had its own differing circumstances that would greatly influence the uptake and eventually viability of such a scheme. Officers would continually monitor the take up and measure the income against the outgoings in order to ensure that the scheme was cost neutral to the Council, however It might be that some letting areas would prove more viable than others and alternative options for the non viable areas would then be explored in order to reduce the risk to the Council but still meet its obligations to better manage the stock and involve all owners. Finally, it was explained that the scheme could only work if the owners in the areas where the service was marketed were prepared to opt in to the scheme. In areas where the Council did not retain the majority ownership the Council was unable to enforce the scheme without serving a Maintenance Order under the Housing (Scotland) Act 2006. In order to use the enforcement powers the Council would be required to identify a suitable funding source; otherwise the enforcement powers would have no effect.

The report explained that at present in order to deliver the service the Council was currently endeavouring to identify as accurately as possible the potential client base by location and property styles. A suitable location within the new service structure had still to be identified along with available resources to deliver the service, although the full resource requirements would not be known until it began to introduce the service, officers would continually monitor and assess the situation as it is rolled out in stages across the city and the resources matched to the requirements with uptake for the service. If the Mastrick letting area was chosen as a starting point it would be capable in the initial stages of running a property

management service in that area with no additional staffing resources required. In the longer term it would also be capable of liaising with private property management companies, however, if the Council were running property management schemes citywide, resources would require to be reviewed.

The report recommended:-

- (i) to instruct officers to consult with owners of former Council houses in order to roll out the property management service in incremental stages across the city; and
- (ii) to request officers to present a further update report to the Housing and Environment Committee at its meeting on 25 May, 2010 on the progress of the service.

Members discussed extensively the scheme and the properties which would be included and the potential difficulties that could be experienced. In particular they discussed and sought clarity on the responsibility for maintenance on both the Council and owners of ex Council houses, the legislative impediments regarding maintenance placed on local authorities, and the possibility of altering the title deeds of new owners of ex Council houses to include responsibility for maintenance.

The Committee resolved:-

- (i) to request officers to provide all members with a briefing note on the legislative impediments regarding property maintenance;
- (ii) to request officers to submit a report to the Committee at its meeting on 25 May 2010, outlining the options as well as the legal and other implications for changing the current policy to include maintenance responsibility within the title deeds of all future new owners; and
- (iii) that officers commence informal discussions with Council tenants and owners of former Council houses prior to May, 2010, and that the outcome of this be included in the report back to the Committee on 25 May, 2010.

PROPERTIES OFF CHARGE – H&E/09/143

17. With reference to article 13 of the minute of the meeting of the Housing and Environment Committee of 26 August, 2009, the Committee had before it a report by the Director of Housing and Environment which provided an update on all properties held as either unable to be relet (UTBR) or not to be relet (NTBR) Off Charge. Appended to the report was the most up to date list of UTBR/NTBR Off Charge properties (an updated list was tabled at the meeting). The list made available information on details on the reasons why a void property had been removed from charge, date of approval, target date for returning as void and lead officer, etc.

The report explained that a void was identified as a property held on the Housing Revenue Account (HRA) with no tenant and for a period of time. To remove a property from charge the following criteria must be met in conjunction with the necessary level of approval:-

- Empty properties subject to a Housing Committee decision that they were not to be let because they were surplus to long term requirements, or to be transferred, disposed of or demolished.

- Empty properties where an insurance claim was raised due to fire or flood damage.
- Empty properties awaiting or undergoing major structural works (e.g. modernisation) during which period it would be unsafe for them to be occupied.
- Houses held for decanting tenants.
- Lock-ups and garages.

The Committee resolved:-

- (i) to express concern at the number of properties that remained as void;
- (ii) to request officers to provide a detailed report, including firm completion dates, on all of the properties which have been off charge for six months or longer to the Committee at its meeting on 16 February 2010; and
- (iii) to note the current position within both the UTBR and the NTBR Off Charge list and requested officers to provide a further update to the Committee at its next meeting on 16 February, 2010.

HOMELESSNESS SERVICE PERFORMANCE AND DEVELOPMENTS TOWARDS THE 2010 TARGET – H&E/09/139

18. The Committee had before it a report by the Director of Housing and Environment which (1) requested approval for the use of Aberdon House as a temporary accommodation unit; (2) requested approval to increase the lets to persons or families being assisted under Part (ii) of the Housing (Scotland) Act 1987 (and amended by the Housing (Scotland) Act 2001 and Housing (Scotland) Act 2003); (3) provided an update on the performance of the Homelessness Service; and (4) provided an update on future developments of the Service, following the appointment of a Homelessness Manager.

The report advised that there was currently insufficient temporary accommodation available in the city, and therefore proposed that the former Aberdon House residential home in Tillydrone be utilised for an initial period of two years as temporary accommodation. The report further advised that this would provide 35 single rooms, one single bedroom flat and one 2 bedroom flat. It was suggested that this accommodation could be utilised if the Crown Street Temporary Accommodation Unit was closed, or to provide additional capacity until a more permanent solution was found. The report continued that it was anticipated that Aberdon House could be brought into use by June, 2010, as it would not require a great deal of work to be brought up to standard. This was also subject to a Housing in Multiple Occupation Licence being granted timeously,

By way of background the report advised that Croft House, Spring Gardens and Victoria House were being considered as part of a longer term solution to the provision of temporary accommodation which would incorporate a Housing Access Centre and managed accommodation. Alongside this, other planned initiatives were outlined as being:- (a) a rise in the 148 temporary flats currently in use for homeless households to 200 by June, 2010; (b) the introduction of a private sector leasing scheme, which would have a potential capacity in 2010/2011 of 150 units with a further 150 in 2011/2012, and another 100 in 2012/2013 (400 in total); (c) the

commissioning of a winter care shelter to provide 15 places from January through to March, 2010; and (d) the planned commissioning in relation to the furniture grant scheme and the provision of advice and information.

The report presented statistical information on homeless presentations to the Service; progress towards the 2012 target to abolish priority need; and the provision of temporary accommodation, together with comparisons of other local authority areas, and outlined the Council's situation regarding the allocation of Council housing to homeless households, and provided further statistical information in this regard.

On the subject of the allocations to homeless persons and families, the report advised that there was a major problem in Aberdeen in relation to the lack of temporary accommodation, blockages in temporary accommodation, and with the availability of permanent accommodation, and proposed that in order to address this in the short term, that allocations to homeless households be increased to either 75% or 100% (from 50%) of all relets from April to June, 2010. It was hoped that this action could go some way to clearing the backlog of homeless persons and families awaiting accommodation.

The report outlined the projected impact of the increase of relets for the options of 50% to 75% and 50% to 100%, and advised that if relets were increased to 75% that this could bring the number of households waiting for a tenancy down to 145 by June, 2010; and that if the percentage of tenancies allocated to homeless households was increased to 100%, that the number of homeless households awaiting a tenancy could be brought down to 82 by June, 2010.

The report concluded by advising of the developments taking place within the Homelessness Service, namely:- (1) the posts of Homelessness Manager and Private Sector Leasing and Temporary Accommodation Senior Officer having been filled in November, 2009; (2) the Service being relocated to the first floor at Upperkirkgate in early 2010; (3) the reception for the Service being made accessible for disabled people; (4) the prevention of homelessness being established as a top priority for the Service; (5) a wider engagement with other Services and the community being encouraged; and (6) a move to encourage more collaboration between Services in the Council on homelessness issues.

The report recommended:-

that the Committee

- (a) approve the use of Aberdon House as a temporary accommodation unit for persons who have experienced the loss of accommodation, for an initial period of two years, subject to a more detailed report on the financial implications, the necessary statutory permissions being secured (HMO licence) and community consultation being undertaken;
- (b) approve the increase of relets to those households being assisted under Part II of the Housing (Scotland) Act 1987 (and amended by the Housing (Scotland) Act 2001 and Housing (Scotland) Act 2003) from April, 2010 to June, 2010, of either 50% to 75% or 50% to 100%;
- (c) to note the performance of the Service towards the target of ending priority need by 2012; and
- (d) note the update on future developments of the Service.

The Committee enquired as to whether the properties of Aberdon House, Spring Gardens, Croft House and Culter House would all be likely to be required in order to adequately deal with the homelessness problems within the city. The Homelessness Manager advised that in his opinion, Aberdon House, and the addition of one other establishment for a period of around two years would be adequate in order to deal with the current problems, and that his team were now looking at preventative measures as a priority so he would hope that the numbers of persons and families presenting as homeless would be reduced by the end of the two year period. At this point the Head of Service (Community Safety) further advised that the properties referred to were not currently held on the Housing Revenue Account so a future decision would be required to be taken as to whether the Service wished to utilise these properties or not, and an options appraisal would be undertaken thereafter, before any movement could be made in this regard.

Further to discussions regarding the recent decision by the Licensing Committee to not approve the Housing in Multiple Occupation Licence for the Crown Street temporary accommodation premises, officers were asked whether they anticipated any antisocial behaviour problems occurring in Aberdon House, should this proposal be approved. The Homelessness Manager advised that the Service was now promoting different styles of management, and that staff would be encouraged to actively intervene if any such behaviour occurred in Aberdon House.

The Committee also enquired as to whether this project would link in any way to the Families Project, and officers advised that whilst these projects had slightly different objectives there would be linkages, particularly with regard to the prevention of breakdown of relationships, as this was the primary source of homelessness.

Regarding recommendation (a) as contained within the report, the Convener moved, seconded by Councillor Noble:-
that this recommendation be approved.

Councillor Robertson, seconded by Councillor Hunter, moved as an amendment:-
that the Committee recognises the difficulties the Tillydrone community would face by placing a homeless centre next to a complex of OAP cottages; note that the people of Tillydrone have the greatest sympathy for the plight of the homeless, but consider their installation in Aberdon Court would be a retrograde step; and to therefore not approve recommendation (a) as contained within the report.

On a division there voted:- for the motion (9) – the Convener; the Vice Convener; and Councillors Clark, Corral, Dunbar, Leslie, Milne, Noble and Kevin Stewart; for the amendment (5) – Councillor Allan, Cooney, Crockett, Hunter, and Robertson; absent from the division (1) – Councillor Yuill.

The Committee resolved:-
to adopt the terms of the motion.

In terms of Standing Order 36(3), Councillor Robertson intimated that he wished this matter to be referred to Council for its consideration. Councillors Allan, Cooney, Crockett and Hunter supported Councillor Robertson in this regard.

The Committee further resolved:-

- (i) to refer recommendation (b) as contained within the report to Council for its further consideration; and
- (ii) to approve recommendations (c) and (d) as contained within the report.

FINAL ABERDEEN CITY COUNCIL NATURE CONSERVATION STRATEGY (2010-2015) – EPI/10/002

19. With reference to article 11 of the minute of meeting of the Enterprise, Planning and Infrastructure Committee of 1 September, 2009, the Committee had before it a report by the Director of Housing and Environment which presented the Final Aberdeen City Council Nature Conservation Strategy (2010-2015), further to this having been subject to formal public consultation.

By way of background the report advised that with the assistance of Scottish Natural Heritage (SNH) and other groups, the Council had developed and adopted a Nature Conservation Strategy in 1994 in a bid to preserve and enhance the quality of the environment; to protect plants and animals and their habitats; and to provide opportunities, where possible, for greater public access to sites. The report continued that whilst the current Nature Conservation Strategy had been an important tool in a Land Use Planning context, changes in legislation, the development of new policies and strategies, increased development within Aberdeen, as well as a shift in the dynamics of the natural environment had brought about the need to update the current strategy.

The report advised that the new strategy would enable the Council to (a) comply with the requirements of the Convention of Biological Diversity (CBD) 1992, which committed the UK to help protect and restore the functioning of natural systems and to halt the loss of biodiversity in the European Union; (b) to comply with the Nature Conservation (Scotland) Act 2004, which imposed a duty on every public body to further the conservation of the natural environment of the country; and (c) to assist the Council in delivering the requirements of the North East Local Biodiversity Action Plans which had been developed to meet the commitment of the CBD, by taking action to conserve locally important species and habitats; and (d) to support all Council functions, and inform other future Council plans, policies and strategies, such as the forthcoming Open Space Strategy and new Local Development Plan.

The report further advised that a plan would be required to implement the strategy, further to its adoption, and a Monitoring Group would be required to assess progress in the implementation of the strategy.

Appended to the report was the Final Nature Conservation Strategy (2010-2015).

The Committee resolved:-

to approve the Final Nature Conservation Strategy (2010-2015) and to refer this strategy to the Corporate Policy and Performance Committee for adoption.

A TREE FOR EVERY CITIZEN

20. With reference to article 17 of the minute of meeting of the former Policy and Strategy Committee of 10 June, 2008, the Committee had before it a report by the Director of Housing and Environment which advised on the progress being made with regard to the Council's commitment in the 'Vibrant Dynamic and Forward Looking' document to plant a tree for every citizen of Aberdeen.

The report advised that this large scale tree planning programme, which aimed to plant around £180,000 in two phases in the next two to three years, was to start this year.

The proposed planting sites for the period up to December, 2010 were outlined as follows:-

- Danestone (4,700 trees)
- Balgownie Drive (5,470 trees)
- Greenfern Woodland (16,500 trees)
- Seaton (19,000 trees)
- Howes Road (2,350 trees)
- Inverdee pitches, (adjacent to the existing riverside woodland, not encroaching on to the pitches - 4,000 trees)
- Lochinch Farm (7,150 trees)
- Abbotswells open space (12,000 trees)
- St Fitticks Park (13,250 trees)
- Westfield Park (12,150 trees)

Appended to the report was the draft document "Granite City Woodlands, Woodland Creation Programme Phase 1 Proposals", which contained further details of the Phase 1 project.

Further to a question in relation to page 266 of the report (paragraph 5.9) by the Committee, officers confirmed that if a decision had to be taken regarding the cull of any animal, that a report would have to be submitted to this Committee to obtain approval for such a course of action to be undertaken.

The Committee resolved:-

- (i) to note the report;
- (ii) to approve the proposed planning sites;
- (iii) to note the scale of funding leverage available from the external funding sources;
- (iv) to instruct that a final report be presented to this Committee, which would provide a detailed planning project plan; and
- (v) to agree that the Convener in the first instance, and the Vice Convener thereafter, would assist officers in helping to support and promote the programme.

COUNTRYSIDE RANGER SERVICE FIVE YEAR PLAN 2010-2015

21. The Committee had before it a report by the Director of Housing and Environment which presented the proposed Countryside Ranger Service five year plan for the period 2010-2015.

The plan (a) advised of links to local and national legislation and policies; (b) highlighted the role of the Council's Countryside Ranger Service; (c) provided a review of the previous Countryside Ranger Service management strategy; (d) advised on partnership working; (e) detailed income generation of the service; (f) advised on work being undertaken to raise awareness of the service; (g) outlined the priority issues for the service; and (h) had appended to it a draft implementation plan, which would be revised by officers following further consultation with the Council, Scottish Natural Heritage, the Forestry Commission Scotland, Aberdeen Greenspace and other relevant organisations. The plan would be delivered through annual work programmes developed for each year to reflect available resources.

The draft Countryside Ranger Service Five Year Plan 2010-2015 had been made available to members prior to the meeting.

The Committee resolved:-

- (i) to approve the Countryside Ranger Service Five Year Plan 2010-2015;
- (ii) to instruct officers to implement this plan; and
- (iii) to instruct officers to report back to Committee on an annual basis regarding progress.

PROGRESS WITH APPROVED SAVINGS FOR THE COUNTRYSIDE RANGER SERVICE AND HAZLEHEAD GOLF COURSE FOR 2009-10 – H&E/09/083

22. With reference to article 12 of the minute of its previous meeting, the Committee had before it a report by the Director of Housing and Environment which provided an update on progress towards making the approved budget savings for 2009/10 in respect of the Ranger Service and the Hazlehead golf transfer.

The report advised that the current savings made for the Ranger Service stood at £85,695. This was £3,695 in excess of the required savings for 2009/10, which further to the decision taken at a previous meeting of this Committee, would be used to help fund the unforeseen savings required for Hazlehead Golf Course.

The report continued that the required savings for 2009/10 for the Hazlehead Golf Course were £268,000 and that to date a total of £168,000 had been identified, £100,000 of which would be generated by the recently agreed contract for Roundabout Sponsorship, and £68,000 from the continued vacancy for an Interim Lead Environment Manager. The report continued that a further £25,000 had been allocated from the cleansing budget, and that together with the savings generated by the Ranger Service and the staff vacancy within the current structure that would not be filled, this would amount to a further £40,000 savings.

The report indicated that the remaining saving of £35,000 would be achieved through continued careful weekly monitoring of the grounds maintenance and street

sweeping labour costs. The report further advised that officers anticipated that the Council would have to make this savings balance from continued careful weekly monitoring of labour, fuel and other resources costs. These latter elements were £90,000 within budget up until the middle of September, 2009, but moved to a £10,000 deficit position by the end of October, 2009, as a result of payment of lump sums to ease the transfer of weekly paid staff to monthly salaries. The report confirmed that this payment has now been covered corporately.

The report concluded by advising that the overall labour costs were well within budget and that it would be possible to manage staff numbers and vacancies so as to allow a saving against budget; and that the non filling of staff vacancies for a four week period would allow for the remaining saving to be met.

The Committee resolved:-

- (i) to approve the steps being taken to achieve the required savings;
- (ii) to note that the required savings for the Ranger Service had been achieved; and
- (iii) to instruct the Director for Housing and Environment to report back with a further progress report on achieving the savings for Hazlehead golf course at the next meeting of this Committee.

UPDATE ON THE IMPLEMENTATION OF THE LAND AUDIT MANAGEMENT SYSTEMS (LAMS) PERFORMANCE MANAGEMENT SYSTEM FOR GROUNDS MAINTENANCE – H&E/09/138

23. With reference to article 22 of the minute of its previous meeting, the Committee had before it a report by the Director of Housing and Environment which provided an update on the progress and the implementation of the Land Audit Management System (LAMS) Performance Management System for grounds maintenance.

The report advised that the Environmental Services staff were still familiarising themselves with the methodology and were training staff in its use. Early results indicated that the pilot exercise in the city had gone well, with the Area Supervisor for the Duthie Park and City Centre monitoring, recording and analysing the data. The report continued that system of having Area Supervisors monitor, record and analyse the data from a colleague's area was intended to enhance objectivity. The report further advised that the data from this pilot, which had been transferred to the scoring system, was included as part of the performance report presented at today's meeting.

The report continued that the pilot would be rolled out to all areas of the city, commencing on 18 January, 2010 and, although Supervisors would be the primary collators of the information, it was envisaged that the information gathering would be cascaded to Charge Hand level, as was the practice in other Local Authorities within Scotland.

The report outlined that informal discussions had now taken place with the Environment Manager for Aberdeenshire Council with regard to this Council providing staff to act as authority inspectors, to carry out any test samples on LAMS required, and for Aberdeenshire Council to provide a similar service for this Council.

He had indicated that Landscape Services within Aberdeenshire Council would be willing to participate in an inter authority cooperation in relation to LAMS, and would welcome a presentation from Aberdeen City Council officers in order to progress the Audit Management System within the Authority. This method would show complete transparency and was recommended by the founders of the LAMS system.

The report concluded that LAMS would be reported on a four weekly cycle, and to this Committee along the same current reporting frequencies as PAC and the Local Environmental Audit Management System (LEAMS), and based on the same city wide score and individual neighbourhood breakdown.

Appended to the report was a sample of the LAMS methodology.

The Committee resolved:-

- (i) to note the progress made to date on the implementation of LAMS;
- (ii) to authorise the Director of Housing and Environment to approach Aberdeenshire Council with a view to setting up an inter authority auditing agreement for the purpose of the LAM system; and
- (iii) to instruct the Director of Housing and Environment to report back with a further progress report at the next meeting of the Committee.

REPLACEMENT CREMATORS – PROGRESS REPORT – H&E/09/124

24. With reference to article 19 of the minute of its previous meeting the Committee had before it a report by the Director of Housing and Environment which provided an update on progress with regard to the replacement of the cremators at Hazlehead Crematorium.

The report advised that despite very challenging weather conditions during the month of November, 2009, works were progressing well to date and that waterproof membrane to the roof and the stonework to the walls of the main extension were virtually complete. The copper cladding to the roof was about to commence and building works to the link were progressing well. The gas main and meter would be installed on site early this month, and the cremators were due to be delivered on 9 and 10 January, 2010.

The Head of Service (Interim Lead for Environment) advised the Committee that due to the recent weather, equipment deliveries had been delayed by one week, but that the project was now back on schedule.

The Committee resolved:-

- (i) to note the progress made to date on replacing the out of date and unreliable cremators at Hazlehead Crematorium; and
- (ii) to instruct the Director of Housing and Environment to report back on progress at the next meeting of the Committee.

EXEMPT INFORMATION

The Committee resolved in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973 to exclude the press and public from the meeting during consideration of the following items of business so as to avoid disclosure of exempt information of the class described in the following paragraphs of Schedule 7(A) to the Act:- article 25 (paragraphs 1 and 2); article 26 (paragraph 8); article 27 (paragraph 6); and article 28 (paragraph 1).

TIED TENANCIES – HOUSING REVENUE ACCOUNT - H&E/09/123

25. With reference to article 5 of the minute of meeting of the Audit and Risk Committee of 8 September, 2009, the Committee had before it a report by the Director of Housing and Environment which advised of the current number of Housing Revenue Account (HRA) tied tenancies still in existence, where they were located, and their current status.

The report advised that further to an audit undertaken in October and November, 2009, it had been determined that there were currently thirty four HRA tied tenancies across the city, comprising 9 flats occupied by caretakers or former caretakers, and 25 flats occupied by former wardens or wardens who transferred to the Social Care and Wellbeing Service as senior carers.

The report reminded the Committee that the caretaking service was currently undergoing a review, and that this service was to be outsourced, and as a direct result of this, the caretakers currently employed by the Council had been involved in a consultation process regarding their employment being transferred to an external contractor. If their employment was transferred, there would be no requirement for them to live within the blocks where they currently reside. The report continued that due to a change in the terms and conditions of employment for senior caretakers, there was also no longer a requirement for staff in these posts to be residential.

The report advised that of the thirty four remaining tied tenancies within the HRA, there were currently a total of nineteen where the tenants did not meet the criteria set out in the Council's Tied Tenancy Policy to receive priority housing, and therefore the timing of rehousing former tied tenants was determined by the availability of suitable alternative accommodation. These nineteen cases would be dealt with by the Housing Cases Review Sub Committee.

The remaining fifteen cases that did not meet the criteria were currently being managed on a case by case basis, and those tenants would either be granted Scottish Secure Tenancies on their current flats upon retirement or transferred to the employment of contractors; or alternatively they would be placed on the priority housing list and offered suitable alternative accommodation.

The Committee enquired as to how many offers of alternative housing tenants would receive in circumstances such as those described above. The Head of

Service (Community Safety) undertook to circulate an answer to members at an early date.

The report concluded by detailing (1) the addresses and current status of the tied tenancies within multi storey blocks that were currently occupied by caretaking staff; and (2) the address and current status of tied tenancies within sheltered developments that were currently occupied by former wardens and senior carers.

The Committee further queried as to why there appeared to be no live applications for those tenants on the priority list. The Head of Service (Community Safety) again undertook to circulate the relevant information to members.

The Committee resolved:-

- (i) to note that there were currently thirty four Housing Revenue Account tied tenancies in existence; to note their current status; and to request that the Finance and Resources Committee take a corporate overview by producing a corporate register for submission to the Audit and Risk Committee;
- (ii) to note the Head of Service (Community Safety) would circulate information detailing the number of offers tenants would receive of alternative housing;
- (iii) to request that the Head of Service (Housing Management) speak to Councillor Crockett regarding the conflicting information discussed during the meeting regarding a particular housing case; and
- (ii) to request a report back at the next meeting on the background and current details associated with caretakers who have not yet moved and have no live application in this regard.

COUNCIL HOUSE GARDEN MAINTENANCE SCHEME – H&E/09/055

26. With reference to article 24 of the minute of meeting of Council of 25 March, 2009, the Committee had before it a report by the Director of Housing and Environment, which outlined the proposals that would enable the Council to protect the garden maintenance service for the elderly and vulnerable.

By way of background the report advised that at the previously mentioned meeting of Council, Members agreed to continue the garden maintenance service for Council tenants, on the proviso that there was a strict adherence to the eligibility criteria. Officers were also instructed to report back with proposals that would enable the Council to protect the garden maintenance service for elderly and vulnerable tenants ensuring minimum effect on the Housing Revenue Account (HRA). The report further advised that although there was no statutory requirement to provide garden maintenance to Council tenants, the Council had for many years used enabling powers of the Civic Government legislation to deliver this service to citizens aged 75 or over, or those that were unable to maintain their garden through medical grounds, for a minimal charge.

The report reminded members that the garden maintenance service had been decommissioned in December, 2008 (article 21 of the minute of meeting of Council of 17 December, 2008 refers), and that approximately 1200 citizens had been adversely affected by this decision. The garden maintenance service was subsequently recommenced on 1 May, 2009, and was provided in house by a team of seven members of staff at a cost of approximately £126,000. The service was

restricted to Council tenants who met the eligibility criteria and the annual charge was increased from £40 to £60 per annum which was payable in advance. 571 tenants had participated in the scheme this year, realising a total income of £34,260.

The report continued to outline (1) the provisions of the current scheme; (2) details of the recently undertaken garden maintenance survey; and (3) options for current and alternative approaches to service delivery.

Appended to the report were the results of the garden maintenance survey, which had been undertaken from May to October, 2009; and options for the Committee to consider with regard to the services to be included in the garden maintenance scheme.

The Committee raised its concern in relation to former tenants who were elderly and unable to properly maintain their properties. Councillor Cooney suggested that the Council consider options including a voluntary gardening group or possibilities around using community service participants to undertake the gardening for these citizens.

The Committee resolved:-

- (i) to approve that the service provided in 2009 by the environmental team, continue through 2010 with strict adherence to the criteria;
- (ii) to approve option (c) of the environmental team's specifications; and to therefore offer the service of:-
 - cutting grass on 14 occasions per annum and uplifting the grass thereafter
 - one hedge cut
 - two garden sprays; and
 - strimming of edges three times per annum,
 subject to the approval by the Council in February of a budget within the HRA;
- (iii) to note that a funding commitment of £200,000 was included within the draft HRA budget for 2010/11;
- (iv) to request that the Finance and Resources Committee approve a 5% increase on the existing garden maintenance charge of £60, raising this to £63;
- (v) to authorise officers to carry out a tender exercise to execute the garden maintenance service for the 2011 season;
- (vi) to grant delegated powers to the Director of Housing and Environment, to be exercised in consultation with the City Solicitor, City Chamberlain, Housing and Environment Convener and Finance and Resources Convener, to accept the tender and appoint a contractor thereafter; and
- (vii) to request a report back addressing Councillor Cooney's suggestions.

PROGRESS IN FINDING SAVINGS PROJECTED FOR THE CESSATION OF GROUNDS MAINTENANCE OF THE AUCHMILL GOLF COURSE IN FINANCIAL YEAR 2009-10 – H&E/09/099

27. With reference to article 34 of the minute of its previous meeting the Committee had before it a report by the Director of Housing and Environment which provided a further update on current progress with correcting the deficit against projected savings on grounds maintenance of the Auchmill Golf Course in the current financial year.

The report provided a detailed background wherein it outlined all previous committee decisions in relation to this matter, and advised that the transfer of the licence to occupy and maintain the Auchmill Golf Course by the management committee of Auchmill Golf Club, had not taken place until 1 September, 2009, five months later than anticipated. As a consequence, the savings projected to be made from the start of April, 2009 to the end of August, 2009 had not been realised. The reasons for the delay were outlined within the report.

With regard to identifying alternative savings to make up for the deficit, the report advised that sufficient efficiencies had been generated as a result of reorganising the way in which the service operated the “In Bloom” work and proposed to set £30,000 from that fund against the saving, leaving a total of £36,000 to find in the rest of the financial year. In terms of the remaining savings required, it was anticipated that the Service would have to make the savings balance from continued careful weekly monitoring of labour, fuel and other resources costs. The report continued that these elements had been £90,000 within budget until the middle of September, 2009, but moved to a £10,000 deficit position by the end of October, 2009, as a result of payment of lump sums to ease the transfer of weekly paid staff to monthly salaries. However, this payment had now been covered corporately, and as a result this area of cost would be within budget before the end of the financial year and the Service will be able to meet the remaining £36,000 grounds maintenance costs.

The Committee resolved:-

- (i) to request officers to provide a briefing on the current position regarding Auchmill Golf Course to all local members;
- (ii) to note the progress being made to cover the deficit against projected savings for the current financial year;
- (iii) to approve the steps being taken to achieve that deficit; and
- (iv) to instruct the Director of Housing and Environment to report back with a further update on progress at the next meeting of the Committee.

MODERNISATION OF THE HOUSING SERVICE – H&E/09/122

28. With reference to article 17 of the minute of meeting of its meeting of 6 October, 2009, the Committee had before it a report by the Director of Housing and Environment which provided an overview of the Housing Improvement Plan and detailed a proposed approach to redesigning existing traditional housing assistant roles and third tier management in order to deliver a more customer focused generic housing officer style of working.

By way of background the report advised that the Housing Service Improvement Plan incorporated the key improvement work which would take place across the Housing Service between the period April, 2009 and March, 2012. The plan was a key outcome from the approved Service Plan and aimed to contribute to the Council's wider Improvement Plan, which itself was due to be replaced by the Corporate Plan.

The report advised that there were currently fifty three projects in the overall Improvement Plan and that 38% of the these had been completed, or particular milestones within them had been completed; and a number of other projects were progressing well since the Improvement Plan commenced.

The report outlined the key projects within the Improvement Plan namely:- (1) redesign of the housing management service; (2) removal of priority need by 2012; (3) implementation of the Council Housing New Build Programme; (4) implementation of the Asset Management Plan; and (5) completion of rent management pilot (early intervention work designed to prevent homelessness and improve income).

The report continued to outline the Modernisation Programme and advised that the housing services would therefore review and redesign its services to ensure that they were performing at the highest level of productivity and had the right staff in the right place by assessing and reviewing staffing levels, and in consulting with staff, tenants and service users to gauge service requirements and facilities and assess the impact on the cost per housing unit. The report provided an example of Mastrick Customer Access Point (formerly Mastrick Housing Office) as a service that had been changed dramatically to achieve better outcomes, as traditionally, this had been a Housing Office that delivered established housing type activities (including tenancy and arrears management, benefits advice, cash collection and repairs reporting). Mastrick Housing Office had been identified as the ideal starting point for rolling out the development of Customer Access Points with the emphasis and vision of providing 'one stop shop' facilities including a wide range of customer facing services. The report highlighted that the aims of the Customer Access Point were to (a) deliver accessible and seamless services through the use of modern technology and engagement with local people; (b) enable the delivery of streamlined processes for customer engagement across the Council and promote a culture shift to customer focused environment; (c) project an image that emphasised the importance of the customer, through the day to day high quality service delivery and which focused on the needs of service users; and (d) offer a range of services at first point of contact and consistently and effectively track and resolve customers' queries.

The report concluded that the Mastrick Customer Access Point had successfully introduced these services since it's inception, and further development work had been undertaken by colleagues in Corporate Governance resulting in the opening of two further Customer Access Points at Kincorth and Woodside as well as the development work being undertaken at the Contact Centre and the future Customer Service Centre scheduled for Marischal College.

The report advised that officers were of the opinion that the Council had to establish robust responsive and highly efficient staffing and support structures which would fully meet Aberdeen's housing needs, and that this could be achieved through (1) a new improved caretaking and cleaning service; (2) the introduction of

new mobile technology to improve communication between frontline officers and tenants/home seekers (for example, the development of more on line facilities such as applying for Council housing and applying for a mutual exchange); (3) a greater focus on tenancy and environmental management and monitoring managed by a generic housing officer function which would be supported by an escalation process and delivered by specialist roles (for example tenant participation, debt recovery case work, anti social behaviour and tenancy support); (4) a new staffing formula for distribution of generic housing staff resources to 'neighbourhood patches' to address areas of pressure including governance, tenancy support, the investment programme and managing estates in mixed ownership; and (5) the introduction of new proactive customer focused housing management work practices which would ensure Council was able to achieve the highest customer service standards.

The report further advised that the expected outcomes of this undertaking would be better customer service, improved safety and security of tenants, a cleaner and better maintained environment for tenants and the improvement of neighbourhoods through effective neighbourhood management.

With regard to the staffing implications in this report, the report advised that the proposed revised staffing structure arrangements would make better use of staff time and resources within neighbourhood patches, and the emphasis would be on switching to smarter ways of working to allow an efficient reallocation of resources across the areas, and as a result, housing management staff would be better equipped to address strategic issues relating to investment programmes, governance, owner occupiers, maximising income through tackling rent arrears, reducing further the number of empty numbers, reducing the number of evictions – and essentially doing everything possible to enable tenants to continue to live in their homes. Staff would have the chance to develop their skills and advance their careers through a structured training and development programme, as well as providing a higher standard of service to tenants. The report continued that officers were committed to providing a supportive environment as well as learning and development for staff as they adapt to more efficient and rewarding ways of working.

The report concluded by detailing the implementation of the proposed new structure. Appended to the report were a number of options in this regard and a table outlining the interim Housing and Environment (Housing and Community Safety) structure.

The Committee resolved:-

- (i) to note the possible options as outlined within the report, and to agree that consultation should begin on the process to deliver a more customer focused generic housing officer style of working, with authority to approve the escalation of cases requiring more intensive assistance to specialist housing support teams;
- (ii) in relation to the housing management staffing structure, to approve option 2 (600 tenancies per patch) as contained within the report;
- (iii) in relation to the housing management structure, to approve option 2 (four manager proposal) as contained within the report; and
- (iv) to request officers to provide a report in six months time on the efficiency of the new service structure.

- COUNCILLOR AILEEN MALONE, Convener.

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HOUSING AND ENVIRONMENT COMMITTEE

COMMITTEE BUSINESS

16 February, 2010

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
1.	Community Services Committee 08/11/06 Policy & Strategy 09/06/09 article 16	<u>Deferment of Housing Applications</u> The Committee requested the Head of Planning and Policy for Services to Adults to provide a progress report after six months of applying a deferment to applicants who refused a third offer of housing for any inappropriate reason.	A report was submitted to Committee on 9 June, 2009 which reviewed the reasons for deferral and updated on the effectiveness of deferring applicants after 2 refusals. A progress report is to be submitted to the relevant Committee in 6 months. A report is on the agenda at item 4.1. Recommended for removal.	Head of Housing and Community Safety	16/02/10	16/02/10
2.	Policy & Strategy Committee 28/04/09 article 16	<u>Property Management - Mixed Tenure</u> The Committee requested officers to explore the range of potential options suitable for the promotion of property management in mixed tenure properties; to develop and trial various model options for Aberdeen City Council to deliver property management services to mixed tenure properties and report back to committee with the findings in 18 to 24 months; and to utilise £50,000 (£25,000 from Housing		Director of Housing – Asset Management	April/May 2010	

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
		Revenue Account (HRA) and £25,000 from Private Sector Housing Grant (PSHG)), in developing and consulting on this service. The Committee also requested that an interim report be brought back in April/May 2010.				
3.	Policy & Strategy Committee 09/06/09 article 15	<u>Control of Commercial Waste Storage</u> The Committee approved the policy for future control of commercial waste storage and requested that a progress report be submitted to Committee 3 months after implementation.		Director of Enterprise, Planning and Infrastructure	13/04/10	
4.	Resources Management Committee 22/04/08 article 34	<u>Public Toilet Review</u> At its meeting of 19/11/09, the Committee resolved:- to instruct the Director of Housing and Environment to report back with a final report on the Public Toilet Review to the Housing and Environment Committee at its meeting on 25 May, 2010.		Head of Economic and Environmental Sustainability & Head of Resources Development and Delivery	25/05/10	
5.	Resources Management Committee 05/05/09 article 28	<u>Replacement Cremators</u> The Committee resolved to instruct that this become a standing item on the agenda, and therefore for updates to be provided at each cycle by the Director of Housing and Environment	A report is on the agenda at item 8.6.	Head of Service – Interim Lead for Environment	Every cycle	16/02/10

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
6.	Housing and Environment Committee 26/08/09 article 15	<p><u>Temporary Accommodation Strategy 2009-12</u></p> <p>The Committee resolved to request officers to submit updates on the strategy and action plan to the Committee on a six monthly basis with an annual report detailing progress on key issues also to be submitted.</p>		Head of Service Housing	13/04/10	
7.	Housing and Environment Committee 26/08/09 article 16	<p><u>Modernising Public Space CCTV</u></p> <p>The Committee resolved to instruct officers to submit a further all encompassing report, detailing the merits and costs of the existing and proposed new CCTV system, in particular the impact CCTV has had on assisting convictions; and investigating other systems and new technologies that could be adopted, to a future meeting of the Committee.</p>	<p>Update:-</p> <p>A Joint Group with Grampian Police has been established to develop a specification for the procurement of a suitable expert contractor to carry out an audit and develop costed options for this project. Work on developing the specification is ongoing and has been delayed due to staff sickness and other work priorities including budget options. A further meeting of the Group is being arranged for mid February to discuss a further draft of the specification, taking into account advice from the procurement and legal services. Assuming agreement on the content and structure of the specification is reached, it is intended that the tender be issued in March, responses received within 2/3 weeks, and selection completed as soon as possible thereafter.</p>	Head of Housing and Community Safety	11/01/10	

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
8.	Finance & Resources Committee 17/09/09 article 30	<u>Croft House Care Home – Future Use/Disposal</u> The Committee resolved to authorise the Head of Resources Development and Delivery to pursue the possibility of transferring the property to the HRA account and to report back to this Committee and the Housing and Environment Committee in due course.	A report is on the agenda at item 5.1.	Head of Resources Development and Delivery	13/04/10	
9.	Finance & Resources Committee 17/09/09 article 31	<u>Aberdon Care Home – Future Use/Disposal</u> The Committee resolved to authorise the Head of Resources Development and Delivery to pursue the possibility of transferring the property to the HRA account and to report back to this Committee and the Housing and Environment Committee in due course.	A report is on the agenda at item 5.1.	Head of Resources Development and Delivery	13/04/10	
10.	Corporate Policy and Performance 10/09/09 article 9	<u>Achieving Our Potential: Tackling Poverty and Income Inequality in Aberdeen City</u> The Corporate Policy and Performance Committee agree to remit the draft strategy to the other committees of the Council for consideration and comment, accompanied by the service Director's advice on action from the service to address poverty.	A report will be submitted next cycle.	Director of Housing and Environment	11/01/09	16/02/10

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
11.	Housing and Environment Committee 06/08/09 article 12	<p><u>Bulk Items uplift from HRA Properties</u></p> <p>The Committee resolved to instruct Housing Officers to monitor the effectiveness of the decision and to report back to a future meeting of the Committee in the new financial year including budgetary consideration on the longer term solution, including the consideration of outsourcing the service to a public social partnership.</p>		Head of Housing and Community Safety	13/04/10	
12.	Housing and Environment Committee 06/08/09 article 17	<p><u>Initiatives Adopted to Improve Rent Collection</u></p> <p>The Committee resolved to request officers to report back to the Committee in three cycles on progress with the New Ways of Working/person focus approached pilot.</p>	<p>Update:-</p> <p>Implementation of the “early intervention rent pilot” based in the Logie /Middlefield area had been delayed due to operational and resolve issues. The project has only been effective since November 2010, however promising results are beginning to reveal that the number of tenants with arrears is dropping as a result of early intervention. (e.g. from 66% on Nov 2009 to 40% in Jan 2010). At an early stage of this initiative the number of “notices” of surrounding proceedings have began to drop as have the Court letters.</p>		16/02/10	April 2010

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
13.	Housing and Environment Committee 06/08/09 article 19	<u>Duthie Park Restoration –Heritage Lottery Funding Bid</u> The Committee resolved to instruct the Director of Housing and Environment Services to provide further progress reports including details on the outcome of the tendering process in the Housing and Environment information bulletin.	A report was included in the information bulletin of 11/01/10.		11/01/10	
14.	Housing and Environment Committee 06/08/09 article 20	<u>Shared Services Agenda – Trading Standards</u> The Committee resolved to instruct the Director of Housing and Environment Services to submit progress reports for approval, as appropriate.	Update:- A draft report was prepared for presentation at the Shared Services Board. However this report requires further discussion by the appropriate Directors from Aberdeenshire and Aberdeen City Councils to ensure that both CMT's approve the report's content. Pete Leonard is meeting Christine Gore on Monday 8 February, 2010 to discuss next steps.	Director of Housing and Environment	11/01/10	13/04/10
15.	Housing and Environment Committee 06/08/09 article 25	<u>Implementation of the Approved Recommendations of the Best Value Options Appraisal of the Public Analyst Service</u> The Committee resolved to instruct the Director of Housing and Environment to provide a further progress report in the last cycle of the current financial year.		Head of Housing and Environment	13/04/10	

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
16.	Housing and Environment Committee 19/11/09 article 14	<u>Housing for Varying Needs</u> The Committee resolved:- to request officers to report back the outcome of the review for the planning and resource implications of the provision and support required to the meeting of 13 April, 2010			13/04/10	
17.	Housing and Environment Committee 19/11/09 article 25	<u>Birdproofing/ Gulls in the City Centre</u> The Committee resolved:- to instruct the Director of Housing and Environment to provide an update regarding the outcome of the bird control measures undertaken citywide following the herring gull nesting season 2010; and (ii) to instruct the Director of Housing and Environment to report on the findings of the Aberdeen Airport Gull Action Group Study 2009 once it had been completed and the details documented		Director of Housing and Environment	28/09/10	
18.	Housing and Environment Committee 19/11/09 article 27	<u>Responsible Dog Ownership</u> The Committee resolved:- to instruct the Director of Housing and Environment to provide an annual update report on responsible dog ownership to the Housing and Environment Committee		Director of Housing and Environment	October 2010	

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
19.	Housing and Environment Committee 19/11/09 article 30	<p><u>Update report on the progress of the 'Growing Our Own' pilot for Environmental Health Advisors and Trading Standards Officers</u></p> <p>The Committee resolved:- that a further review and report on the progress of the initiative be made to the Housing and Environment Committee during the budget setting process for the 2012/2013 financial year.</p>		Director of Housing and Environment	Late 2010	
20.	Housing and Environment Committee 11/01/10 article 9	<p><u>Housing Capital Programme – Review of Outcomes</u></p> <p>The Committee resolved:- instruct the Head of Service, Housing Asset Management to provide a further report on this matter to the Committee at its meeting on 13 April, 2010.</p>		Head of Service, Asset Management	13/04/10	
21.	Housing and Environment Committee 11/01/10 article 14	<p><u>Lift Refurbishment Contract</u></p> <p>The Committee resolved:- to request that officers submit a further update report, including the lift replacement programme to the Committee in due course.</p>		Head of Service, Asset Management	25/05/10	

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
22.	Housing and Environment Committee 11/01/10 article 15	<p><u>Procurement Method for Phase 2 of Housing new Build Programme</u></p> <p>The Committee resolved:- to instruct officers to report back to a future meeting of the Housing & Environment Committee providing an update of the Phase 2 New Build Programme.</p>		Head of Service, Asset Management	25/05/10	
23.	Housing and Environment Committee 11/01/10 article 16	<p><u>Property Management</u></p> <p>The Committee resolved:- (i) to request officers to submit a report to the Committee at its meeting on 25 May 2010, outlining the options as well as the legal and other implications for changing the current policy to include maintenance responsibility within the title deeds of all future new owners; and (ii) that officers commence informal discussions with Council tenants and owners of former Council houses prior to May 2010, and that the outcome of this be included in the report back to the Committee on 25 May, 2010.</p>		Head of Service, Asset Management	25/05/10	

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
24.	Housing and Environment Committee 11/01/10 article 17	<p><u>Properties Off Charge</u></p> <p>The Committee resolved:- (ii) to request officers to provide a detailed report, including firm completion dates, on all of the properties which have been off charge for six months or longer to the Committee at its meeting on 16 February 2010; and (iii) to note the current position within both the UTBR and the NTBR Off Charge list and requested officers to provide a further update to the Committee at its next meeting on 16 February, 2010.</p>	<p>A report is on the agenda at item 4.2.</p> <p>Recommended for removal.</p>	Head of Service, Asset Management	16/02/10	16/02/10
25.	Housing and Environment Committee 11/01/10 article 20	<p><u>A Tree for Every Citizen</u></p> <p>The Committee resolved:- to instruct that a final report be presented to this Committee, which would provide a detailed planting project plan.</p>		Head of Service – Interim Lead for Environment	25/05/10	
26.	Housing and Environment Committee 11/01/10 article 21	<p><u>Countryside Ranger Service Five Year Plan</u></p> <p>The Committee resolved:- to instruct officers to report back to Committee on an annual basis regarding progress.</p>		Head of Service – Interim Lead for Environment	25/05/10	

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
27.	Housing and Environment Committee 11/01/10 article 25	<u>HRA Tied Tenancies</u> The Committee resolved:- to request a report back at the next meeting on the background and current details associated with caretakers who have not yet moved and have no live application in this regard.	A verbal update will be provided at the meeting.	Head of Service – Community Safety	16/02/10	April 2010
28.	Housing and Environment Committee 11/01/10 article 26	<u>Garden Maintenance Scheme</u> The Committee raised its concern in relation to former tenants who were elderly and unable to properly maintain their properties. Councillor Cooney suggested that the Council look at options including a voluntary gardening group or possibilities around using community service participants to undertake the gardening for these citizens. The Committee resolved:- to request a report back addressing Councillor Cooney's suggestions.		Head of Service – Interim Lead for Environment		
29.	Housing and Environment Committee 11/01/10 article 28	<u>Modernisation of Housing Service</u> The Committee resolved:- (i) to note the possible options as outlined within the report, and to agree that consultation should begin on the process to deliver a more customer focused generic housing officer style of working, with authority	Update:- Officers reported to Committee on 11 Jan 2010 that a report would be submitted to the April, 2010 Committee with the outcome of consultations. This will include the modernisation of the new structures including a structure for consideration and	Head of Service, Asset Management	June 2010	

<u>No.</u>	<u>Minute Reference</u>	<u>Committee Decision</u>	<u>Update</u>	<u>Lead Officer(s)</u>	<u>Report Due</u>	<u>Report Expected (if known)</u>
		to approve the escalation of cases requiring more intensive assistance to specialist housing support teams; (iv) to request officers to provide a report in six months time on the efficiency of the new service structure.	approval. Therefore it would not be possible to provide a report in six months time on the efficiency of the restructure.			
30.	Resources Management Committee 07/02/07 article 26	<p><u>St. Fitticks Farmhouse Site, Torry</u></p> <p>The Committee instructed a report back on the outcome of without prejudice discussions, specifically, to report any provisionally agreed terms.</p> <p>Amongst other things, the Committee resolved to request a report back following completion of the SACRP scoping studies to Council or the appropriate Committee of the Council with a remit for regeneration.</p>	<p>This has now been overtaken by the new housing initiatives under the banner of the demonstration projects. With regard to the Marine Study Centre itself, this is one of the seven key deliverables in the SACRP.</p> <p>The development of the planning brief for the wider greenfield area enclosing the St. Fittick Farmhouse site is being assessed and a report will be submitted to the appropriate Committee later this year after initial consideration by the Housing Investment Board.</p> <p>A report on the economic development aspect of this will be reported to E,P&I, thereafter a report will be submitted to the Committee at its meeting on 13 April 2010.</p>	Director of Enterprise, Planning and Infrastructure/ Director of Housing and Environment	19/11/09	13/04/10

HOUSING AND ENVIRONMENT COMMITTEE

MOTIONS LIST

11 February, 2010

<u>No.</u>	<u>Motion</u>	<u>Date of Council Meeting</u>	<u>Committee Motion referred to / date/ decision of Committee</u>	<u>Action taken / Proposed Future Action</u>	<u>Responsible Head(s) of Service</u>	<u>Due Date</u>	<u>Is authority sought to remove motion from list?</u>
1.	<p><u>Councillor Allan</u></p> <p>“That the appropriate Committee progress a policy allowing door entry systems and mutual repairs and maintenance work to be carried out in four in a block properties where there are Council and private tenants.”</p>	28/02/07	<p><u>Community Services Committee</u></p> <p><u>27 March 2007</u></p> <p>The Committee requested officers to submit a full report to a future meeting covering the issues raised by Councillor Allan and the Committee, namely:</p> <ul style="list-style-type: none"> • the development of a policy to work around the legislation; • the need to provide a factoring service; • the need for a clear definition of maintenance and improvement items; • classifying door entry systems as an urgent repair; and • health and safety issues. 	A report was submitted to Committee on 28 April, 2009, which authorised officers to:- explore the range of potential options suitable for the promotion of property management in mixed tenure properties; develop and trial various model options for Aberdeen City Council to deliver property management services to mixed tenure properties and report back to committee with the findings in 18 to 24 months, with an interim report in 12 months time; and to utilise £50,000 (£25,000 from Housing Revenue Account (HRA) and £25,000 from Private Sector Housing Grant (PSHG)), in developing and consulting on this service.	Head of Shelter and Environment Neighbourhood Services (Central Area)	Final report in April 2010	No

<u>No.</u>	<u>Motion</u>	<u>Date of Council Meeting</u>	<u>Committee Motion referred to / date/ decision of Committee</u>	<u>Action taken / Proposed Future Action</u>	<u>Responsible Head(s) of Service</u>	<u>Due Date</u>	<u>Is authority sought to remove motion from list?</u>
2.	<p><u>Councillor Ironside</u></p> <p>“That this Council expedites its plan to demolish the old Greenfern School site which was currently a haven for vandalism and anti social behaviour causing the residents of the area great concern”.</p>	16/12/09	<p><u>Housing and Environment Committee</u> <u>11 January, 2010</u></p> <p>(i) to request officers to identify as soon as possible, which Service was responsible for the site, as well as the other terms within the motion, and that once this had been clarified, that the motion, along with a report on the matter, be referred to the next meeting of the appropriate Committee;</p> <p>(ii) to request officers to clarify which Service was responsible for the terms of the motion; and</p> <p>(iii) to express disappointment that Councillor Ironside had not been informed that his motion was to be considered on today’s agenda, and to request that officers keep Councillor Ironside informed of all decisions in relation to his motion.</p>	<p>The Education, Culture and Sport Committee are considering a background report on this motion at its meeting of 18 February, 2010.</p> <p>It is recommended that this item is transfer to the Education, Culture and Sport Committee Motions List.</p>	Director of Housing and Environment		No

HOUSING CASES REVIEW SUB COMMITTEE

ABERDEEN, 2 November, 2009. - minute of meeting of the HOUSING CASES REVIEW SUB COMMITTEE. Present:- Councillor Malone, Chairperson and Councillors Cooney, Farquharson (substitute for Councillor Donnelly), Hunter, Kiddie, McDonald and Robertson.

Also in attendance:- Councillor Boulton was in attendance as a local member regarding Housing Case 7374; and Councillor John Stewart was in attendance as a local member regarding Housing Case 7672.

MINUTE OF PREVIOUS MEETING

1. The Sub Committee had before it the minute of its previous meeting of 2 November, 2009.

The Sub Committee resolved:-

to approve the minute as an accurate record.

EXEMPT INFORMATION

Before proceeding, the Sub Committee resolved in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973 that the public be excluded from the meeting on the grounds that it was likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present there would be disclosure to them of exempt information as defined in paragraphs 2 and 6 of Schedule 7(A) to the Act.

HOUSING CASE 7672

2. The Sub Committee had before it a report by the Director of Housing and Environment which contained particulars of an application for Council housing which could not be dealt with within the Scheme of Allocation due to the applicant having refused more than two suitable offers of housing.

The Sub Committee heard Councillor John Stewart in respect of this case.

The Sub Committee resolved:-

to grant the applicant an offer in any of the letting areas as follows:-

- Sunnybank – flat
- Froghall – cottage
- Froghall – maisonette
- Froghall – flat
- Gallowgate – cottage

Gallowgate – maisonette
 King Street – maisonette
 King Street – flat
 Urquhart Road – cottage
 Urquhart Road – flat
 Berryden – flat
 Rosemount – cottage
 Rosemount – flat
 Central – cottage
 Central – maisonette
 Central – flat
 Rosemount Square – flat.

HOUSING CASE 7673

3. The Sub Committee had before it a report by the Director of Housing and Environment which contained particulars of an application for Council housing which fell outwith the Scheme of Allocation.

The Sub Committee resolved:-

to approve option 1 as contained within the recommendations; to grant the applicant a priority move to a three bedroom flatted accommodation within an area of similar letting demand to Manor Avenue.

DECLARATION OF INTEREST

Councillor Hunter declared a personal interest in the subject matter of the following article but did not feel it was necessary to withdraw from the meeting.

HOUSING CASE 7374

4. The Sub Committee had before it a report by the Director of Housing and Environment which contained particulars of an application for Council housing which Councillor Boulton had asked be referred to the Sub Committee in order for consideration to be given to the impact the situation outlined within the report was having on the extended family members in addition to the applicant.

The Sub Committee heard Councillor Boulton in respect of this case.

The Sub Committee resolved:-

- (i) to defer this case to the next meeting of the Sub Committee; and
- (ii) to instruct officers to bring back social work and/or medical reports as appropriate to aid the Sub Committee in their decision at its next meeting and;
- (iii) to instruct officers to feed into the review that was currently being undertaken into the Scheme of Allocation; and to intimate in this regard that the Sub Committee would like consideration to be given to the impact that can be felt

by other family members who are not included in an application but live in the same property at the point of application, particularly if the Social Work Service is involved in a case.

HOUSING CASE 7375

5. The Sub Committee had before it a report by the Director of Housing and Environment which contained particulars of an application for Council housing which Councillor Kiddie had requested be considered by the Sub Committee on this day.

The Committee heard Councillor Kiddie in respect of this case.

The Sub Committee resolved:-

- (i) to defer this case to the next meeting of the Sub Committee; and to instruct officers to provide further medical information to aid the Sub Committee in its decision at the next meeting.
- (ii) to instruct officers to speak with the applicant at an early date in order to clarify some of the inconsistencies in the report; and
- (iii) should the applicant be housed prior to the next meeting of the Sub Committee, to instruct officers to provide an update report at this meeting.

HOUSING CASE 7376

6. The Sub Committee had before it a report by the Director of Housing and Environment which contained particulars of an application for Council housing which fell outwith the Scheme of Allocation.

The Sub Committee noted that the applicant's medical needs had recently been reassessed and she had been awarded the correct priority for her needs.

The Sub Committee resolved:-

to adopt option 2 as contained within the report; to decline the request and advise the applicant that she will have to wait for an offer of accommodation on normal turn of points priority.

FEEDBACK ON PREVIOUS CASES

7. With reference to article 12 of the minute of its previous meeting, the Sub Committee had before it a report by the Director of Housing and Environment, which updated the Sub Committee on housing cases that had been considered in the previous six months.

The Sub Committee resolved:-

to note the information provided.

HOUSING CASE 7649 - UPDATE

8. With reference to article 11 of the minute of its previous meeting, the Sub Committee had before it an update by the Head of Service - Housing Management on this particular housing case.

The Sub Committee resolved:-
to note the information provided.

HOUSING CASE 7671 – UPDATE

9. With reference to article 9 of the minute of its previous meeting, the Sub Committee had before it a report by the Head of Service - Housing and Environment which provided an update on this particular housing case.

The Sub Committee resolved:-
to note the information provided.

PROPOSED DATES AND TIMES OF FUTURE MEETINGS

11. The Sub Committee had before it a list of proposed meeting dates for 2010.

The Sub Committee resolved:-

- (i) to agree that meetings of the Group would be held on the following dates:-
 - 18 January 2010;
 - 1 March 2010;
 - 26 April 2010;
 - 7 June 2010;
 - 6 September 2010;
 - 25 October 2010;
 - 13 December 2010; and
 - (ii) to agree that these meetings would commence at 2.00pm in the Town House.
- AILEEN MALONE, Chairperson.**

COMMITTEE **Housing and Environment** DATE **16th February 2010**

CORPORATE DIRECTOR **Pete Leonard**

TITLE OF REPORT **Performance Report for Housing and Environment**

1. PURPOSE OF REPORT

The purpose of this report is to present committee with key performance measures for the Housing and Environment Service.

2. RECOMMENDATION(S)

To seek the Committee's comments and observations on the performance information contained in the report.

3. FINANCIAL IMPLICATIONS

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

4. SERVICE & COMMUNITY IMPACT

The performance reporting framework is integrated with the Council's ambition of being a top performing Council which delivers on the Community Plan and the Administration's Policy Statement.

5. OTHER IMPLICATIONS

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

6. REPORT





This report presents the key management information and performance indicators for the Housing and Environment Service. The report consists of two sections:

- (1) A progress report from the Director.
- (2) A summary in the format of a Performance Indicator Balanced Scorecard and detailed information supporting those indicators being considered this cycle.





The Performance Indicator Balanced Scorecard and supporting reports are now produced from Covalent, the corporate performance reporting system.

When reviewing the data in the Performance Indicator Balanced Scorecard the following symbols are used

Traffic Light Icon

-  On target
-  Within 5% of target and being monitored
-  Within 20% of target and being actively pursued
-  Data only PI as there is no target set

Short Term Trend Arrow

-  Improvement from last reporting period
-  Reduction from last reporting period
-  No change since last reporting period
-  Unable to determine trend

Members are asked to note that in relation to details of sickness absence for Housing and Environment, the service continues to work with Corporate Governance with the aim of providing the information in the SPI format at the earliest opportunity.

In considering the information, and given the expectations laid down at the last Committee that members wish to review the most up-to-date information, it may be helpful to outline the process by which performance information is presented to Committee.

Within the service, performance information is collated on an agreed monthly frequency, and input into Covalent. The raw data is then reviewed by managers and actions identified as appropriate to ensure improvements in performance where necessary. This analysis and action is also input into Covalent.

On a monthly basis the performance information is reviewed by the Senior Management Team (SMT), who consider the data along with the analysis and the action proposed by the managers. If, on reviewing the information, the SMT consider that a different course of action is required from that proposed by the manager then this is communicated to the relevant manager through normal line management arrangements.

The performance information that is presented to Committee has therefore been reviewed within the service, by the Director and SMT who are accountable for performance. Members can then consider whether adequate management of performance is in place for each indicator.

7. AUTHORISED SIGNATURE

Pete Leonard
Corporate Director Housing and Environment
pleonard@aberdeencity.gov.uk

8. REPORT AUTHOR DETAILS

Gillian Milne
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David Leslie
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dleslie@aberdeencity.gov.uk

9. BACKGROUND PAPERS

N/A

**CORPORATE DIRECTOR'S PROGRESS REPORT
HOUSING AND ENVIRONMENT
16 December 2009 - 10 February 2010**

City Wardens – 14 January 2010 saw the first anniversary of the City Warden Service. The first year was very successful with the service contributing to reductions in crime and antisocial behaviour and improved environmental ratings. During their first year, City Wardens have increased litter enforcement by 10% compared with 2008 and 164 offenders were dealt with. Thirty dog fouling fixed penalty notices were issued compared with 6 in 2008. Parking enforcement increased by 8% with 47,461 penalty charge notices issued. The City Warden service also received the Bronze Award in the COSLA Service Excellence awards.

Safer Aberdeen - Working closely with the police and our community safety partners, increased activity took place to enhance community safety in the City Centre during the festive period. Additional transport marshals were deployed to help get people home safely. 'Safer Streets' funding granted by the Scottish Government enabled a positive publicity campaign, including an eye catching graphic on a vacant shop unit on Union Street and street stencils. Additional police patrols were also undertaken. This year during the festive period violent offences have shown a significant reduction compared with 2008, with the number of assault and robberies being halved, serious assaults being down by 30% and minor assaults also being cut by 19.5% on the same period last year. The Antisocial offences have also followed a similar trend with urinating, vandalism and breach of the peace all showing reductions of 44.3%, 25.9% and 20.8% respectively. Theft by shoplifting offending is down by 22.7% on the same period last year and 25.5% from the year before that.

Homelessness - On 4 January 2010, the Bethany Christian Trust in conjunction with and funded by Aberdeen City Council, set up a Winter Care Shelter to provide food, companionship, shelter and advice to those rough sleeping or facing rooflessness. The shelter will be open for three months and will operate out of ten separate churches, representing many of the city's denominations, and with logistical back-up provided by many more. This initiative shares and strives to address the concerns expressed by the Scottish Government in its recent communication, Severe Weather Provision for Rough Sleepers.

New Build - The second submission to Scottish Government for funding to contribute towards "Incentivising New Council Housing Building" was made in September 2009 and has been approved by the Scottish Government. A formal offer of grant is expected in the next few weeks. The procurement of the new build council housing took the form of a design and build tender which allowed contractors interested in tendering for the detailed design and build contract to submit details of their capabilities to undertake the requirements of the brief. The selected contractor(s) was reported to a special Housing and Environment Committee on 20 January 2010 and the awarded contractor will start on site in March 2010.

Building Services - During the recent cold weather, Building Services encountered a high demand for emergency assistance from Council tenants and Grampian Police. This was predominantly for burst/frozen pipes and

consequential damage. Increased demand is quite normal for the service during any period of exceptional inclement weather therefore normal contingency plans were put in place and extra trades resources were brought in and overtime worked to cope with the demand. Emergency response times were affected by weather conditions, due to poor road conditions and demand peaking during low temperatures. However, on most occasions Building Services were able to respond within the target timescales.

From 5 January onwards Building Services took the unprecedented step of deploying 23 trades staff on pavement gritting duties around multi-storey buildings and paths surrounding old folks cottages in order to assist Roads and Grounds colleagues during the exceptional weather conditions.

Responsible Dog Ownership - The Dog Wardens and Environmental Health Staff have commenced their annual program of responsible dog ownership talks to primary 5 school children. Aberdeen City's 50 primary schools have been invited to participate and this year presentations are being carried out over the period 12 January to 2 April 2010. Associated with the presentation is a competition for pupils to design a poster promoting responsible dog ownership. The winners will receive a certificate from the Lord Provost at an official prize giving in the Town House. Since the commencement of this educational initiative in 1995, a total of 17,918 pupils have attended the presentations.

ASSL - Aberdeen Scientific Services Laboratory (ASSL) has agreed a networking arrangement with Kings College, Aberdeen University as part of its Business Continuity Plan. The access to the Universities excellent facilities is seen as an excellent opportunity to further scientific expertise and build an exciting new working relationship between the two services.

Environmental Walkabouts - The Environmental Services team was joined by Housing, Community Safety and Building Services staff, community representatives, the Police and Elected Members on successful walkabouts around the Summerhill Neighbourhoods. Environmental issues such as litter, graffiti, flytipping, poor street signs and pot holes etc were all reported for remedial action. Details of the walkabout and actions taken have been passed to the ward councilors, local residents and community groups who are delighted with the proactive work undertaken. A full programme of Walkabouts has been scheduled for 2010 beginning with Ashgrove on the 28 January.

Britain In Bloom - Following Aberdeen's success in this years Beautiful Scotland awards, Aberdeen has been chosen to represent Scotland in Britain in Bloom UK finals 2010. Run by the Royal Horticultural Society, Britain in Bloom is one of the largest horticultural campaigns in Europe working year-round to create a cleaner and greener Britain through community action. Participants can earn top marks in horticultural achievement, environmental responsibility and community participation.

Loo of the Year Awards - Footdee, Beach Central, Upperkirkgate and Chapel Street all achieved 4 star awards from grading and judging undertaken by the British Toilet Association. Toilet staff at each of these facilities were also awarded Toilet attendant awards and Beach Central was given a Toilet Heritage award.

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Committee Scorecard

Report Type: Scorecard Report
































Author: David Leslie





























Generated on: 04 February 2010



Name
Housing and Environment Committee Scorecard

Traffic Light Icon	PI Code & Short Name	Last Update	Current Value	Current Target	Short Term Trend Arrow
	H&E 1.3 Score compliance with health & safety matrix	December 2009	89%	100%	
	H&E 1.5 % number of days lost per employee through sickness	January 2010	7.78%		
	HOUKPIG1a Housing Lists - Waiting List	December 2009	5,538		
	HOUKPIG1b Housing Lists - Transfer List	December 2009	2,573		
	HOUKPIR1a Response repairs completed in target (percentage) - Priority 1	December 2009	92%	94%	
	HOUKPIR2a Response repairs completed in target (percentage) - Priority 1/2	December 2009	93%	93.5%	
	HOUKPIR3a Response repairs completed in target (percentage) - Priority 2	December 2009	90%	93.5%	
	HOUKPIR4a Response repairs completed in target (percentage) - Priority 3	December 2009	92%	93.5%	
	HOUKPI1a House Sales completed within 26 weeks - %	December 2009	97.8%	95%	
	HOUSPIHS1b Response repairs completed in target	December 2009	90%	95%	

Traffic Light Icon	PI Code & Short Name	Last Update	Current Value	Current Target	Short Term Trend Arrow
	HOUSPIHS3a Rent loss due to voids - Citywide	December 2009	0.99%	0.92%	
	HOUSPIHS4aiii Non-low demand relets (0-4 weeks) - Citywide	December 2009	51.4%	59%	
	HOUSPIHS4biii Low demand relets (0-4 weeks) - Citywide	December 2009	38%	59%	
	HOUSPIHS5a Rent Arrears as a % of Net amount Due (SPI)	December 2009	8.1%	6%	
	HOUSPIHS7aii Homeless Decision Notifications	December 2009	73.3%	80%	
	HOUSPIHS7aiii Statutory Homeless Lets	December 2009	41.8%	45%	
	HOUSPIHS7aiv Repeat Homelessness	Q1 2009/10	2.2%	2%	
	HOUSPIHS7b Homeless Tenancy Sustainment	December 2009	94.4%	90%	
	H&E 3.01 Incidences of antisocial behaviour	December 2009	382		
	H&E 3.02 Incidences of vandalism, malicious damage or malicious mischief	December 2009	204		
	H&E 3.07 Crime and antisocial behaviour incident reports made by City Wardens	December 2009	130		
	H&E 3.08 Number of fixed penalty notices issued for dog fouling	December 2009	0		
	H&E 3.09 Number of fixed penalty notices issued for littering	December 2009	6		
	ENV 1.01 Percentage Achieving Cleanliness	December 2009	90%	93%	
	ENV 1.02 Domestic Noise Complaints - Average Time to attend on site for (Non Part V - Average Dog Barking and EPA Domestic) Annual Average	2008/09	27 hours	48 hours	
	ENV 1.03 (%) Non Domestic Noise Complaints % of complaints responded to within 2 days	December 2009	100%	100%	
	ENV 1.04 (%) Non Domestic Noise Complaints % of complaints completed within 30 days	November 2009	91.7%	100%	
	ENV 1.05 (%) High Priority Pest Control	December 2009	100%	100%	

	Complaints % responded to within 2 days				
	ENV 1.06 (%) High Priority Pest Control Complaints % completed within 30 days	November 2009	94.7%	100%	
	ENV 1.07 (%) Low Priority Pest Control Complaints % responded to within 5 days	December 2009	100%	100%	
	ENV 1.08 (%) Low priority Pest Control Calls % completed within 30 days	November 2009	95%	100%	
	ENV 1.09 (%) High Priority Public Health Complaints % responded to within 2 days	December 2009	98.1%	100%	
	ENV 1.10 (%) High Priority Public Health Complaints % completed within 30 days	November 2009	85.9%	100%	
	ENV 1.11 (%) Low Priority Public Health Complaints % responded to within 5 days	December 2009	96.4%	100%	
	ENV 1.12 (%) Low Priority Public Health Complaints % completed within 30 days	November 2009	87.2%	100%	
	ENV 1.13 (%) Dog Fouling Complaints % responded to within 2 days	December 2009	96.7%	100%	
	ENV 1.14 (%) Dog Fouling Complaints % completed within 30 days	November 2009	97.3%	100%	
	ENV 1.18 % of Waste Recycled/Composted	August 2009	29%	27%	
	ENV 1.19 Refuse Complaints received per 1000 households in each 4 week period	2009/10	27.6		
	ENV 1.20 Turnaround Times	November 2009	99.55%	85%	
	ENV 1.21 % Quality Assurance Performance	Q3 2009/10	96.8%	95%	
	ENV 1.22 % Productivity Hours	Q3 2009/10	87.24%	75%	

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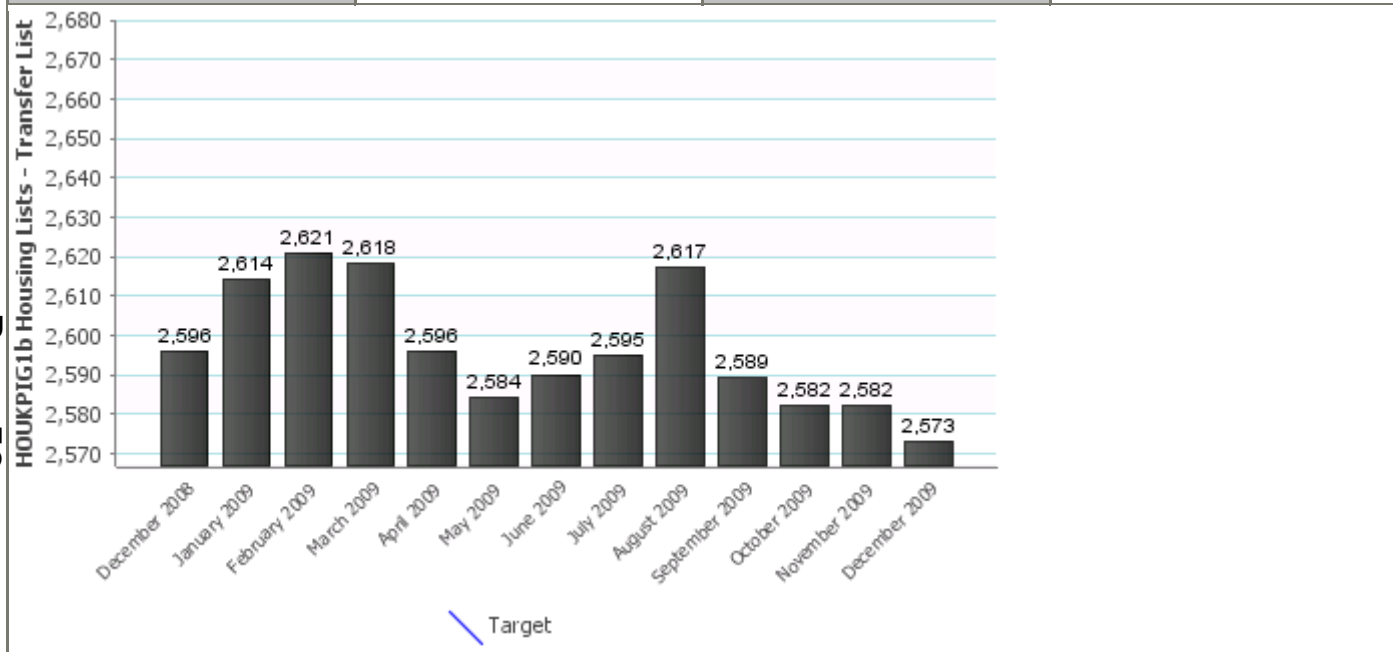
Committee Performance Report

Author: David Leslie


Generated on: 04 February 2010

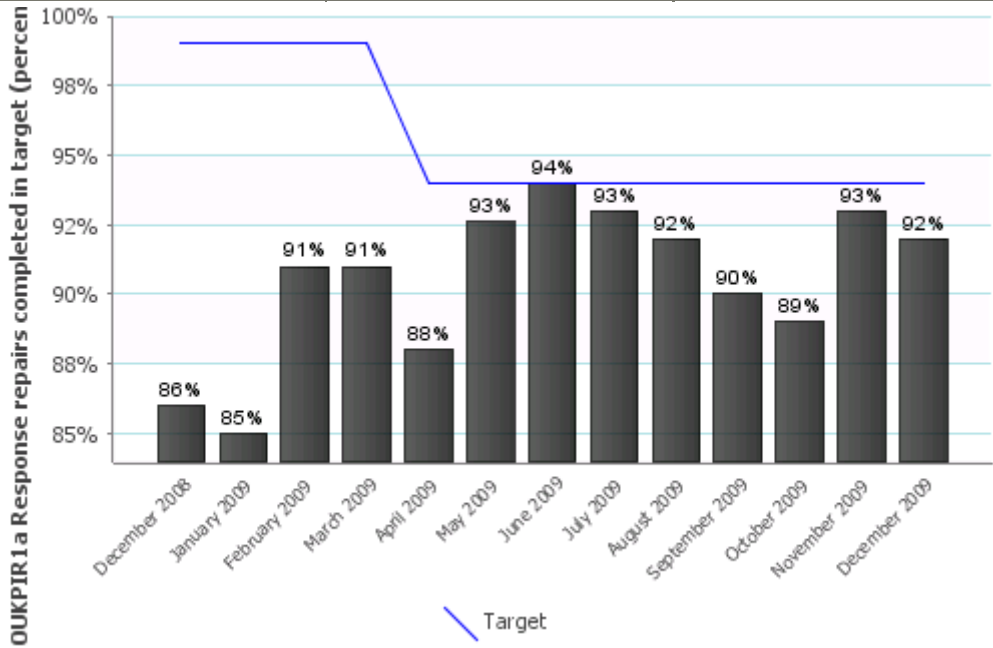
Code	HOUKPIG1a	Housing Lists - Waiting List																														
Description	The current number of applicants for housing on the waiting list																															
Current Value	5,538	Current Target		Traffic Light Icon																												
<table border="1"> <caption>HOUKPIG1a Housing Lists - Waiting List</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>5,785</td></tr> <tr><td>January 2009</td><td>5,904</td></tr> <tr><td>February 2009</td><td>6,006</td></tr> <tr><td>March 2009</td><td>6,059</td></tr> <tr><td>April 2009</td><td>5,923</td></tr> <tr><td>May 2009</td><td>5,949</td></tr> <tr><td>June 2009</td><td>6,011</td></tr> <tr><td>July 2009</td><td>6,073</td></tr> <tr><td>August 2009</td><td>6,128</td></tr> <tr><td>September 2009</td><td>6,111</td></tr> <tr><td>October 2009</td><td>5,925</td></tr> <tr><td>November 2009</td><td>5,594</td></tr> <tr><td>December 2009</td><td>5,538</td></tr> </tbody> </table>					Month	Value	December 2008	5,785	January 2009	5,904	February 2009	6,006	March 2009	6,059	April 2009	5,923	May 2009	5,949	June 2009	6,011	July 2009	6,073	August 2009	6,128	September 2009	6,111	October 2009	5,925	November 2009	5,594	December 2009	5,538
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Latest Note	<p>Analysis: Waiting List figures for December 2009 have fallen to the lowest level recorded here, with a drop since October of more than 60 cases. This pattern is similar to that of previous years, though the scale has fluctuated quite considerably: in 2008 the fall was less than 30 cases (a drop of 0.5 per cent), whereas in 2007/8 the fall from October to December was over 360. Reflecting the annual general seasonal decrease in activity, the number of applications received in the month was 312, a fall of 29 per cent on the November figure (440). This was offset somewhat by falls in the numbers of applications cancelled (279 as against 426 in November) and the number of households housed (88, compared to 142 the previous month).</p> <p>Action: The Waiting Lists will continue to be monitored and the number of applicants reported to Committee. (Bellann Wylie)</p>																															

Code	HOUKPIG1b	Housing Lists - Transfer List		
Description	The current number of applicants for housing on the transfer list			
Current Value	2,573	Current Target		Traffic Light Icon




Latest Note	<p>Analysis: The numbers on the transfer list have pretty much stagnated over the past four months, with a spread difference of only 16 cases after an uncharacteristic peak in August, although the general trend is downwards. Only 62 applications were registered in December, as against an average of 95 for the previous two months, although there were also drops in the numbers cancelled (50 compared to the two-month average of 74) and housed from this list: 24, three less than in November, but actually slightly higher than the October figure of 22.</p> <p>Action: The Transfer List will continue to be monitored and the number of applicants reported to Committee. (Bellann Wylie)</p>
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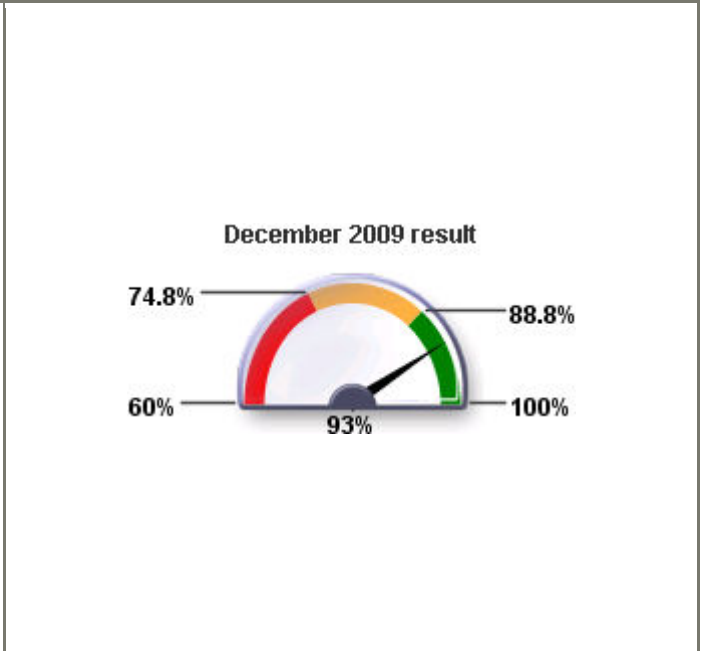
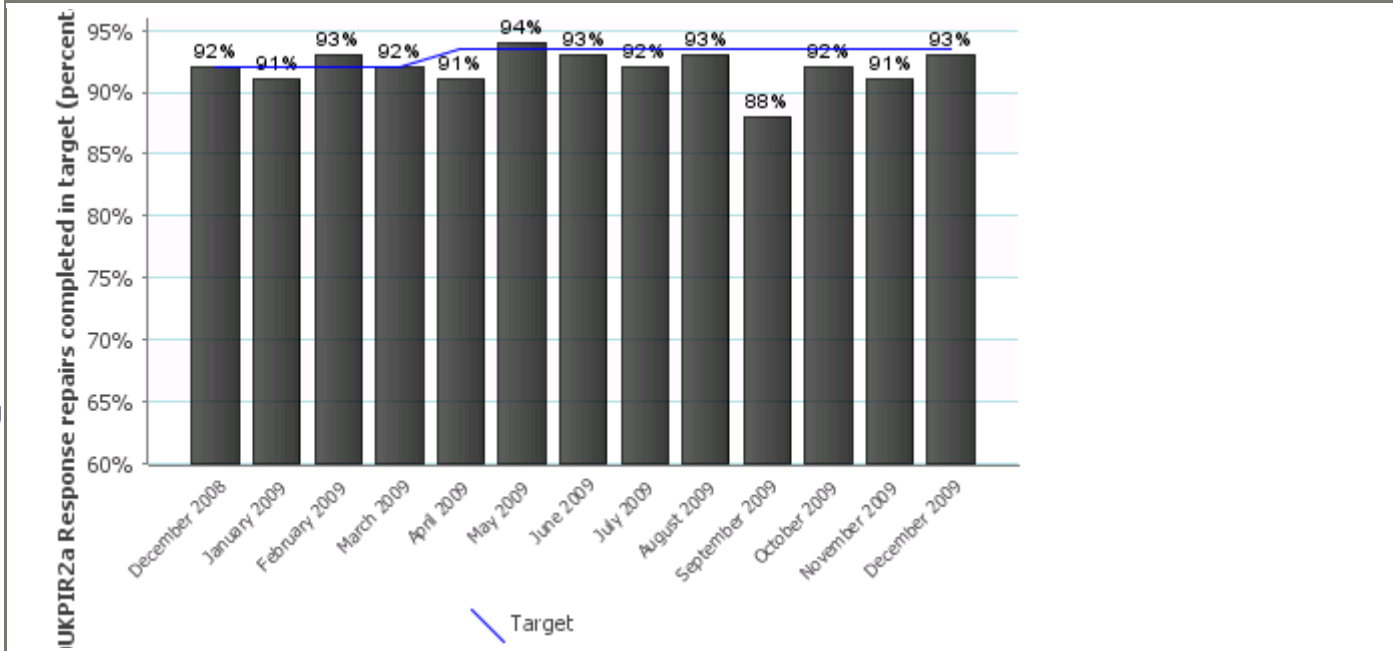
Code	HOUKPIR1a	Response repairs completed in target (percentage) - Priority 1			
Description	The percentage of Priority 1 response repairs requiring a response within 4 hours completed in target				
Current Value	92%	Current Target	94%	Traffic Light Icon	



Latest Note	<p>Analysis: Performance has dropped by 1% during December to 92%. The drop is mainly as a result of slaters being unable to complete repairs due to snow and ice on roofs.</p> <p>Action: Additional resources to be provided for South Joiner to improve performance. Slater performance to improve if weather conditions are more favourable.</p>
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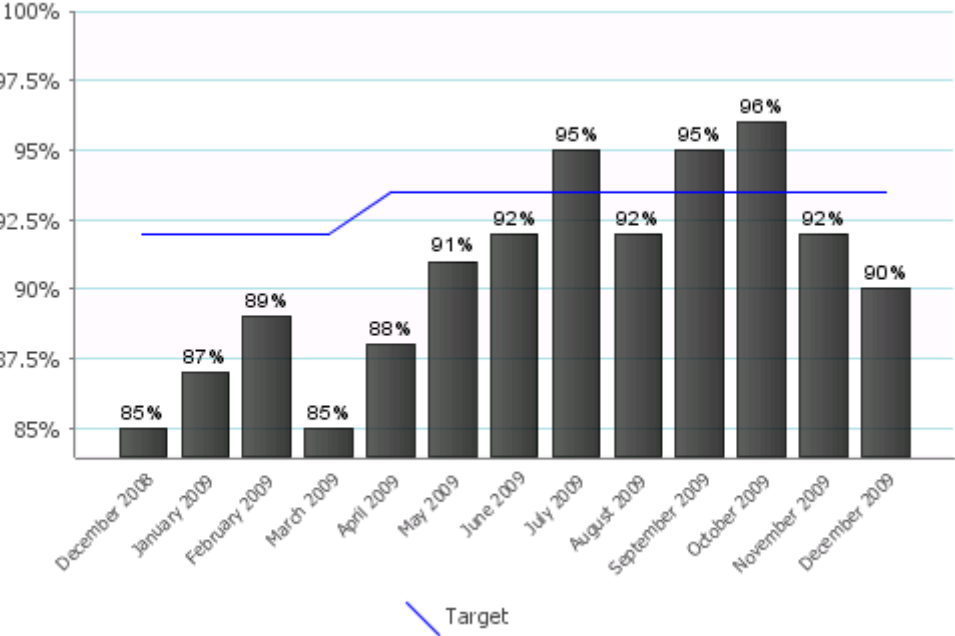

Code	HOUKPIR2a	Response repairs completed in target (percentage) - Priority 1/2
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Description	The percentage of Priority 1/2 response repairs requiring a response within 3 working days completed in target				
Current Value	93%	Current Target	93.5%	Traffic Light Icon	




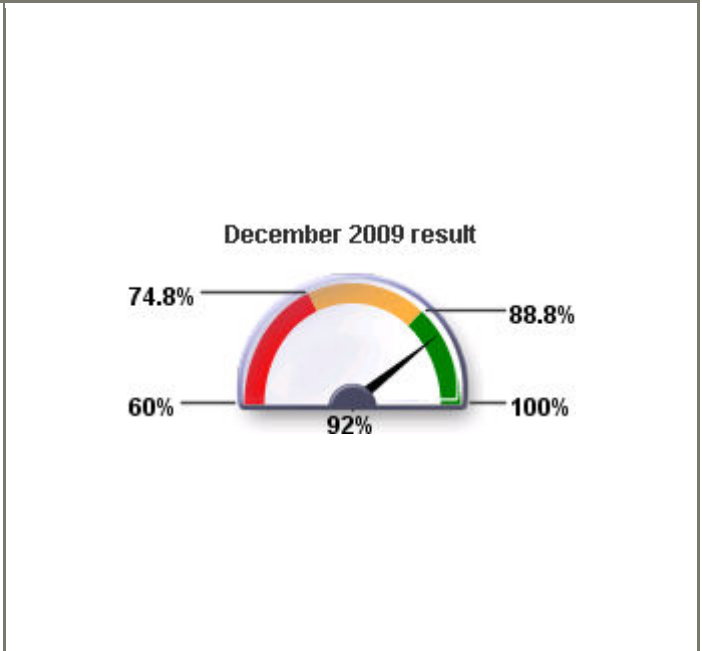
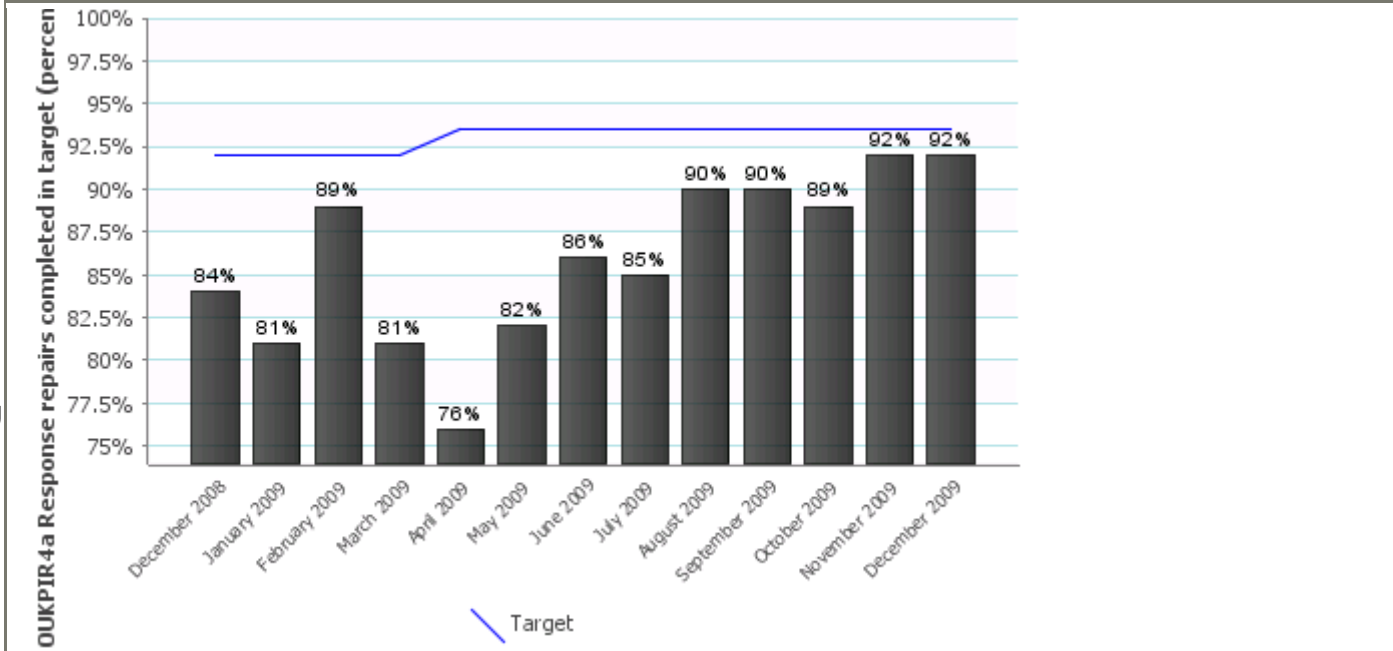
Latest Note	<p>Analysis: Performance up to 93% of all orders completed within target of 3 working days. Again dangerous working conditions for Slaters has restricted overall performance of all trades.</p> <p>Action: Additional resources to be provided for South Joiner to increase performance. Slater performance to improve if weater conditions are favourable.</p>
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Code	HOUKPIR3a	Response repairs completed in target (percentage) - Priority 2
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Description	The percentage of Priority 2 response repairs requiring a response within 10 working days completed in target																																
Current Value	90%	Current Target	93.5%	Traffic Light Icon																													
<p data-bbox="89 308 123 946">OUKPIR3a Response repairs completed in target (percen</p>  <table border="1" data-bbox="134 308 1086 946"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>85%</td></tr> <tr><td>January 2009</td><td>87%</td></tr> <tr><td>February 2009</td><td>89%</td></tr> <tr><td>March 2009</td><td>85%</td></tr> <tr><td>April 2009</td><td>88%</td></tr> <tr><td>May 2009</td><td>91%</td></tr> <tr><td>June 2009</td><td>92%</td></tr> <tr><td>July 2009</td><td>95%</td></tr> <tr><td>August 2009</td><td>92%</td></tr> <tr><td>September 2009</td><td>95%</td></tr> <tr><td>October 2009</td><td>96%</td></tr> <tr><td>November 2009</td><td>92%</td></tr> <tr><td>December 2009</td><td>90%</td></tr> </tbody> </table>	Month	Percentage	December 2008	85%	January 2009	87%	February 2009	89%	March 2009	85%	April 2009	88%	May 2009	91%	June 2009	92%	July 2009	95%	August 2009	92%	September 2009	95%	October 2009	96%	November 2009	92%	December 2009	90%	 <p data-bbox="1668 518 1937 550">December 2009 result</p> <p data-bbox="1579 582 1657 614">74.8%</p> <p data-bbox="1579 694 1657 726">60%</p> <p data-bbox="1780 710 1859 742">90%</p> <p data-bbox="1960 598 2038 630">88.8%</p> <p data-bbox="1960 694 2038 726">100%</p>				
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Latest Note	<p data-bbox="421 965 2105 1037">Analysis: Performance down to 90%, again primarily due to restrictions on work areas for slaters. Overall performance for December excluding slaters was 95%.</p> <p data-bbox="421 1077 2072 1149">Action: Changes to Blacksmith scheduling to improve performance. Look for improvement in Slater performance on recovery from backlog caused by recent inclement weather conditions.</p>																																


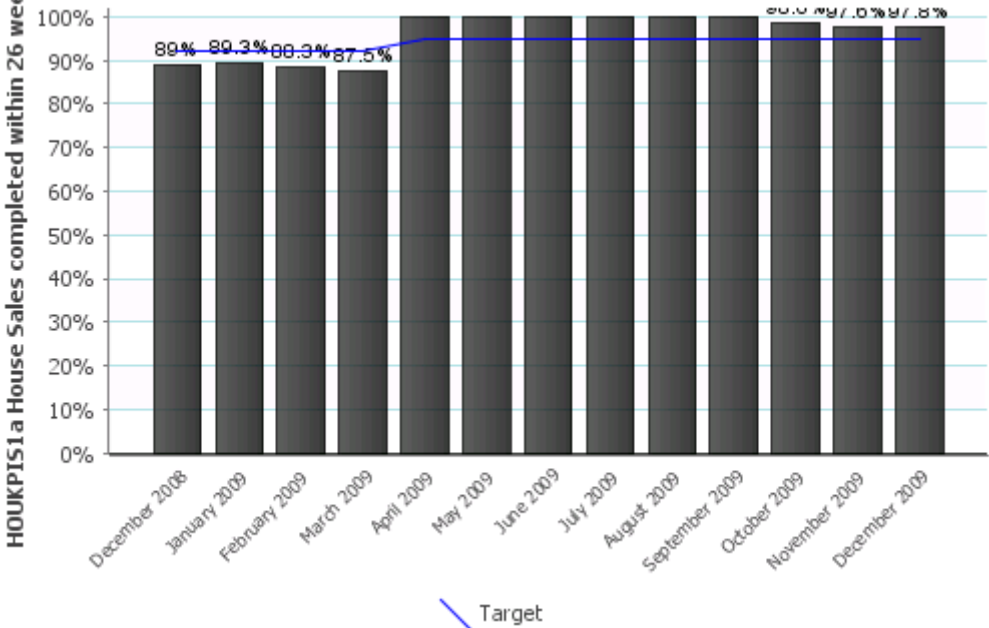

Code	HOUKPIR4a	Response repairs completed in target (percentage) - Priority 3
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Description	The percentage of Priority 3 response repairs requiring a response within 24 working days completed in target				
Current Value	92%	Current Target	93.5%	Traffic Light Icon	

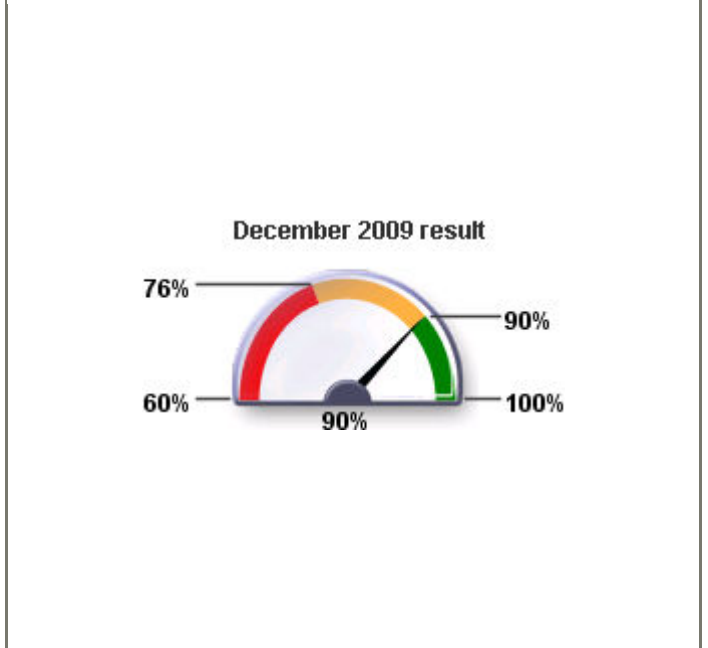
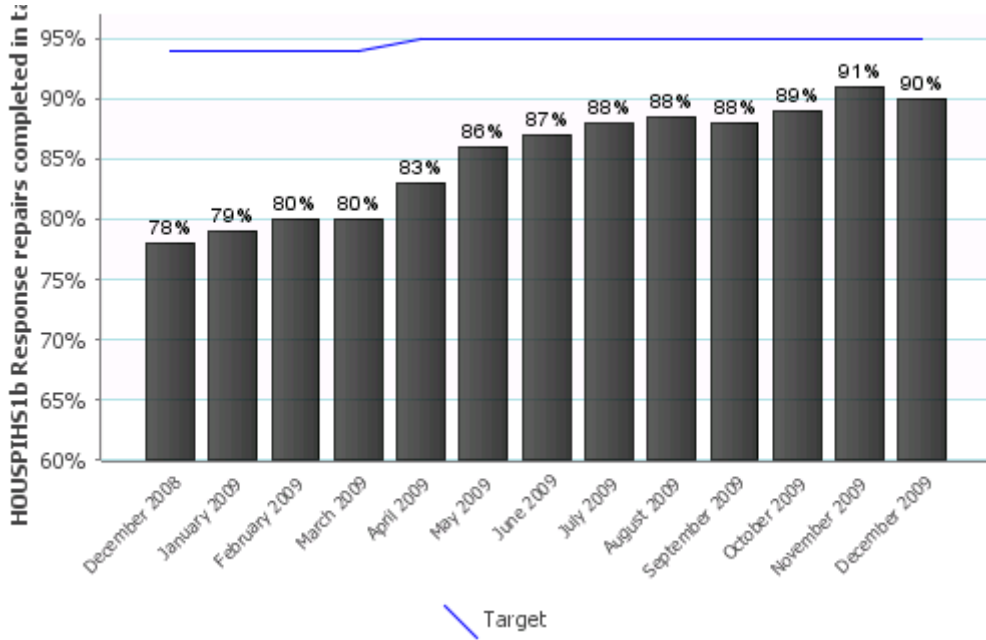


Latest Note	<p>Analysis: Performance currently peaked at 92% for November and December.</p> <p>Action: Changes to Blacksmith scheduling to improve performance further. Look for improvement in Slater performance on recovery from backlog caused by recent inclement weather conditions.</p>
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Code	HOUKPI1a	House Sales completed within 26 weeks - %
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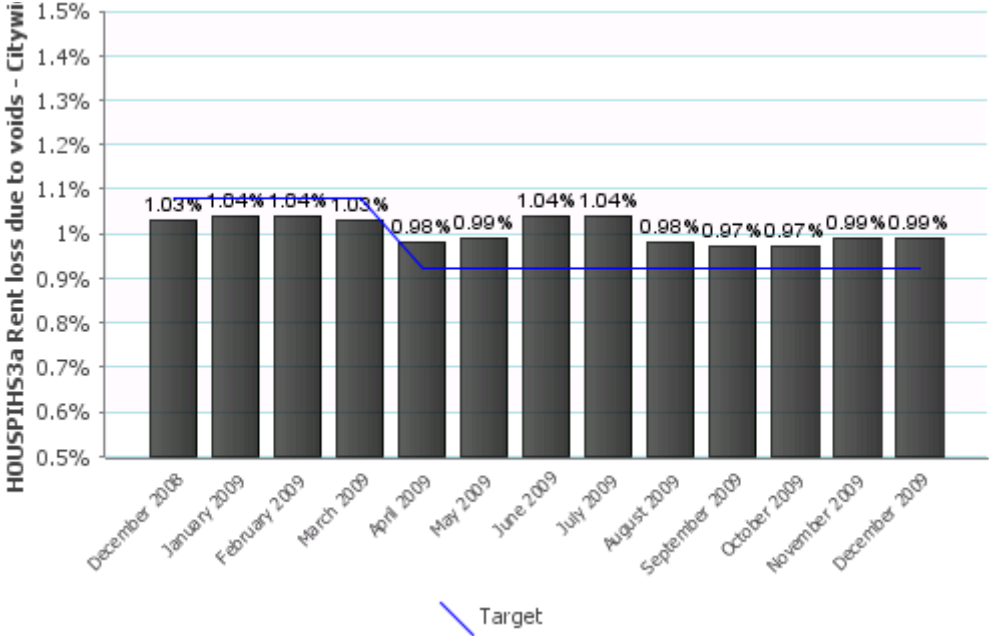

Description	A year to date average of the percentage of Council house sales completed within 26 weeks																																
Current Value	97.8%	Current Target	95%	Traffic Light Icon																													
<p>HOUKPT1a House Sales completed within 26 weeks</p>  <table border="1"> <caption>Monthly House Sales Completed within 26 Weeks</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>89%</td></tr> <tr><td>January 2009</td><td>89.3%</td></tr> <tr><td>February 2009</td><td>88.3%</td></tr> <tr><td>March 2009</td><td>87.5%</td></tr> <tr><td>April 2009</td><td>100%</td></tr> <tr><td>May 2009</td><td>100%</td></tr> <tr><td>June 2009</td><td>100%</td></tr> <tr><td>July 2009</td><td>100%</td></tr> <tr><td>August 2009</td><td>100%</td></tr> <tr><td>September 2009</td><td>100%</td></tr> <tr><td>October 2009</td><td>100%</td></tr> <tr><td>November 2009</td><td>100%</td></tr> <tr><td>December 2009</td><td>97.8%</td></tr> </tbody> </table>	Month	Percentage	December 2008	89%	January 2009	89.3%	February 2009	88.3%	March 2009	87.5%	April 2009	100%	May 2009	100%	June 2009	100%	July 2009	100%	August 2009	100%	September 2009	100%	October 2009	100%	November 2009	100%	December 2009	97.8%	<p>December 2009 result</p> 				
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November 2009	100%																																
December 2009	97.8%																																
Latest Note	<p>Analysis: Performance for this indicator remains high with only 2 sales for the year to date completing outwith the statutory 26 week target. This is no doubt aided by the low level of sales for 2009/10 which takes pressure off service delivery, the average number of sales per month so far this year being 9.9, as compared to last year's average of 15.25. If sales continue at present levels, the total sales for 2009/10 will be approx 118, compared to the total for 2008/09 of 184. The current low level of sales has been caused by a combination of external factors, such as the banking crisis and general 'credit crunch', the impact of less properties being available for sale as time progresses and also Pressured Area Status. The average length of time taken to complete a sale is also being kept well within target, currently sitting at 20.7 weeks against a target of 22.4. Only 5 sales actually completed in December but this is in line with previous years and we would expect to see a slight increase as we head into the New Year.</p> <p>Action: Continue with current practice to maintain high level of performance.</p>																																


Code	HOUSPIHS1b	Response repairs completed in target			
Description	The overall year to date percentage of response repairs completed within the target times				
Current Value	90%	Current Target	95%	Traffic Light Icon	

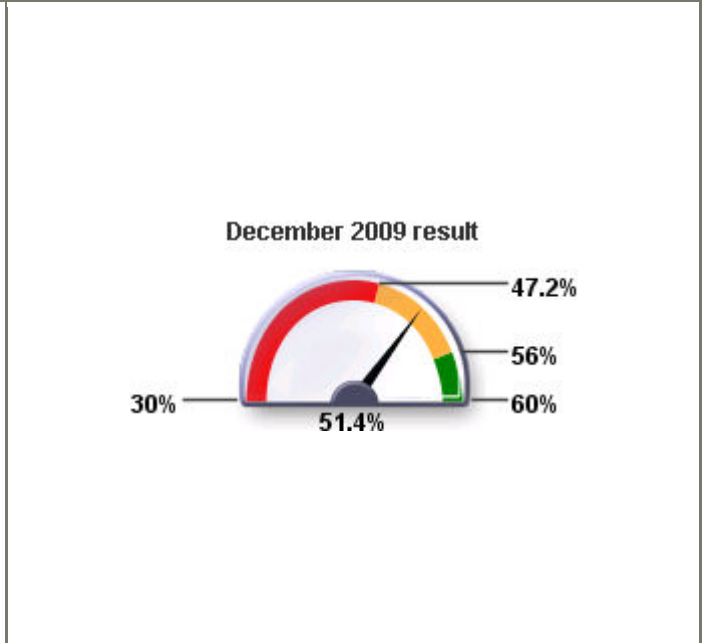
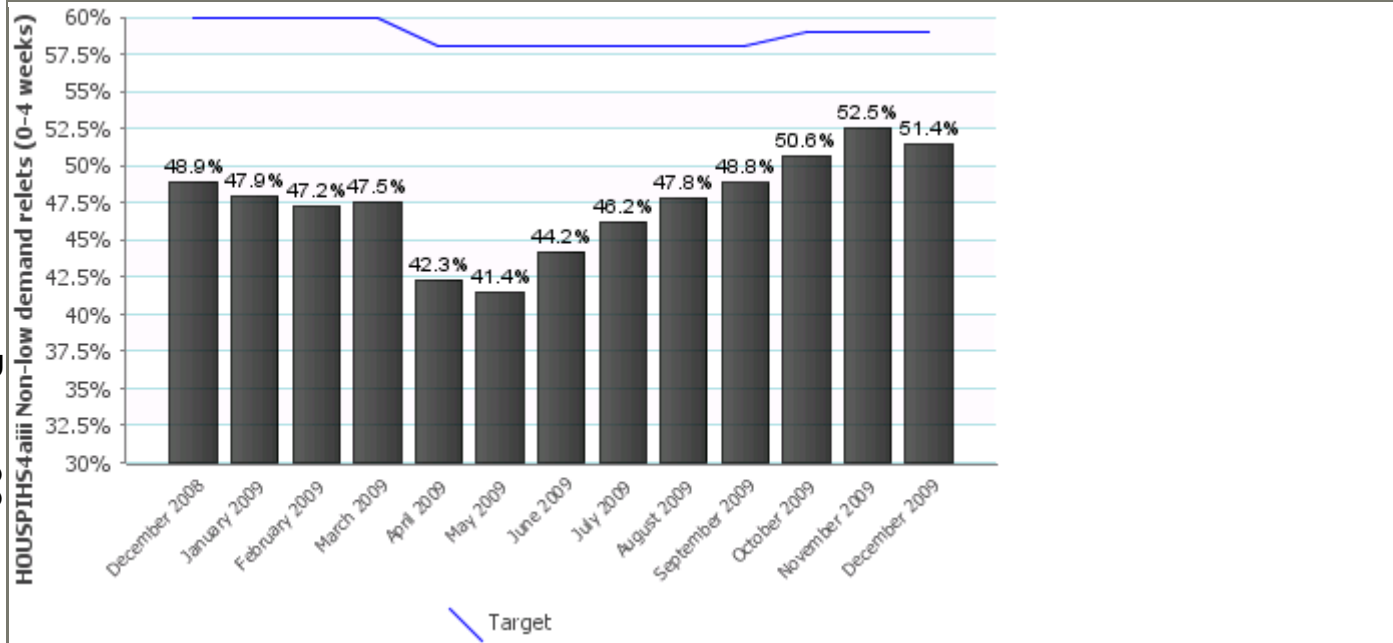


Latest Note	<p>Analysis: The individual performance figures for December for each category were P1 - 92%, P12 - 93%, P2 - 90%, P3 - 92%, P99 - 83%. With performance levels varying dependant on demand and craftworkers available.</p> <p>Action: Actions detailed against individual repair categories.</p>				
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Code	HOUSPIHS3a	Rent loss due to voids - Citywide
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Description	Rent loss due to voids as a percentage of gross rent due - Citywide, year to date average																																
Current Value	0.99%	Current Target	0.92%	Traffic Light Icon																													
 <table border="1"> <caption>HOUSPIHS3a Rent loss due to voids - Citywide</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>1.03%</td></tr> <tr><td>January 2009</td><td>1.04%</td></tr> <tr><td>February 2009</td><td>1.04%</td></tr> <tr><td>March 2009</td><td>1.03%</td></tr> <tr><td>April 2009</td><td>0.98%</td></tr> <tr><td>May 2009</td><td>0.99%</td></tr> <tr><td>June 2009</td><td>1.04%</td></tr> <tr><td>July 2009</td><td>1.04%</td></tr> <tr><td>August 2009</td><td>0.98%</td></tr> <tr><td>September 2009</td><td>0.97%</td></tr> <tr><td>October 2009</td><td>0.97%</td></tr> <tr><td>November 2009</td><td>0.99%</td></tr> <tr><td>December 2009</td><td>0.99%</td></tr> </tbody> </table>	Month	Value	December 2008	1.03%	January 2009	1.04%	February 2009	1.04%	March 2009	1.03%	April 2009	0.98%	May 2009	0.99%	June 2009	1.04%	July 2009	1.04%	August 2009	0.98%	September 2009	0.97%	October 2009	0.97%	November 2009	0.99%	December 2009	0.99%	 <p>December 2009 result</p> <p>0.97% — 1.1% — 1.5%</p> <p>0.5% — 0.99%</p>				
Month	Value																																
December 2008	1.03%																																
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November 2009	0.99%																																
December 2009	0.99%																																
Latest Note	<p>Analysis: In terms of monetary value, void rent loss for December remained at the October level after a significant increase in lost income for the month of November. With over £53,000 lost in December against a monthly target of just over £50,000 it is becoming increasingly unlikely that the annual target will be met. In terms of year to date annual performance, South are only just meeting their target with North and Central £13,500 and £16,500 over target respectively. As is outlined in the net void indicator, void levels at the end of December remained higher than average at 213 with a significant increase in the number of properties unable to be relet, but on charge for asbestos works (from 15 at the start of the year to 36 at the end of December).</p> <p>Action: Void review aimed at improving performance by further streamlining processes or identifying areas for further development.</p>																																


Code	HOU5PIHS4aiii	Non-low demand relets (0-4 weeks) - Citywide			
Description	The percentage of non-low demand properties relet within 4 weeks - Citywide, year to date average				
Current Value	51.4%	Current Target	59%	Traffic Light Icon	

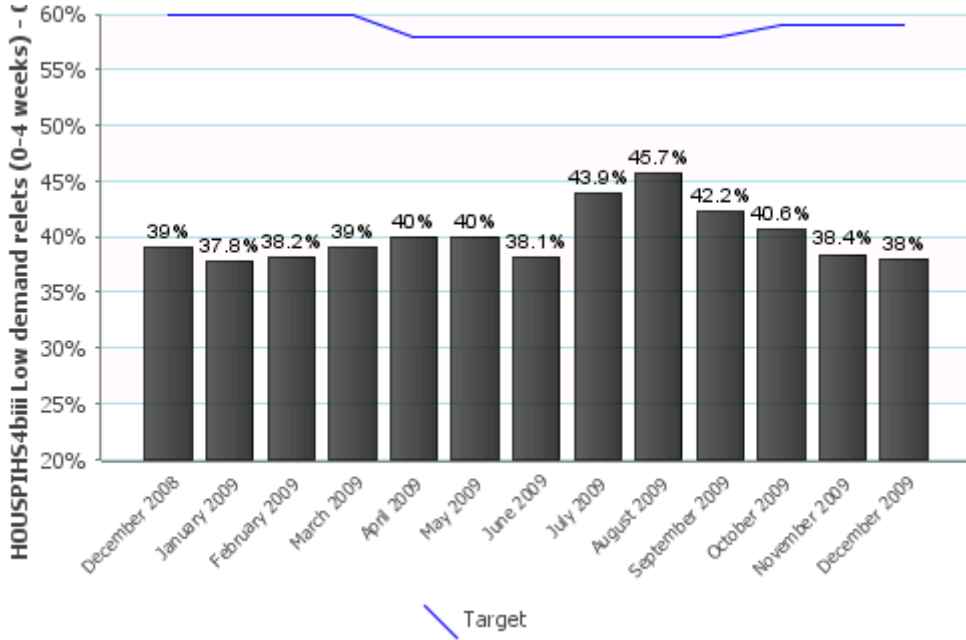


Latest Note


Analysis:
 As is the historic trend, there were far fewer relets in December than in previous months. However, performance dropped on previous months with only 39 of the 101 relets being done in under 4 weeks (38.6%). This impacted on year to date performance with only 51.4% of all relets done against a target of 59%. Performance varied across the city with Central achieving just 30%, South 48% and North 75%. The relet of mutli storey property types continues to take significant time.

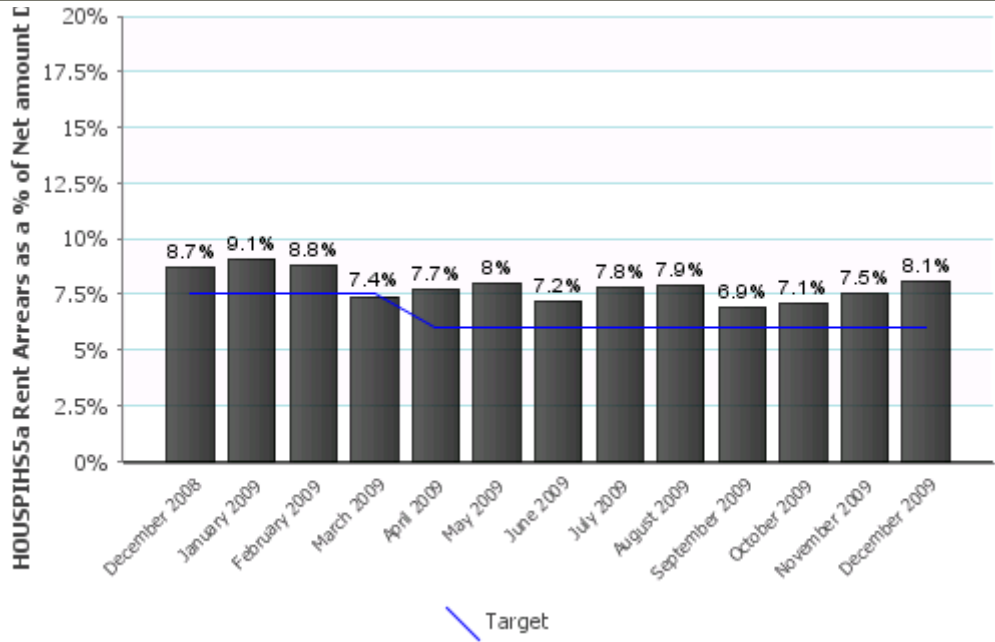
Action:
 Void review aimed at improving performance by further streamlining processes or identifying areas for further development.

Code	HOUSPIHS4biii	Low demand relets (0-4 weeks) - Citywide			
Description	The year to date average percentage of low demand properties relet within 4 weeks - Citywide				
Current Value	38%	Current Target	59%	Traffic Light Icon	



Latest Note	<p>Analysis: There were just 9 low demand relets in December, with just 3 relet within 4 weeks (33.3%). This impacted on YTD performance which has dropped to 38% - behind the 39% achieved at the same point last year. The majority of the low demand relets were in the Central area and once again, the majority of these were multi storey properties in Seaton and Tillydrone. However, compared to the previous month, relet times reduced and the average relet time in weeks for December is 11.7.</p> <p>Action: Void review aimed at improving performance by further streamlining processes or identifying areas for further development.</p>
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Code	HOUSPIHS5a	Rent Arrears as a % of Net amount Due (SPI)			
Description	Current tenant arrears as a percentage of the net amount of rent due in the year, as at the end of each rent period				
Current Value	8.1%	Current Target	6%	Traffic Light Icon	

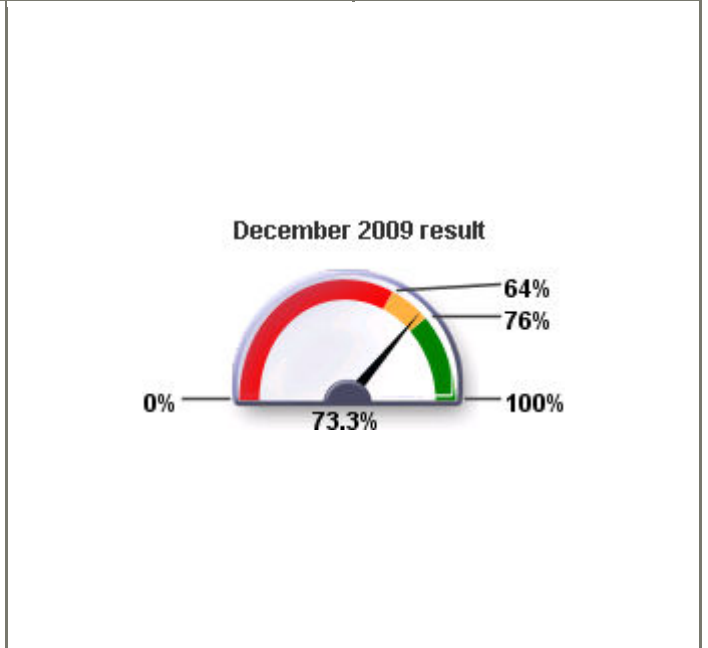
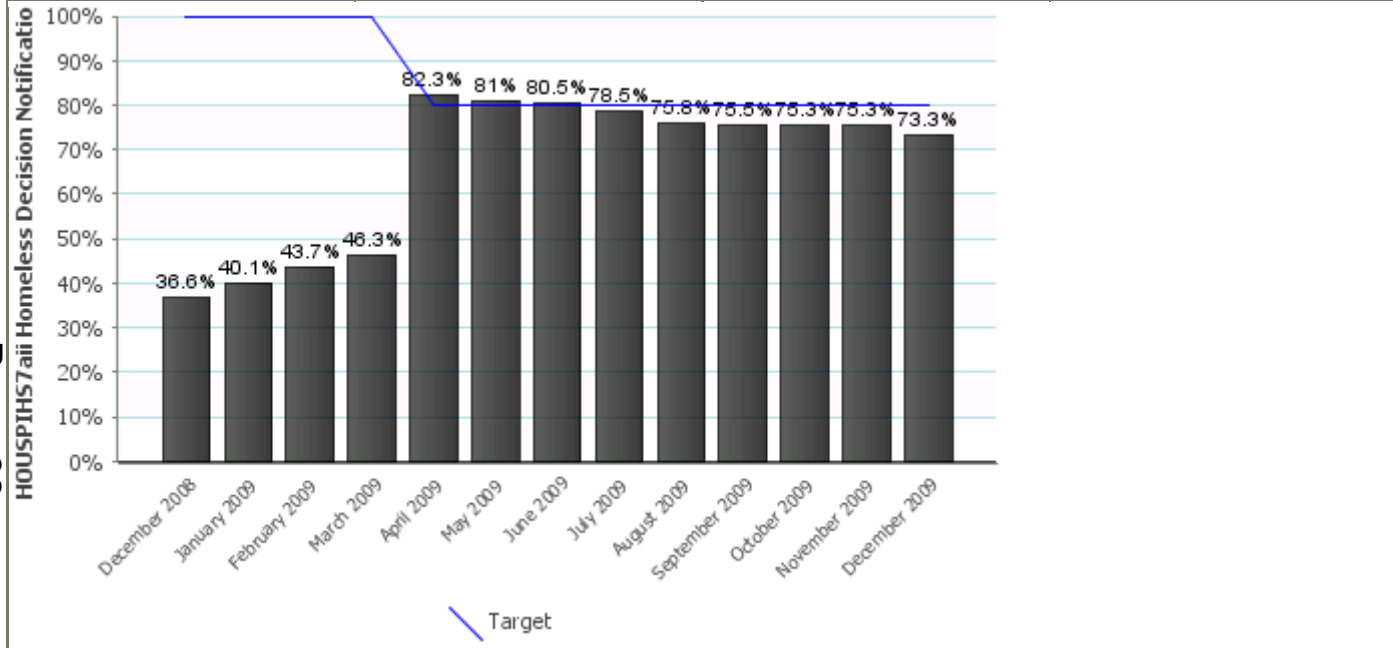


Latest Note

Analysis: The arrears position is a 0.6 improvement on the same period last year. It is however, a 0.6 increase on the previous month and reflects the problems experienced since the new ICON (cash receipting system) Managed Hosted Service was implemented in November 2009. These problems have resulted in all payments made between the 24/12/ 09 and 05/01/10 being transferred to iWorld with the same payment date of 5th Jan. This means that any payments made before the end of the December rent period but after 24th December could not be given an accurate payment date and were all uploaded into iWorld on the 5th of Jan. This means that the 8.1% figure for this indicator for December is not accurate as it does not take account of £116k paid between 24th December and 1st January or any other monies paid before Jan 5th. It will be necessary to wait until the end of January to obtain an accurate and up to date reflection of the current position.

Action: - Progress the work needed to be done to sort out the payment date issue and continue with initiatives in conjunction with Estates Management to ensure arrears are reduced by 31/03/10.


Code	HOUSPIHS7aii	Homeless Decision Notifications			
Description	The year to date average percentage of homeless decision notifications issued to homeless applicants within 28 days of presentation				
Current Value	73.3%	Current Target	80%	Traffic Light Icon	

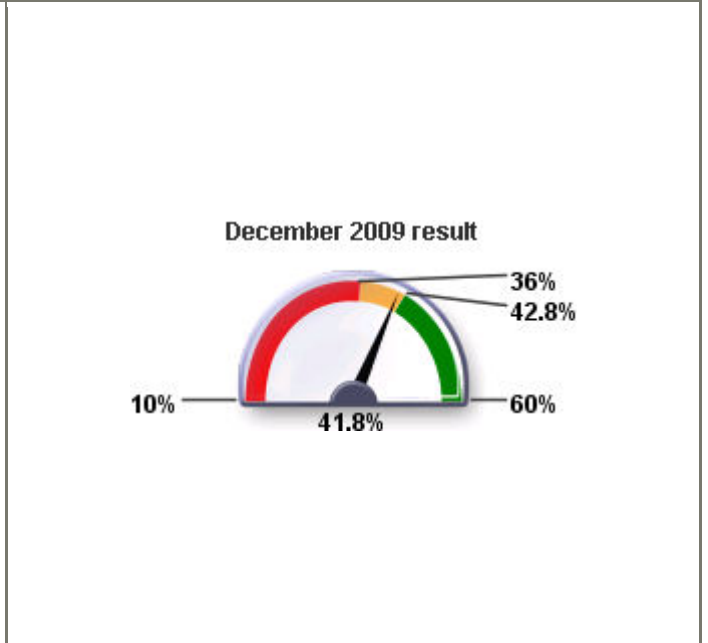
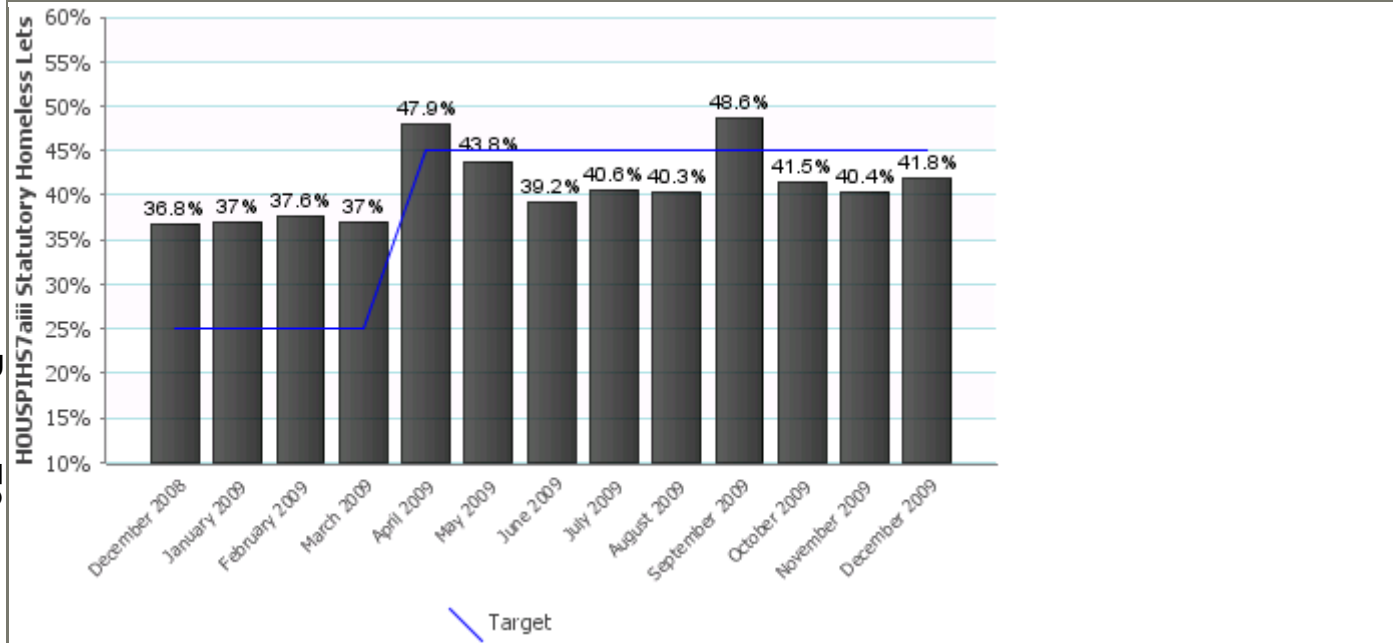


Latest Note

Analysis: The figures reported for 2009-10 to date have been revised as a result of clarification of the Audit Scotland SPI in respect of which this item of data is compiled. This was a new SPI in 2008-9 and we concluded that our original reading of our data was understating the percentage of notification letters which are issued within 28 day. We have revised the indicator accordingly. A gradual month-on-month decline in the figure is an almost inevitable consequence of the year-to-date analysis necessary for the SPI but in general, apart from a slight dip in December, when several extraneous factors can influence performance, the level has been quite well maintained in recent months.

Action: Following a recent restructuring of the team an administrative review is ongoing and it is anticipated this will lead to improved performance working towards achieving target by year end. (Paul Hannan)


Code	HOUSPIHS7aiii	Statutory Homeless Lets			
Description	Statutory homeless lets as a year to date average percentage of all Council relets				
Current Value	41.8%	Current Target	45%	Traffic Light Icon	

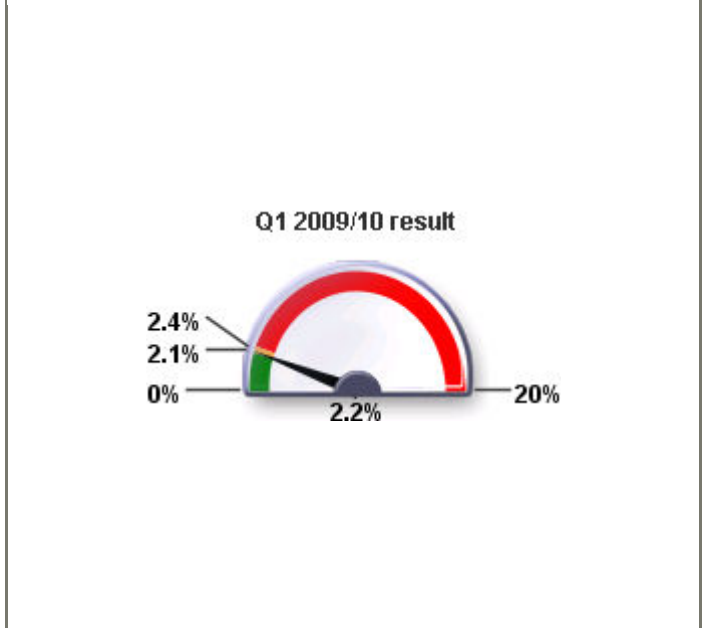
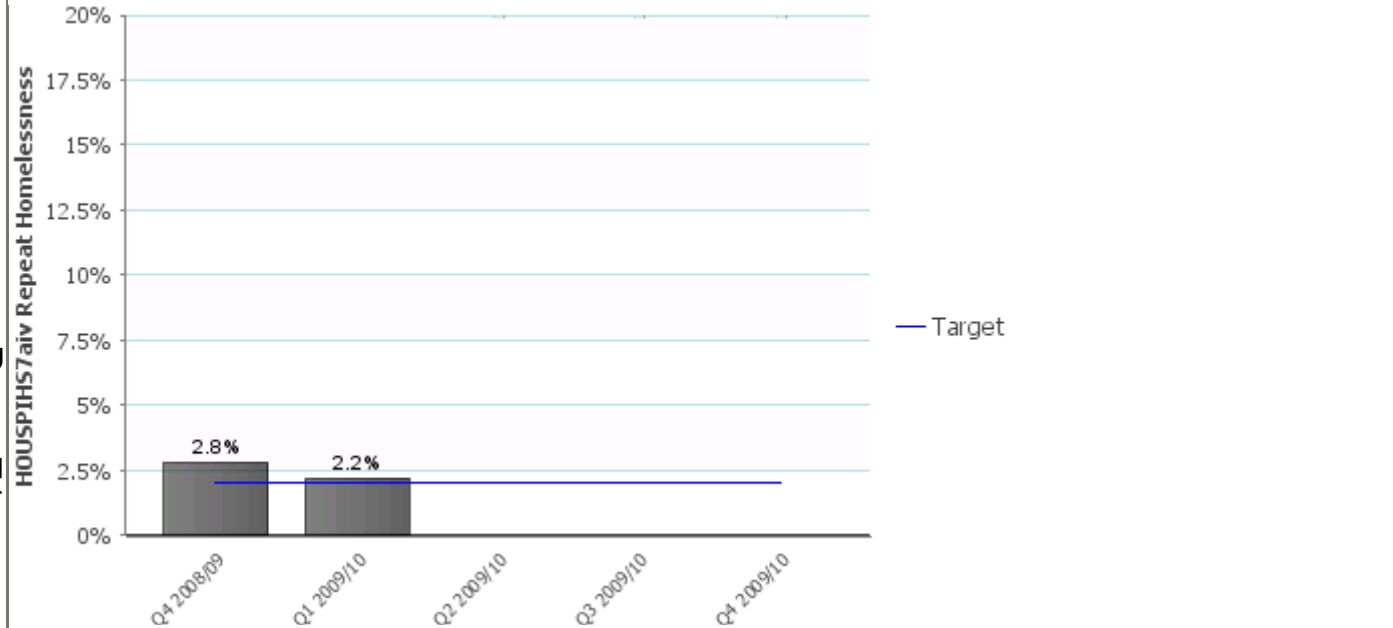


Latest Note

Analysis: Year-to-date performance in recent months appears to have stabilised at around the 41 per cent mark, although this is based on significantly different monthly total let figures (144 in October, 186 in November and 106 in December). Of the December lets, 25 were amenity and extra care properties, very few of which are let to homeless applicants (and none were in this month). Of the remainder, more than 50 per cent were let to statutory homeless applicants. Overall performance has exceeded target only twice in the 2009/10 so far, most recently in September, but as in December the proportion of amenity and extra care lets undoubtedly impacts on this year-to-date figure.

Action: Report submitted to Housing & Environment Committee on 11 January 2010 to increase lets to homeless households which should impact on these figures. (Paul Hannan)

Code	HOUSPIHS7aiv	Repeat Homelessness			
Description	The quarterly percentage of cases reassessed as being homeless or potentially homeless within 12 months of previous case being completed				
Current Value	2.2%	Current Target	2%	Traffic Light Icon	


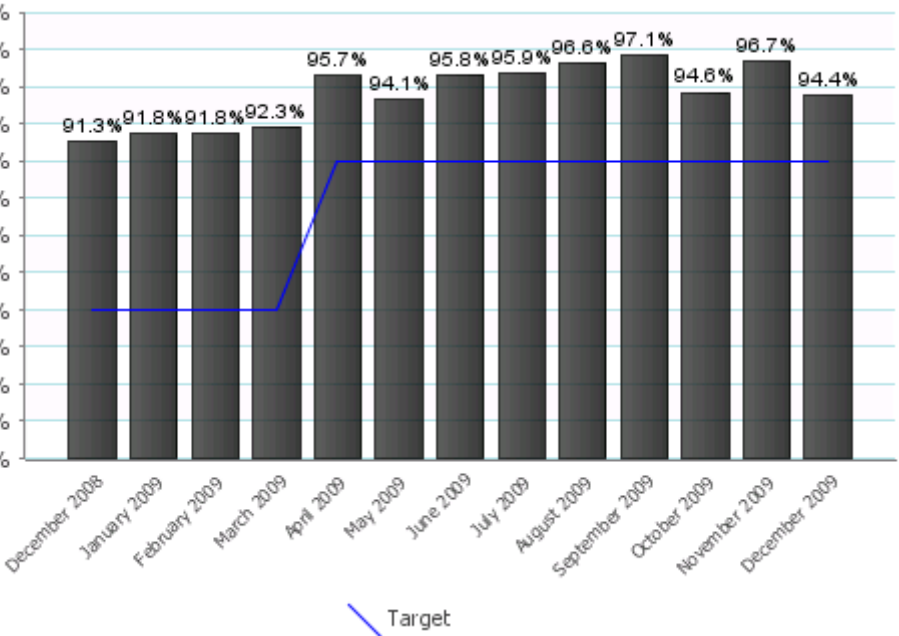




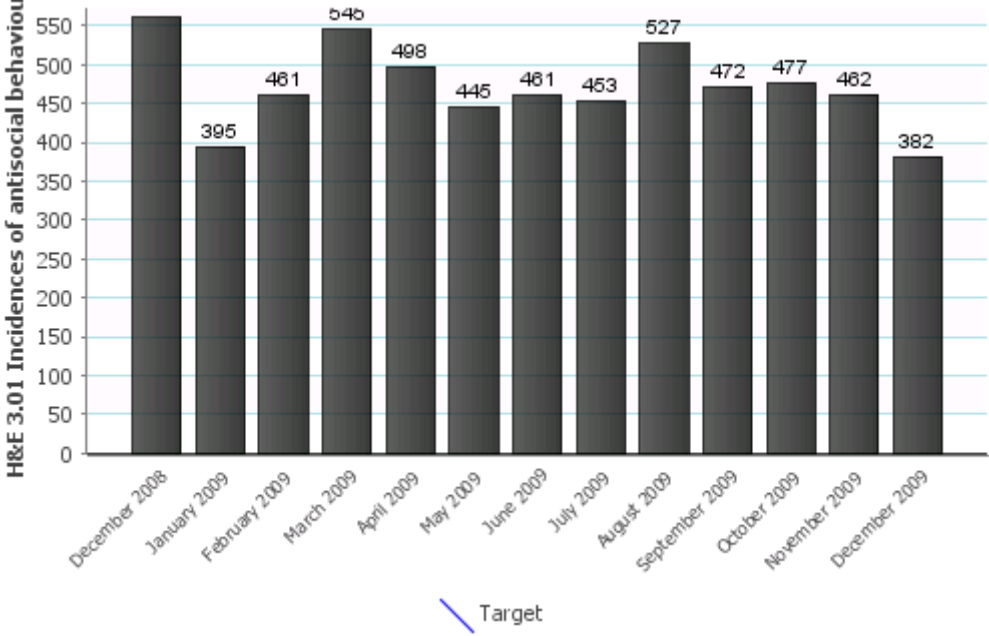
Latest Note

Analysis: The first quarter's figure provided by the Scottish Government is slightly above target, but significantly lower than both that for the last quarter of 2008-9 and that for the corresponding period in 2008. We are reliant on the Scottish Government to provide this data on a quarterly basis, and as of January 2010 we have received only the figures for the first quarter of the year. This is being actively pursued with the SG.


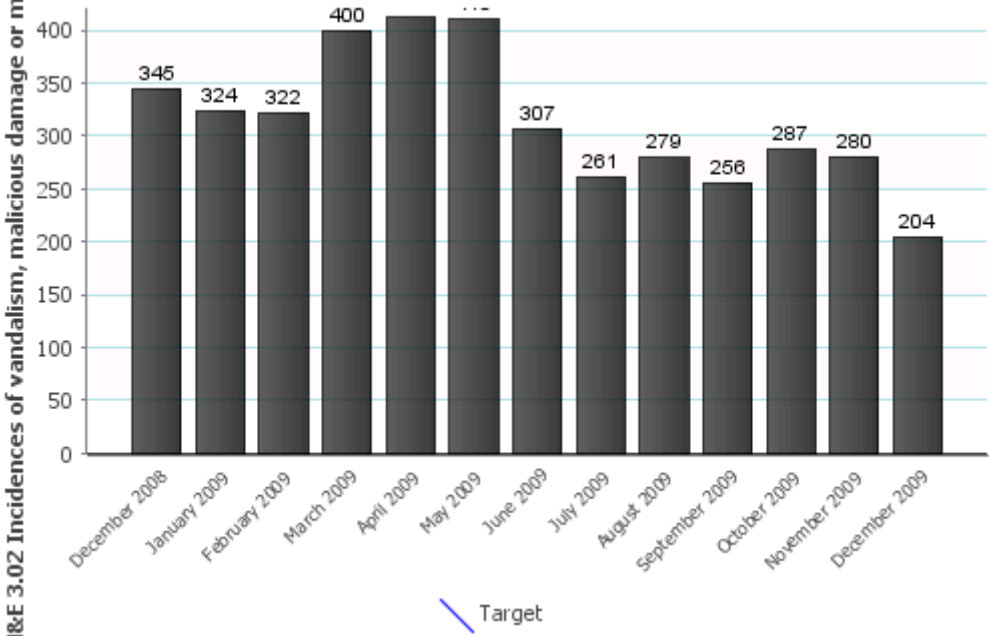
Action: Our current quarterly figure for repeat homelessness is moving in the right direction and falls comfortably within the 3.2% figure recorded by the government for upper quartile performance. (Paul Hannan)

Code	HOUSPIHS7b	Homeless Tenancy Sustainment
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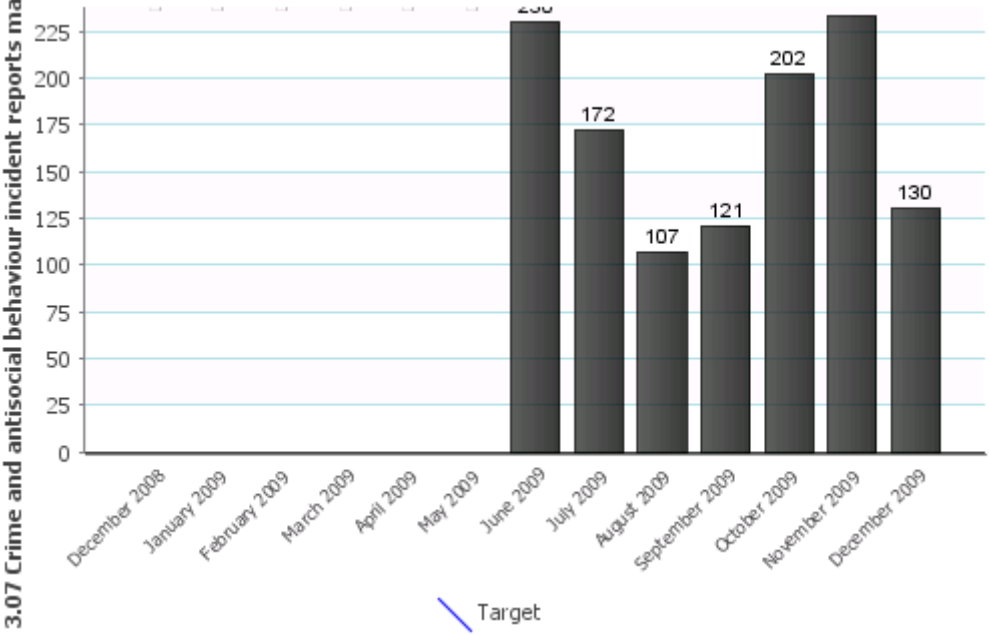
Description	The year to date average percentage of statutory homeless applicants housed who have sustained their tenancies for more than 12 months				
Current Value	94.4%	Current Target	90%	Traffic Light Icon	
HOUSPIH57b Homeless Tenancy Sustainme					
Latest Note	<p>Analysis: This remains something of a jewel in the crown of our homelessness provision, and while the year-to-date figure fell in December to its lowest figure for seven months it remains comfortably above the (quite ambitious) target. As observed in relation to the October figures, this seems likely to be attributable at least in part to the work of the New Tenancies Support Team, and success in ensuring that appropriate housing solutions are found for homeless households. The slight fall for December is counterintuitive in that, as suggested in respect of lets, it might have been thought that households were less likely to terminate their tenancy in the run-up to Christmas. While 28 per cent of the terminated tenancies were as a result of abandonment, the remainder were recorded as for 'other' reasons.</p> <p>Action: No remedial action is required, but the position will continue to be monitored and analysed. (Paul Hannan)</p>				
Code	H&E 3.01	Incidences of antisocial behaviour			

Description	The incidences of antisocial behaviour - breach of the peace, urinating in public, drunk and incapable, underage drinking.																															
Current Value	382	Current Target		Traffic Light Icon 																												
 <table border="1"> <caption>H&E 3.01 Incidences of antisocial behaviour</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>550</td></tr> <tr><td>January 2009</td><td>395</td></tr> <tr><td>February 2009</td><td>461</td></tr> <tr><td>March 2009</td><td>540</td></tr> <tr><td>April 2009</td><td>498</td></tr> <tr><td>May 2009</td><td>445</td></tr> <tr><td>June 2009</td><td>461</td></tr> <tr><td>July 2009</td><td>453</td></tr> <tr><td>August 2009</td><td>527</td></tr> <tr><td>September 2009</td><td>472</td></tr> <tr><td>October 2009</td><td>477</td></tr> <tr><td>November 2009</td><td>462</td></tr> <tr><td>December 2009</td><td>382</td></tr> </tbody> </table>		Month	Value	December 2008	550	January 2009	395	February 2009	461	March 2009	540	April 2009	498	May 2009	445	June 2009	461	July 2009	453	August 2009	527	September 2009	472	October 2009	477	November 2009	462	December 2009	382			
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Latest Note																																


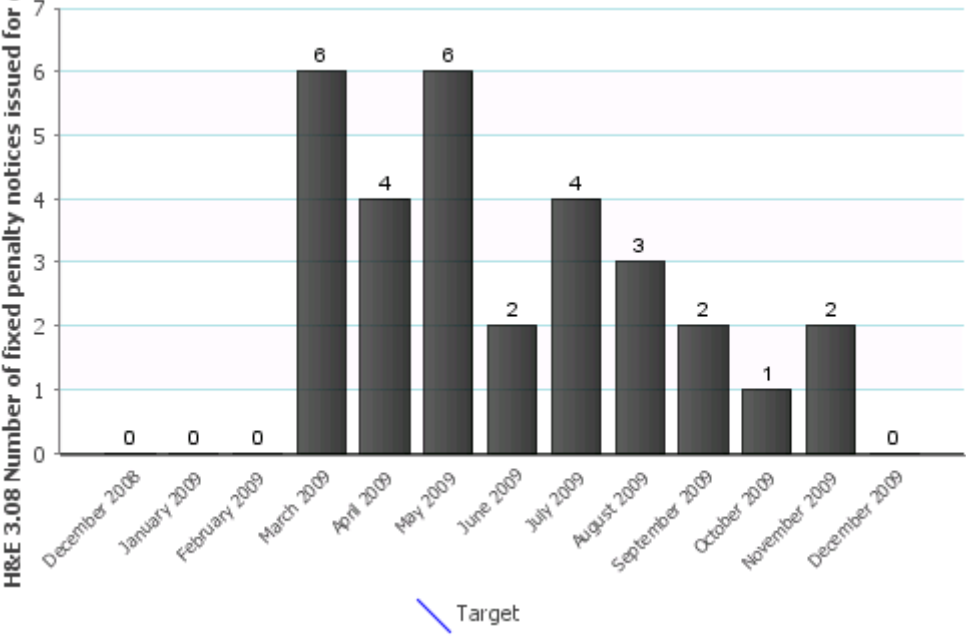
Code	H&E 3.02	Incidences of vandalism, malicious damage or malicious mischief
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Description																																	
Current Value	204	Current Target		Traffic Light Icon																													
 <table border="1"> <caption>IR&E 3.02 Incidences of vandalism, malicious damage or m</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>345</td></tr> <tr><td>January 2009</td><td>324</td></tr> <tr><td>February 2009</td><td>322</td></tr> <tr><td>March 2009</td><td>400</td></tr> <tr><td>April 2009</td><td>415</td></tr> <tr><td>May 2009</td><td>415</td></tr> <tr><td>June 2009</td><td>307</td></tr> <tr><td>July 2009</td><td>261</td></tr> <tr><td>August 2009</td><td>279</td></tr> <tr><td>September 2009</td><td>256</td></tr> <tr><td>October 2009</td><td>287</td></tr> <tr><td>November 2009</td><td>280</td></tr> <tr><td>December 2009</td><td>204</td></tr> </tbody> </table>				Month	Value	December 2008	345	January 2009	324	February 2009	322	March 2009	400	April 2009	415	May 2009	415	June 2009	307	July 2009	261	August 2009	279	September 2009	256	October 2009	287	November 2009	280	December 2009	204		
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December 2009	204																																
Latest Note	There has been 535 (20%) fewer incidents this financial year compared with the same period last year. Incidents reduced by 76 from the previous month.																																


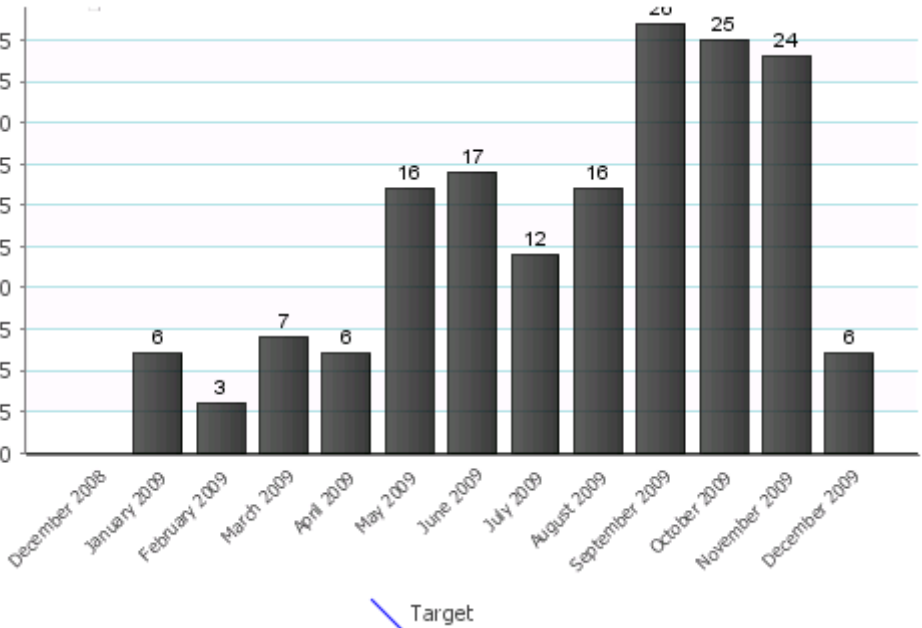
Code	H&E 3.07	Crime and antisocial behaviour incident reports made by City Wardens
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Description																				
Current Value	130	Current Target		Traffic Light Icon 																
3.07 Crime and antisocial behaviour incident reports ma  <table border="1"> <caption>Crime and antisocial behaviour incident reports (2009)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>June 2009</td><td>230</td></tr> <tr><td>July 2009</td><td>172</td></tr> <tr><td>August 2009</td><td>107</td></tr> <tr><td>September 2009</td><td>121</td></tr> <tr><td>October 2009</td><td>202</td></tr> <tr><td>November 2009</td><td>230</td></tr> <tr><td>December 2009</td><td>130</td></tr> </tbody> </table>		Month	Value	June 2009	230	July 2009	172	August 2009	107	September 2009	121	October 2009	202	November 2009	230	December 2009	130			
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July 2009	172																			
August 2009	107																			
September 2009	121																			
October 2009	202																			
November 2009	230																			
December 2009	130																			
Latest Note	Since June 2009 city wardens have made 1,195 reports of crime and antisocial behaviour to police, housing service, fire service and other community safety partners. The substantial reduction in reporting during December is mainly due to severe weather conditions which resulted in reduced crime and antisocial behaviour at this time.																			

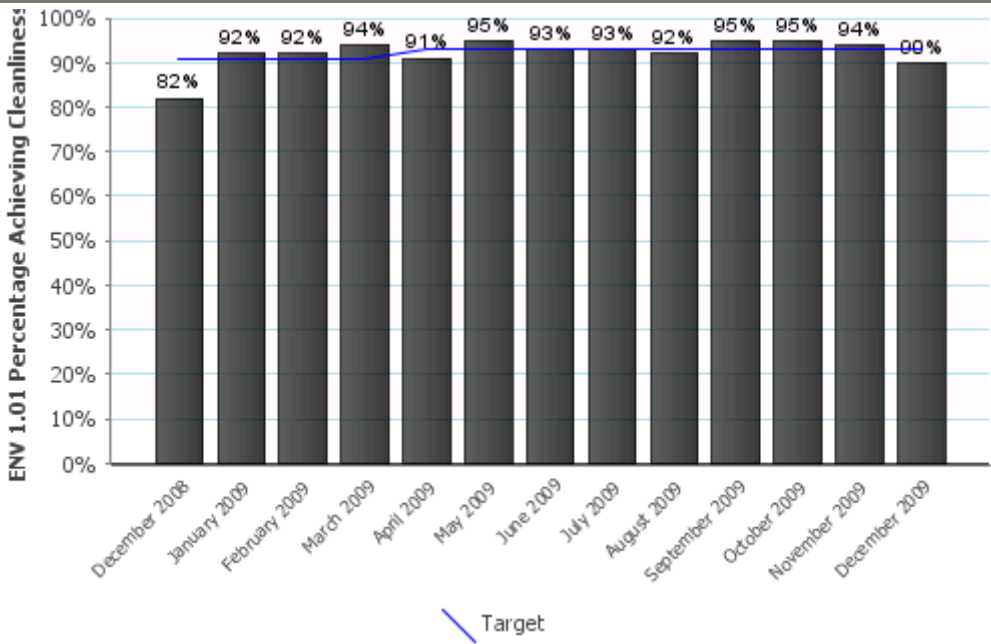
Code	H&E 3.08	Number of fixed penalty notices issued for dog fouling
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Description	Number of fixed penalty charge notices issued for dog fouling																															
Current Value	0	Current Target		Traffic Light Icon 																												
 <table border="1"> <caption>H&E 3.08 Number of fixed penalty notices issued for dog fouling</caption> <thead> <tr> <th>Month</th> <th>Number of Notices</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>0</td></tr> <tr><td>January 2009</td><td>0</td></tr> <tr><td>February 2009</td><td>0</td></tr> <tr><td>March 2009</td><td>6</td></tr> <tr><td>April 2009</td><td>4</td></tr> <tr><td>May 2009</td><td>6</td></tr> <tr><td>June 2009</td><td>2</td></tr> <tr><td>July 2009</td><td>4</td></tr> <tr><td>August 2009</td><td>3</td></tr> <tr><td>September 2009</td><td>2</td></tr> <tr><td>October 2009</td><td>1</td></tr> <tr><td>November 2009</td><td>2</td></tr> <tr><td>December 2009</td><td>0</td></tr> </tbody> </table>					Month	Number of Notices	December 2008	0	January 2009	0	February 2009	0	March 2009	6	April 2009	4	May 2009	6	June 2009	2	July 2009	4	August 2009	3	September 2009	2	October 2009	1	November 2009	2	December 2009	0
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September 2009	2																															
October 2009	1																															
November 2009	2																															
December 2009	0																															
Latest Note	No dog fouling fixed penalty notices were issued by city wardens during December 2009. 24 fixed penalty notices have been issued since April 2009 which is 20 more than was issued over the same period last year.																															

Code	H&E 3.09	Number of fixed penalty notices issued for littering
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Description	Number of fixed penalty charge notices issued for littering																															
Current Value	6	Current Target		Traffic Light Icon 																												
<p>H&E 3.09 Number of fixed penalty notices issued for</p>  <table border="1"> <caption>Number of fixed penalty notices issued for littering (2008-2009)</caption> <thead> <tr> <th>Month</th> <th>Number of Notices</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>0</td></tr> <tr><td>January 2009</td><td>6</td></tr> <tr><td>February 2009</td><td>3</td></tr> <tr><td>March 2009</td><td>7</td></tr> <tr><td>April 2009</td><td>6</td></tr> <tr><td>May 2009</td><td>16</td></tr> <tr><td>June 2009</td><td>17</td></tr> <tr><td>July 2009</td><td>12</td></tr> <tr><td>August 2009</td><td>16</td></tr> <tr><td>September 2009</td><td>26</td></tr> <tr><td>October 2009</td><td>25</td></tr> <tr><td>November 2009</td><td>24</td></tr> <tr><td>December 2009</td><td>6</td></tr> </tbody> </table>	Month	Number of Notices	December 2008	0	January 2009	6	February 2009	3	March 2009	7	April 2009	6	May 2009	16	June 2009	17	July 2009	12	August 2009	16	September 2009	26	October 2009	25	November 2009	24	December 2009	6				
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November 2009	24																															
December 2009	6																															
Latest Note	<p>6 fixed penalty notices were issued for littering offences during December 2009. This is by far the lowest number issued since May and is partly due to low staffing levels caused by annual leave, vacancies and sickness resulting in more single patrols. The severe weather and festive holidays will also impacted on output. City wardens received further training on littering powers during December 2009. Performance is being closely managed to ensure that all city wardens are undertaking this function.</p>																															

Code	ENV 1.01	Percentage Achieving Cleanliness			
Description	The Citywide PACS cleanliness score.				
Current Value	90%	Current Target	93%	Traffic Light Icon	



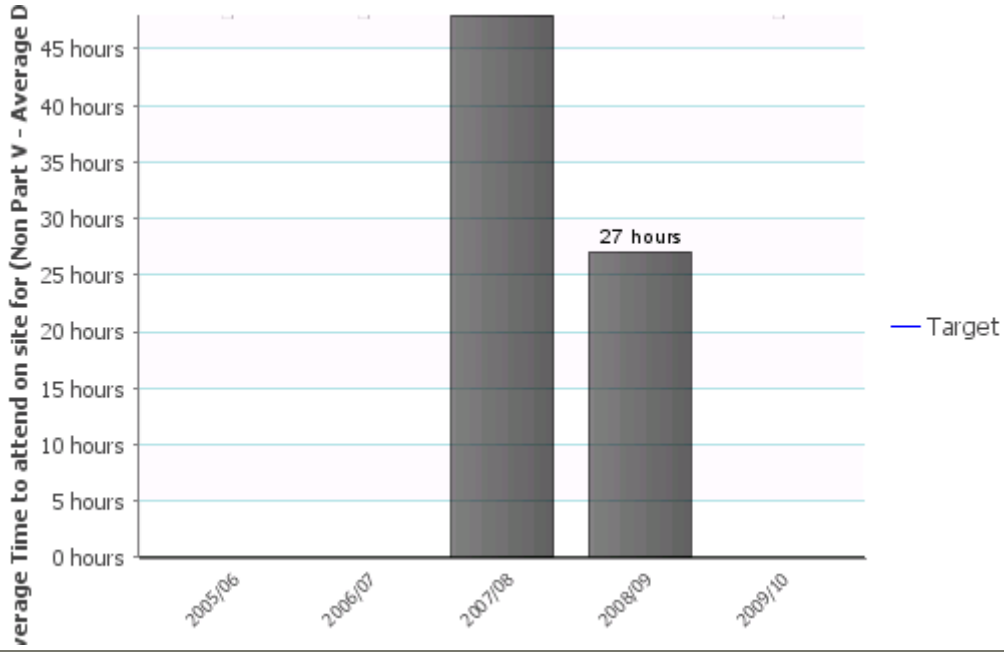
Latest Note **Analysis:** Performance overall for year continues to achieve target. PAC score recorded relates to the percentage of streets that when surveyed are graded clean. The SPI, LEAMS (Local Environmental Audit Management System) for street cleaning has also shown improvement this year with this SPI on track for improving on previous years.
Action: Ongoing monitoring of cleanliness to continue.

Code	ENV 1.02	Domestic Noise Complaints - Average Time to attend on site for (Non Part V - Average Dog
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Barking and EPA Domestic) Annual Average


Description Domestic Noise Complaints - Average Time to attend on site for (Non Part V - Average Dog Barking and EPA Domestic) Annual Average


Current Value 27 hours **Current Target** 48 hours **Traffic Light Icon** 

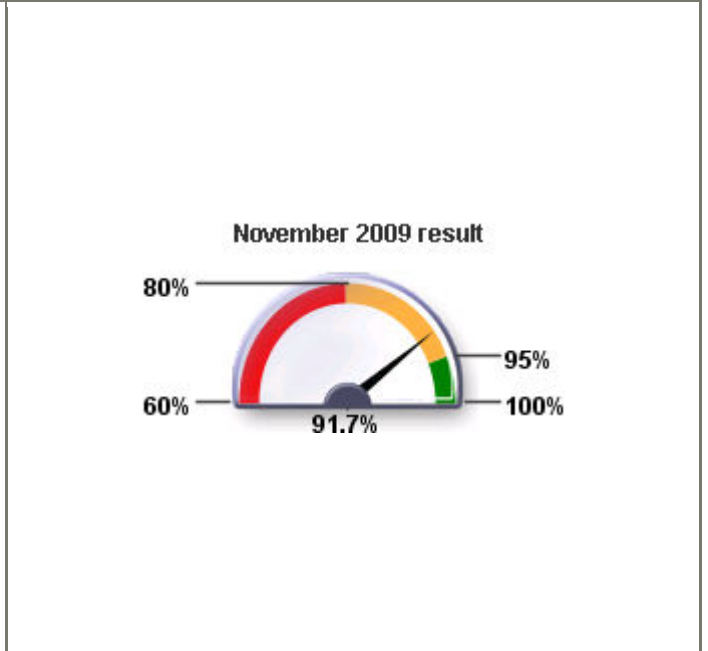
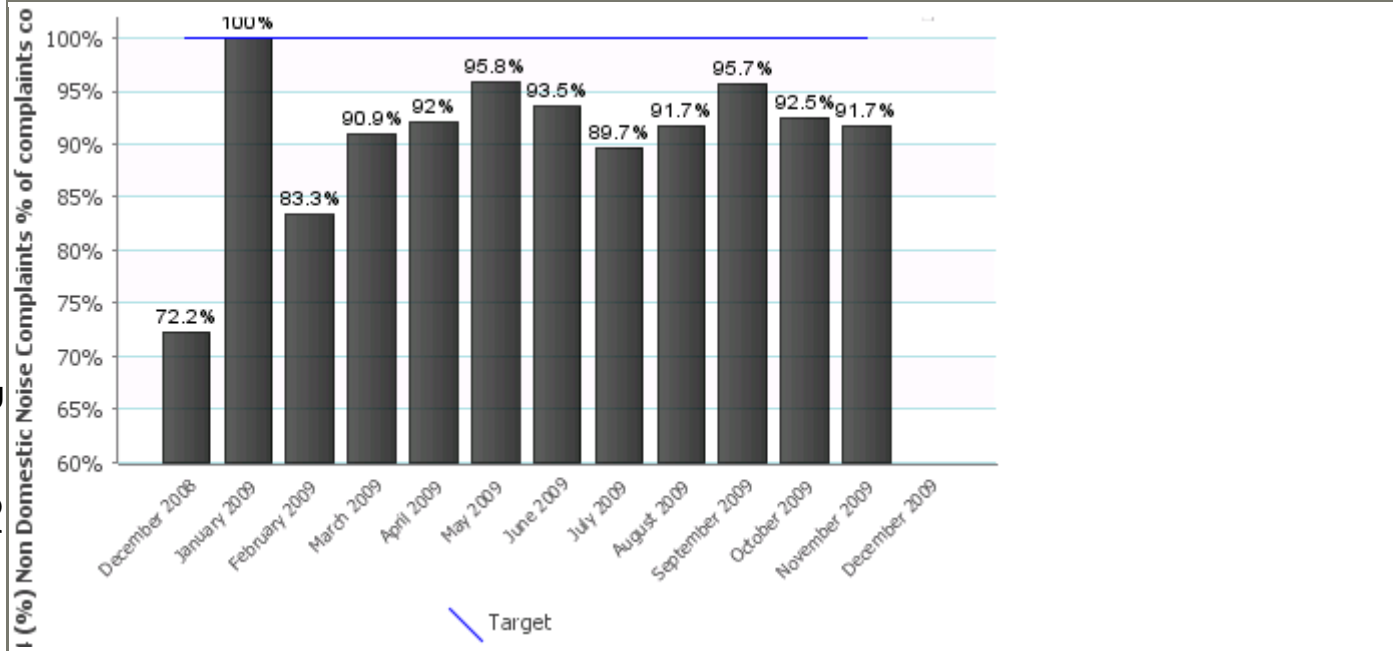


Latest Note

Analysis : 2008/2009 Some of the reasons for the improvement in performance in 2008/2009 are : Reports of dog barking complaints are now reported directly to Dog Wardens as they are received. Complaints are therefore investigated on the same working day where possible. This has reduced the number of visits where complainants have not been at home and subsequently led to an improvement in the service. EPA Domestic Noise complaints which may require a visit are now identified at an early stage and targeted by Investigation Officers utilising changes made to the complaints database system.
Action : Continue to monitor and challenge performance.

Code	ENV 1.03 (%)	Non Domestic Noise Complaints % of complaints responded to within 2 days																															
Description																																	
Current Value	100%	Current Target	100%	Traffic Light Icon																													
(%) Non Domestic Noise Complaints % of complaints res	<table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>100%</td></tr> <tr><td>January 2009</td><td>100%</td></tr> <tr><td>February 2009</td><td>93.3%</td></tr> <tr><td>March 2009</td><td>84.8%</td></tr> <tr><td>April 2009</td><td>96%</td></tr> <tr><td>May 2009</td><td>95.8%</td></tr> <tr><td>June 2009</td><td>93.5%</td></tr> <tr><td>July 2009</td><td>100%</td></tr> <tr><td>August 2009</td><td>95.8%</td></tr> <tr><td>September 2009</td><td>100%</td></tr> <tr><td>October 2009</td><td>100%</td></tr> <tr><td>November 2009</td><td>95.8%</td></tr> <tr><td>December 2009</td><td>100%</td></tr> </tbody> </table>				Month	Value (%)	December 2008	100%	January 2009	100%	February 2009	93.3%	March 2009	84.8%	April 2009	96%	May 2009	95.8%	June 2009	93.5%	July 2009	100%	August 2009	95.8%	September 2009	100%	October 2009	100%	November 2009	95.8%	December 2009	100%	<p>December 2009 result</p>
Month	Value (%)																																
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September 2009	100%																																
October 2009	100%																																
November 2009	95.8%																																
December 2009	100%																																
Latest Note																																	

Code	ENV 1.04 (%)	Non Domestic Noise Complaints % of complaints completed within 30 days			
Description					
Current Value	91.7%	Current Target	100%	Traffic Light Icon	


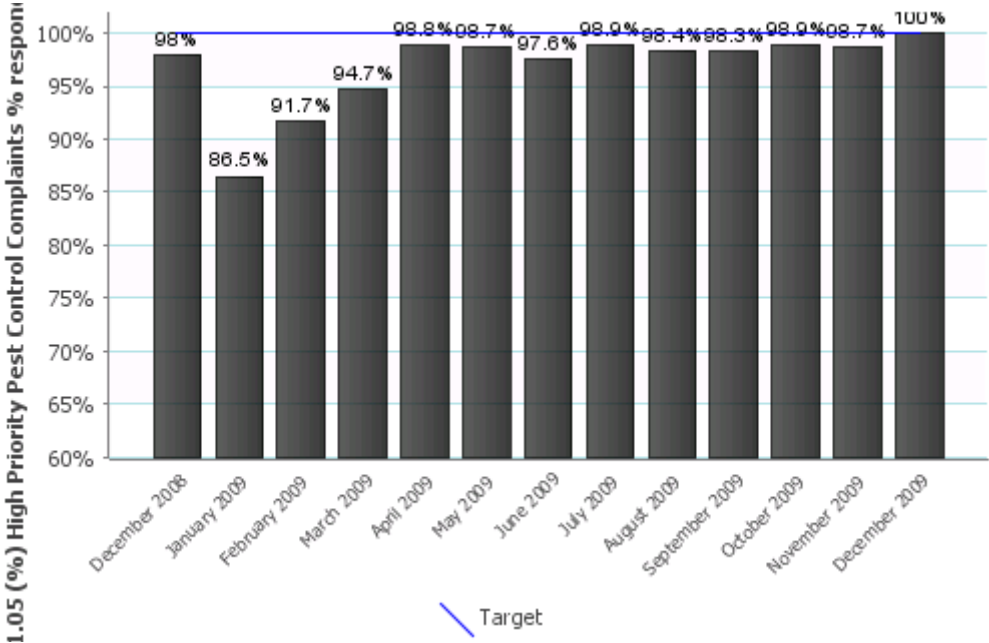




Latest Note

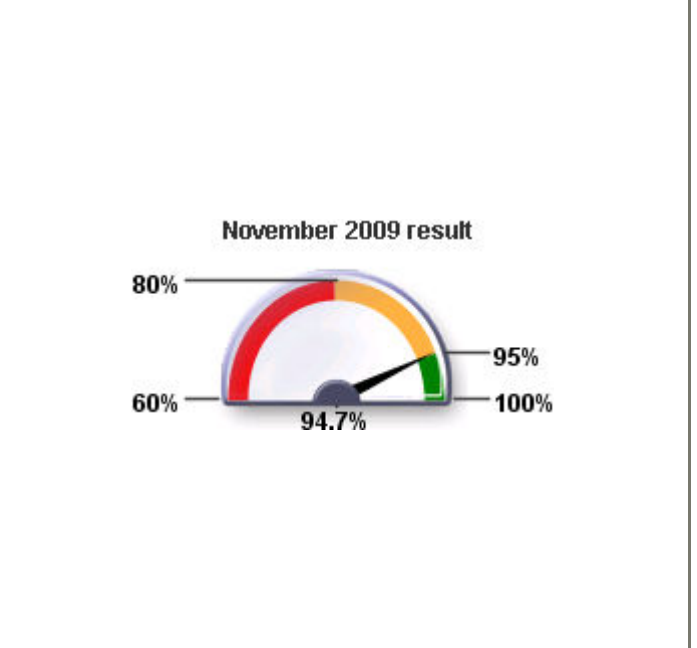
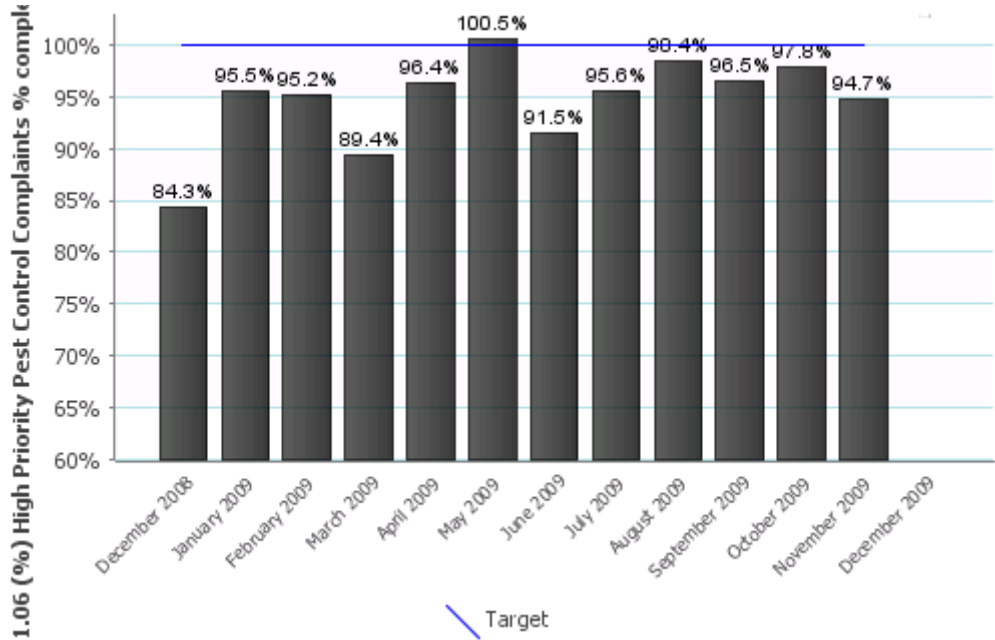
2008/2009: New monthly outcome indicators were introduced in 2008/2009 which require the more timeous completion of complaints. Previously, noise data of this nature was only reported on an annual basis.

2009/2010: The total number of complaints received shows a slight decrease over the same period last year. However the percentage response improved to between 89 and 100%. The percentage of complaints completed within 30 days also showed an improvemnt over this period. Having regard to the 30 day outcome timescale this analysis for November was undertaken in January as the data input completion date for November data was 31 December 2009. Completed data and analysis for December 2009 will be available from 8 February 2010.

Action :
Continue to monitor and challenge performance.

Code	ENV 1.05 (%)	High Priority Pest Control Complaints % responded to within 2 days																															
Description																																	
Current Value	100%	Current Target	100%	Traffic Light Icon																													
1.05 (%) High Priority Pest Control Complaints % respon	 <table border="1"> <caption>Monthly Response Rates (2008-2009)</caption> <thead> <tr> <th>Month</th> <th>Response Rate (%)</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>98%</td></tr> <tr><td>January 2009</td><td>86.5%</td></tr> <tr><td>February 2009</td><td>91.7%</td></tr> <tr><td>March 2009</td><td>94.7%</td></tr> <tr><td>April 2009</td><td>98.8%</td></tr> <tr><td>May 2009</td><td>98.7%</td></tr> <tr><td>June 2009</td><td>97.6%</td></tr> <tr><td>July 2009</td><td>98.9%</td></tr> <tr><td>August 2009</td><td>98.4%</td></tr> <tr><td>September 2009</td><td>98.3%</td></tr> <tr><td>October 2009</td><td>98.9%</td></tr> <tr><td>November 2009</td><td>98.7%</td></tr> <tr><td>December 2009</td><td>100%</td></tr> </tbody> </table>				Month	Response Rate (%)	December 2008	98%	January 2009	86.5%	February 2009	91.7%	March 2009	94.7%	April 2009	98.8%	May 2009	98.7%	June 2009	97.6%	July 2009	98.9%	August 2009	98.4%	September 2009	98.3%	October 2009	98.9%	November 2009	98.7%	December 2009	100%	<p>December 2009 result</p>  <p>The gauge chart shows a semi-circular scale from 60% to 100%. The needle points to 100%, which is highlighted in green. The scale is color-coded: red (60-80%), yellow (80-95%), and green (95-100%).</p>
Month	Response Rate (%)																																
December 2008	98%																																
January 2009	86.5%																																
February 2009	91.7%																																
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October 2009	98.9%																																
November 2009	98.7%																																
December 2009	100%																																
Latest Note																																	

Code	ENV 1.06 (%)	High Priority Pest Control Complaints % completed within 30 days			
Description					
Current Value	94.7%	Current Target	100%	Traffic Light Icon	





Latest Note

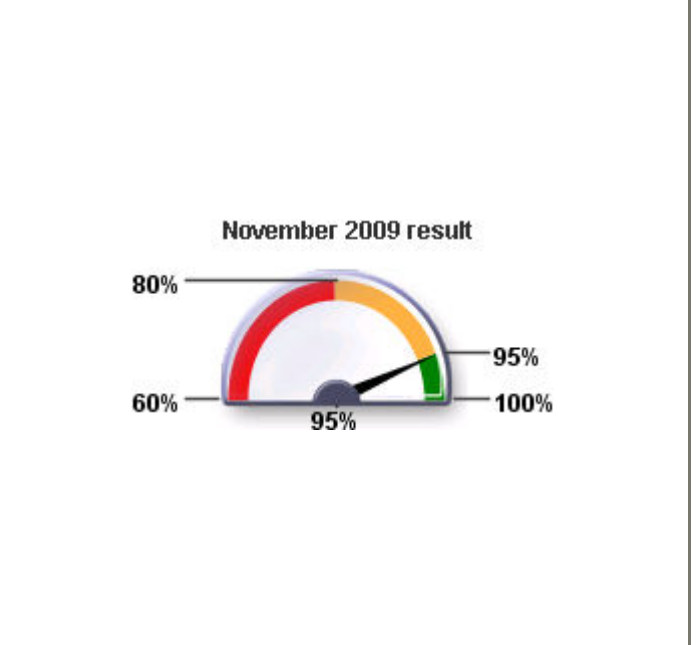
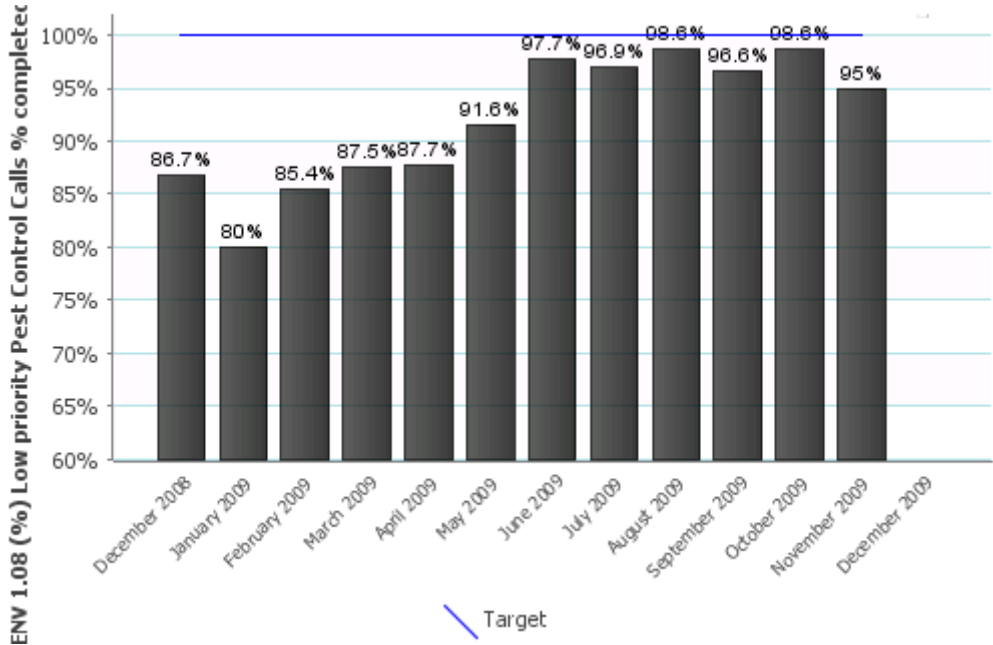
2008/09: The percentage complaints responded to within two days varied between 86% and 98% on 2008/2009 and those completed within 30 days between 84% and 98%.

2009/10: In the April to November period the percentage of complaints responded to within 2 days increased over the same period in 2008 to 98-99%. The percentage of complaints completed within the 30 day period also showed an increase from last year. Having regard to the 30 day outcome timescale this analysis for November was undertaken in January as the data input completion date for November data was 31 December 2009. Completed data and analysis for December 2009 will be available from 8 February 2010.

Action :
Continue to monitor and challenge performance.

Code	ENV 1.07 (%)	Low Priority Pest Control Complaints % responded to within 5 days																															
Description																																	
Current Value	100%	Current Target	100%	Traffic Light Icon																													
1.07 (%) Low Priority Pest Control Complaints % response	<table border="1"> <caption>Monthly Response Rates (2008-2009)</caption> <thead> <tr> <th>Month</th> <th>Response Rate (%)</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>80%</td></tr> <tr><td>January 2009</td><td>85.7%</td></tr> <tr><td>February 2009</td><td>92.7%</td></tr> <tr><td>March 2009</td><td>83.9%</td></tr> <tr><td>April 2009</td><td>96.3%</td></tr> <tr><td>May 2009</td><td>99.1%</td></tr> <tr><td>June 2009</td><td>99.6%</td></tr> <tr><td>July 2009</td><td>99.7%</td></tr> <tr><td>August 2009</td><td>98.6%</td></tr> <tr><td>September 2009</td><td>94.1%</td></tr> <tr><td>October 2009</td><td>100%</td></tr> <tr><td>November 2009</td><td>100%</td></tr> <tr><td>December 2009</td><td>100%</td></tr> </tbody> </table>				Month	Response Rate (%)	December 2008	80%	January 2009	85.7%	February 2009	92.7%	March 2009	83.9%	April 2009	96.3%	May 2009	99.1%	June 2009	99.6%	July 2009	99.7%	August 2009	98.6%	September 2009	94.1%	October 2009	100%	November 2009	100%	December 2009	100%	<p>December 2009 result</p>
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November 2009	100%																																
December 2009	100%																																
Latest Note																																	

Code	ENV 1.08 (%)	Low priority Pest Control Calls % completed within 30 days			
Description					
Current Value	95%	Current Target	100%	Traffic Light Icon	


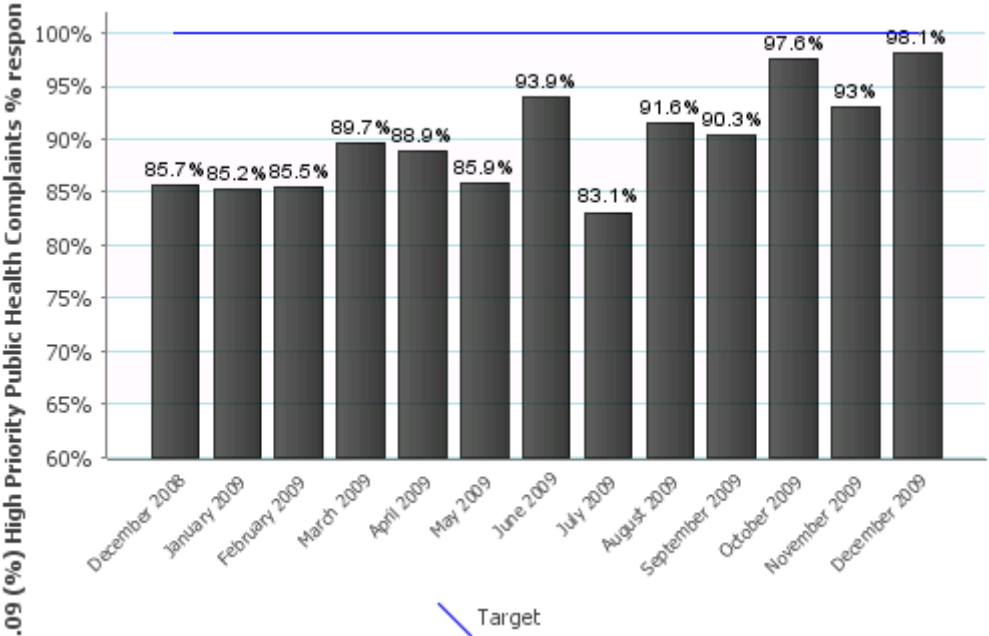
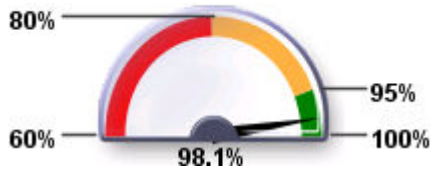



Latest Note

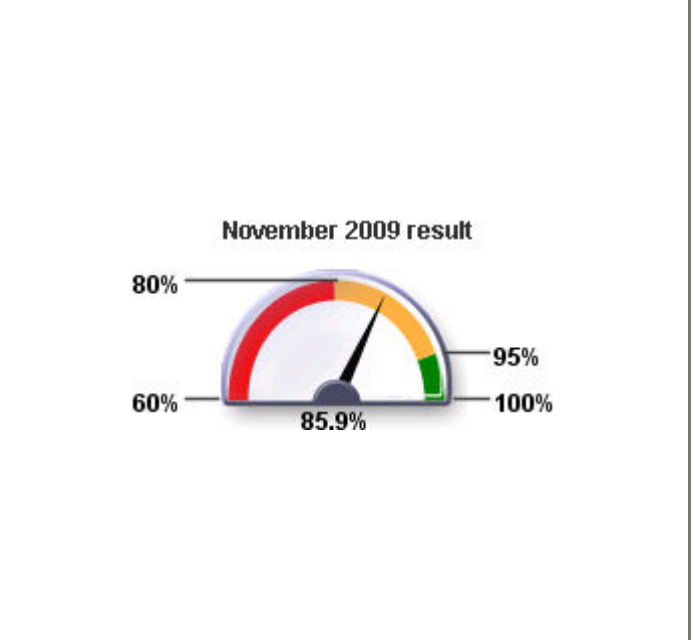
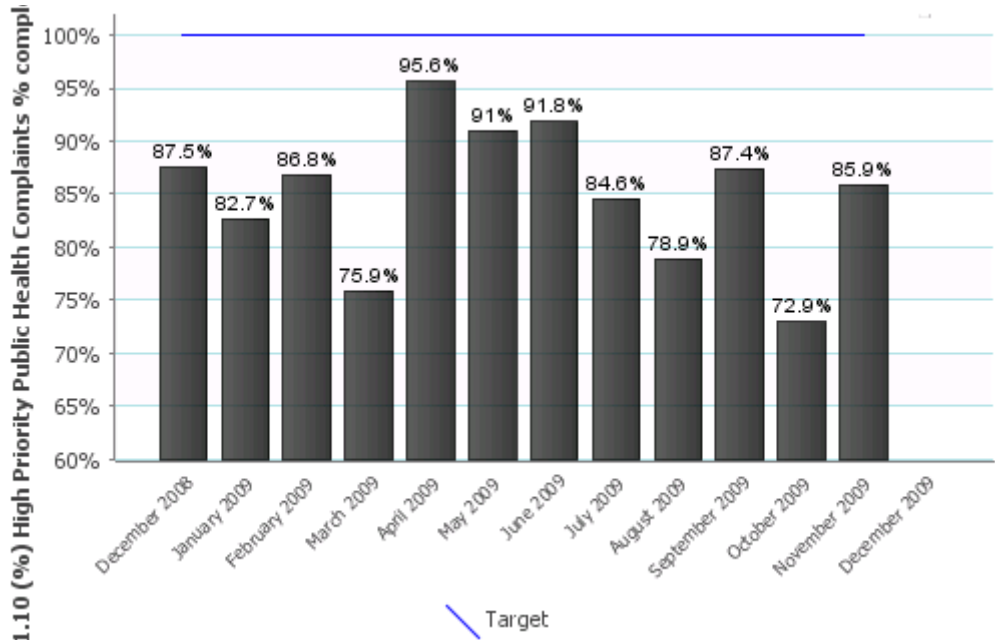
2008/09: The number of priority 2 complaints received showed a traditional summer increase mainly due to wasp and bee complaints. The percentage of priority 2 complaints responded to within 5 days in 2008/9 varied between 80% and 99% while those completed within 30 days varied between 80% and 100%.

2009/10: The total number of complaints received between April and November is slightly lower than last. The percentage of complaints responded to within 5 days remained high at between 94% and 100% while those completed within 30 days were also high between 88% and 98%. Having regard to the 30 day outcome timescale this analysis for November was undertaken in January as the data input completion date for November data was 31 December 2009. Completed data and analysis for December 2009 will be available from 8 February 2010.

Action: Continue to monitor and challenge performance.

Code	ENV 1.09 (%)	High Priority Public Health Complaints % responded to within 2 days			
Description					
Current Value	98.1%	Current Target	100%	Traffic Light Icon	
1.09 (%) High Priority Public Health Complaints % respon				<p>December 2009 result</p> 	
Latest Note					


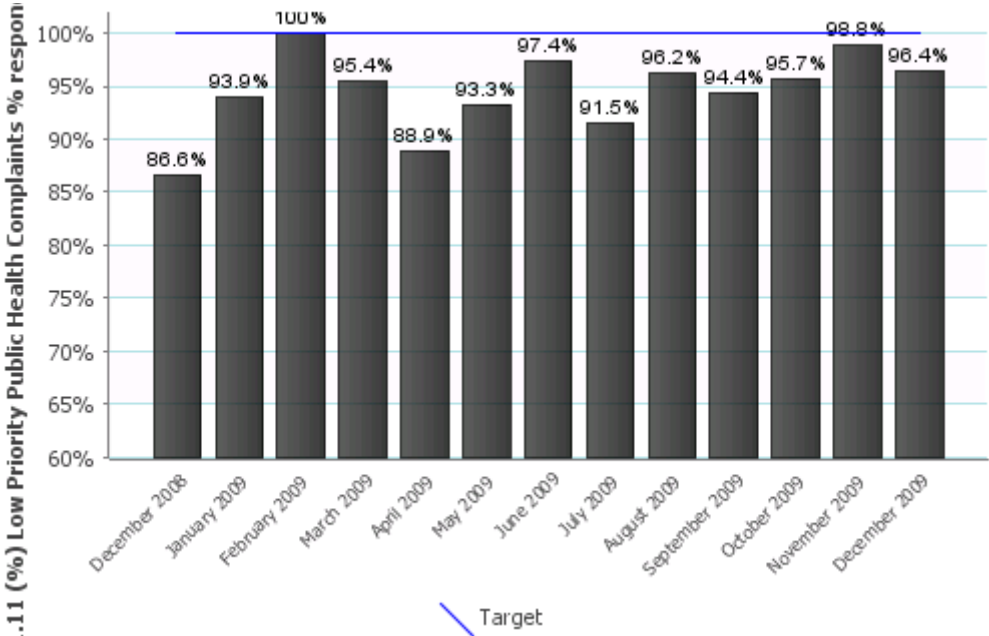
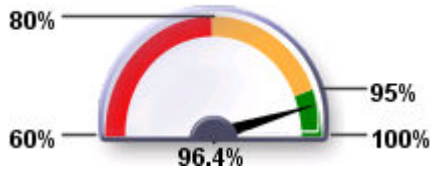
Code	ENV 1.10 (%)	High Priority Public Health Complaints % completed within 30 days			
Description					
Current Value	85.9%	Current Target	100%	Traffic Light Icon	




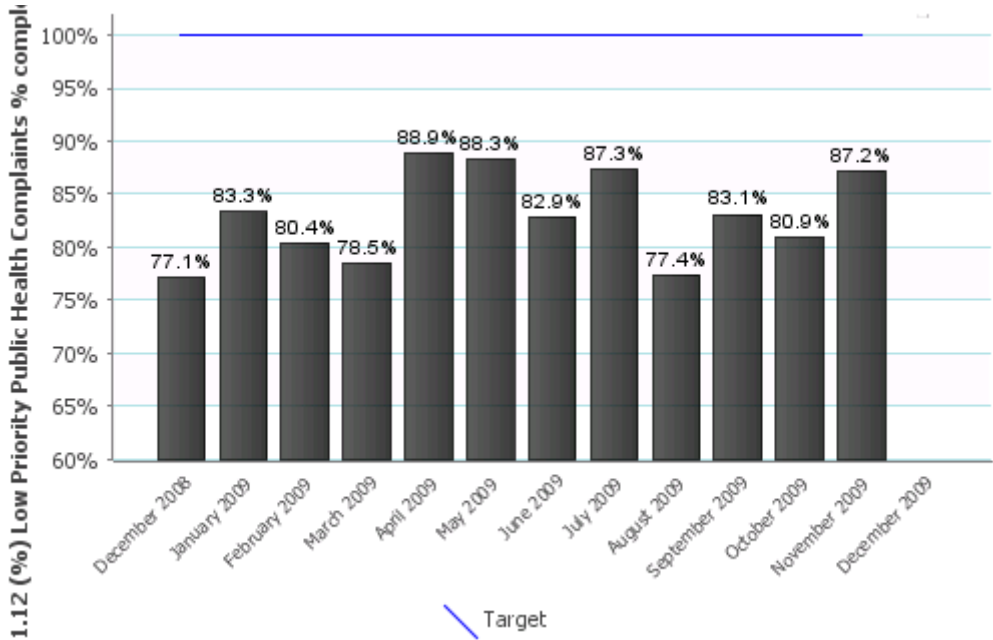
Latest Note

2008/09: The number of priority 1 public health complaints received showed an increase during the summer period. The number of priority 1 complaints responded to within 2 days varied between 74% and 90% in 2008/09 while those completed within 30 days varied between 76% and 93%.

2009/10: The number of priority 1 public health complaints received, April - November, is comparable to last year. The number of priority 1 complaints responded to within 2 days improved from last year varying between 83% and 94% while those completed within 30 days varied between 73% and 96%, showing a slight average decrease on last year (87.6% to 86%). This decrease is a result of the %age of complaints completed within 30 days in October (72.9%) which was mainly due to the timespan for addressing structural issues related to water penetration following the exceptionally wet conditions and resulting problems brought to the attention of the public health team. Having regard to the 30 day outcome timescale this analysis for November was undertaken in January as the data input completion date for November data was 31 December 2009. Completed data and analysis for December 2009 will be available from 8 February 2010. **Action:** Continue to monitor and challenge performance.

Code	ENV 1.11 (%)	Low Priority Public Health Complaints % responded to within 5 days																																					
Description																																							
Current Value	96.4%	Current Target	100%	Traffic Light Icon																																			
1.11 (%) Low Priority Public Health Complaints % respon	 <table border="1"> <caption>Monthly Response Rates (2008-2009)</caption> <thead> <tr> <th>Month</th> <th>Response Rate (%)</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>86.6%</td></tr> <tr><td>January 2009</td><td>93.9%</td></tr> <tr><td>February 2009</td><td>100%</td></tr> <tr><td>March 2009</td><td>95.4%</td></tr> <tr><td>April 2009</td><td>88.9%</td></tr> <tr><td>May 2009</td><td>93.3%</td></tr> <tr><td>June 2009</td><td>97.4%</td></tr> <tr><td>July 2009</td><td>91.5%</td></tr> <tr><td>August 2009</td><td>96.2%</td></tr> <tr><td>September 2009</td><td>94.4%</td></tr> <tr><td>October 2009</td><td>95.7%</td></tr> <tr><td>November 2009</td><td>98.8%</td></tr> <tr><td>December 2009</td><td>96.4%</td></tr> </tbody> </table>			Month	Response Rate (%)	December 2008	86.6%	January 2009	93.9%	February 2009	100%	March 2009	95.4%	April 2009	88.9%	May 2009	93.3%	June 2009	97.4%	July 2009	91.5%	August 2009	96.2%	September 2009	94.4%	October 2009	95.7%	November 2009	98.8%	December 2009	96.4%	<p>December 2009 result</p>  <table border="1"> <caption>December 2009 Result</caption> <thead> <tr> <th>Metric</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Actual Result</td><td>96.4%</td></tr> <tr><td>Target</td><td>100%</td></tr> </tbody> </table>		Metric	Value (%)	Actual Result	96.4%	Target	100%
Month	Response Rate (%)																																						
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December 2009	96.4%																																						
Metric	Value (%)																																						
Actual Result	96.4%																																						
Target	100%																																						
Latest Note																																							

Code	ENV 1.12 (%)	Low Priority Public Health Complaints % completed within 30 days			
Description					
Current Value	87.2%	Current Target	100%	Traffic Light Icon	




Latest Note

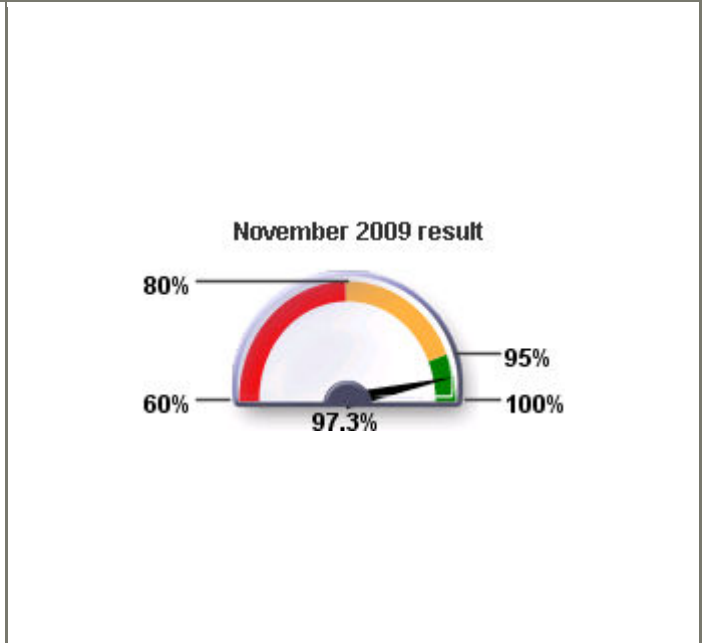
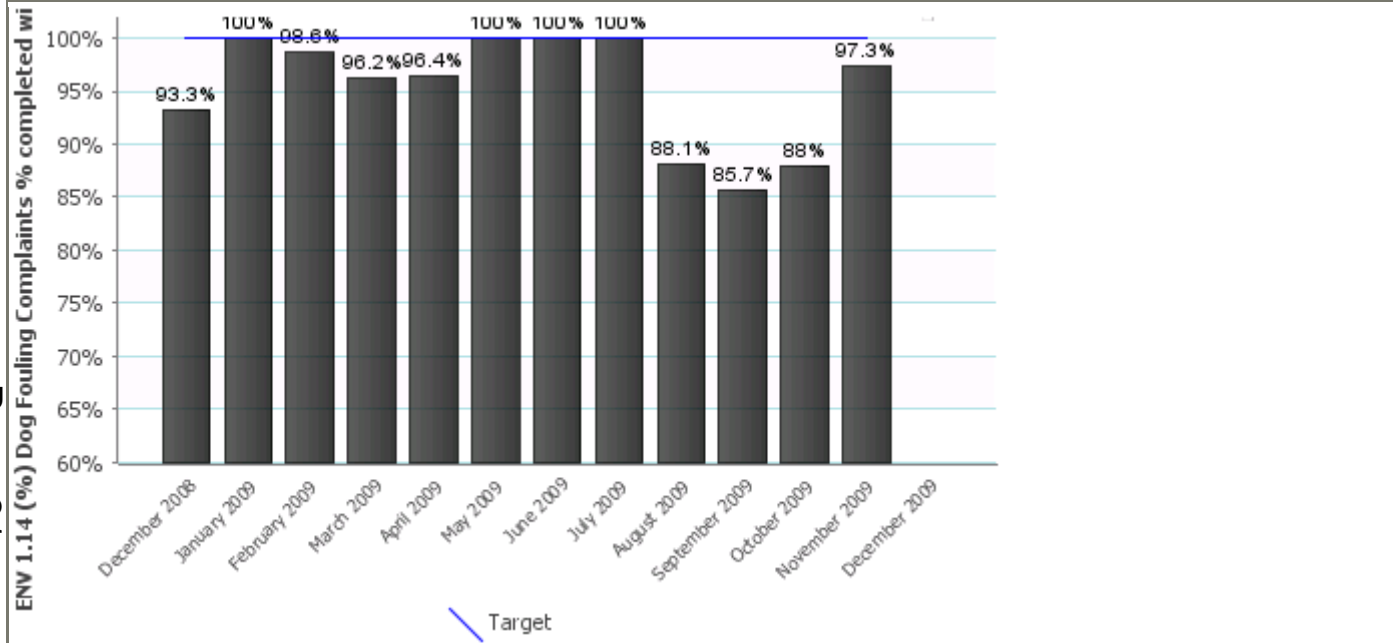
2008/09: The number of priority 2 complaints responded to within 5 days varied between 80% and 100% in 2008/09 while those completed within 30 days varied between 71% and 86%.

2009/10: The total number of priority 2 complaints received, April - November is comparable to the number received over the same period last year. The complaints responded to within 5 days varied between 89% and 98% while those completed within 30 days varied between 81% and 89% showing an improvement from last year. Timescale for completion of complaints is dependant on the individual nature of each complaint and external factors which may affect progress. Having regard to the 30 day outcome timescale this analysis for November was undertaken in January as the data input completion date for November data was 31 December 2009. Completed data and analysis for December 2009 will be available from 8 February 2010.

Action: Continue to monitor and challenge performance.

Code	ENV 1.13 (%)	Dog Fouling Complaints % responded to within 2 days																																									
Description																																											
Current Value	96.7%	Current Target	100%	Traffic Light Icon																																							
<table border="1"> <caption>ENV 1.13 (%) Dog Fouling Complaints % responded to</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>93.3%</td></tr> <tr><td>January 2009</td><td>82%</td></tr> <tr><td>February 2009</td><td>78.9%</td></tr> <tr><td>March 2009</td><td>83%</td></tr> <tr><td>April 2009</td><td>96.4%</td></tr> <tr><td>May 2009</td><td>94.1%</td></tr> <tr><td>June 2009</td><td>100%</td></tr> <tr><td>July 2009</td><td>97.3%</td></tr> <tr><td>August 2009</td><td>97.6%</td></tr> <tr><td>September 2009</td><td>96.4%</td></tr> <tr><td>October 2009</td><td>96%</td></tr> <tr><td>November 2009</td><td>97.3%</td></tr> <tr><td>December 2009</td><td>96.7%</td></tr> </tbody> </table>			Month	Value (%)	December 2008	93.3%	January 2009	82%	February 2009	78.9%	March 2009	83%	April 2009	96.4%	May 2009	94.1%	June 2009	100%	July 2009	97.3%	August 2009	97.6%	September 2009	96.4%	October 2009	96%	November 2009	97.3%	December 2009	96.7%	<p>December 2009 result</p> <table border="1"> <thead> <tr> <th>Scale Markers (%)</th> <th>Current Value (%)</th> </tr> </thead> <tbody> <tr><td>60%</td><td>96.7%</td></tr> <tr><td>80%</td><td></td></tr> <tr><td>95%</td><td></td></tr> <tr><td>100%</td><td></td></tr> </tbody> </table>			Scale Markers (%)	Current Value (%)	60%	96.7%	80%		95%		100%	
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60%	96.7%																																										
80%																																											
95%																																											
100%																																											
Latest Note																																											

Code	ENV 1.14 (%)	Dog Fouling Complaints % completed within 30 days			
Description					
Current Value	97.3%	Current Target	100%	Traffic Light Icon	✓





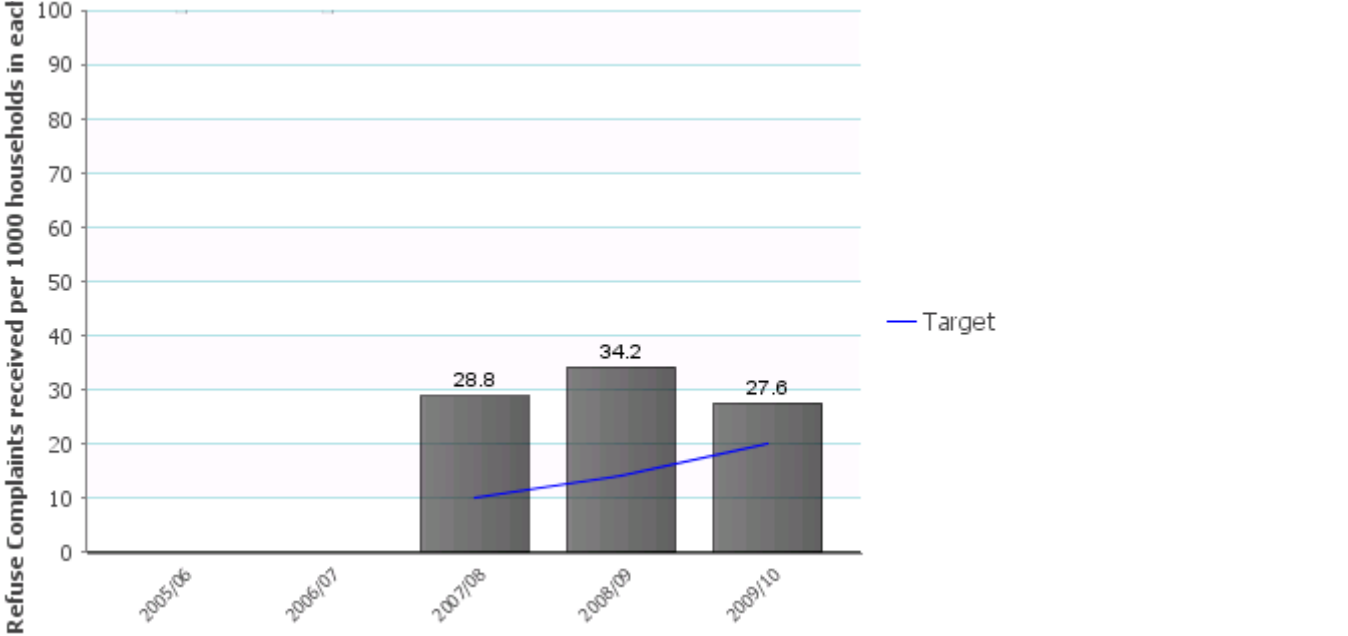
Latest Note


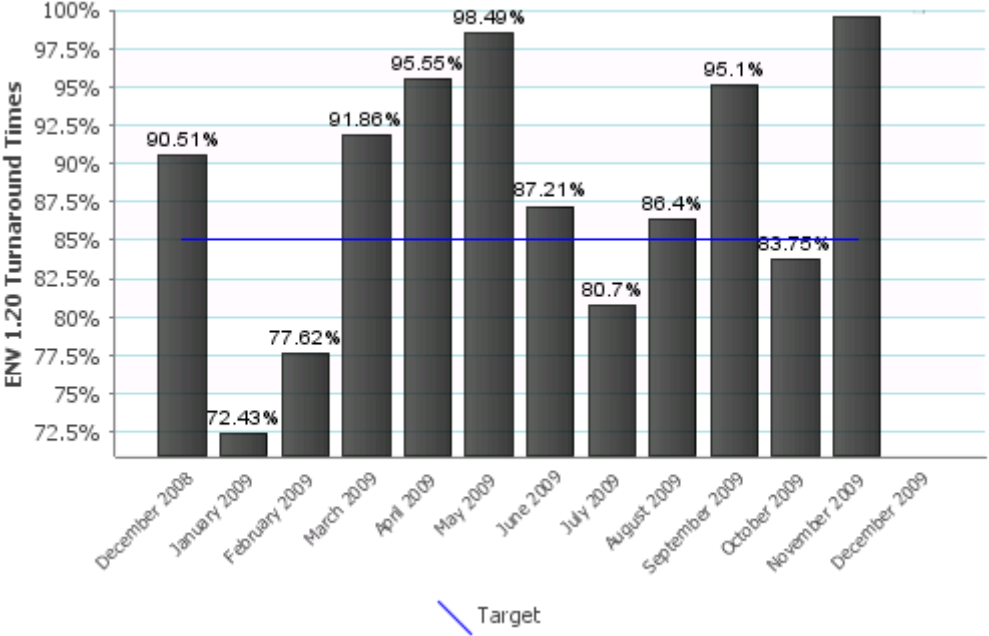

2008/09: The number of dog fouling complaints received in 2008/09 are seasonal in nature with most complaints received in the period from January to April. The number of complaints responded to within 2 days varied between 78% to 97% while those completed within 30 days varied between 84% and 100%.


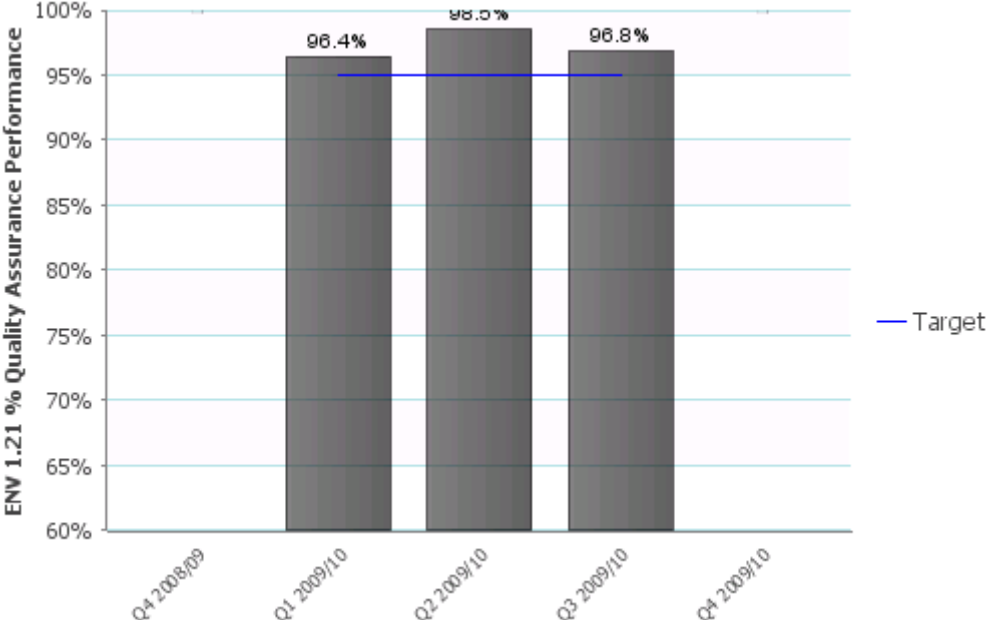

2009/10: The number of dog fouling complaints over the April to November period showed roughly the same numbers as 2008/09. However the relatively high numbers of complaints recorded in April 2008 were not seen in April 2009. The percentage of complaints responded to within the 2 day period has improved in 2009 due to changes in working practices whereby dog wardens are informed in the field and are able to respond reactively. Complaints completed within 30 days vary between 86% and 100%.


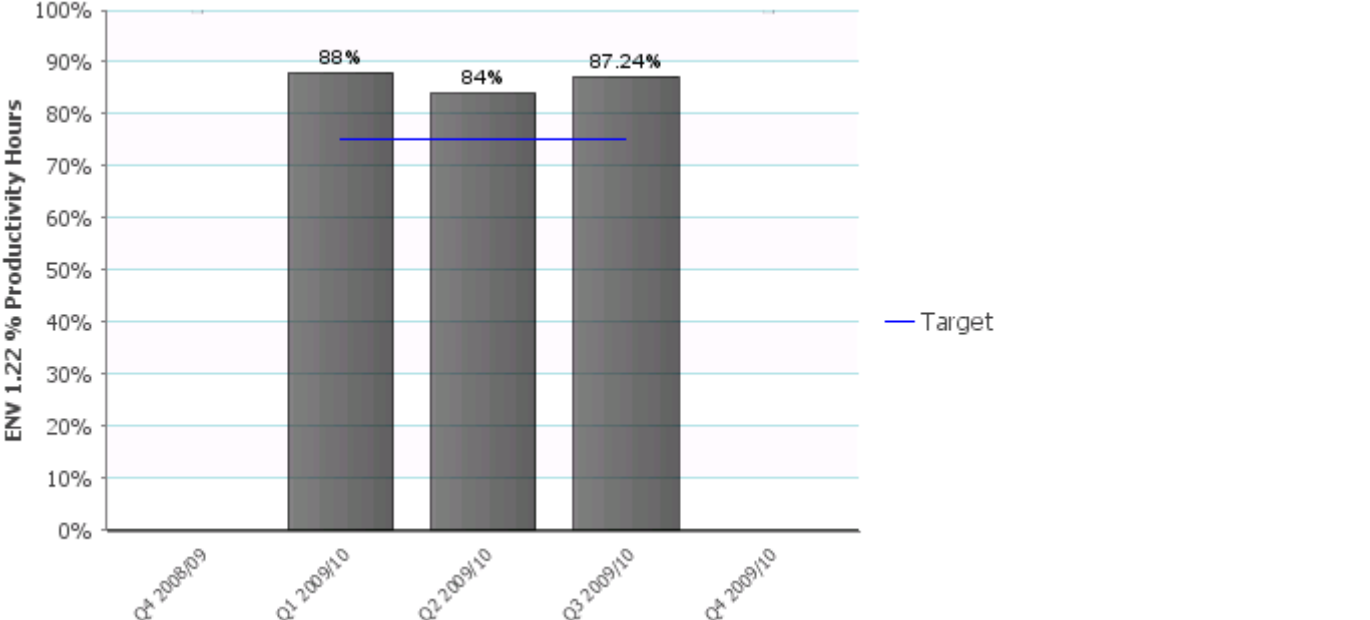
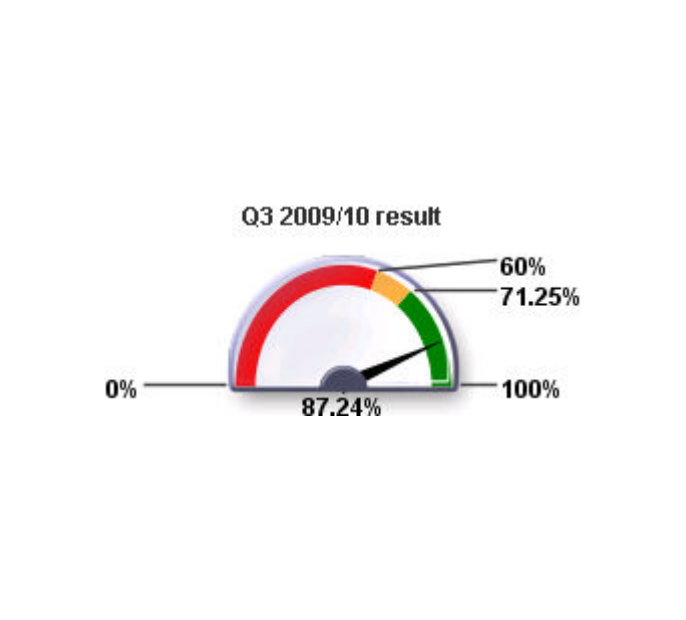
Having regard to the 30 day outcome timescale this analysis for November was undertaken in January as the data input completion date for November data was 31 December 2009. Completed data and analysis for December 2009 will be available from 8 February 2010. **Action:** Continue to monitor and challenge performance.

Code	ENV 1.18	% of Waste Recycled/Composted																													
Description																															
Current Value	29%	Current Target	27%	Traffic Light Icon																											
<table border="1"> <caption>ENV 1.18 % of Waste Recycled/Composted</caption> <thead> <tr> <th>Month</th> <th>% Recycled/Composted</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>19.5%</td></tr> <tr><td>January 2009</td><td>17.7%</td></tr> <tr><td>February 2009</td><td>17.9%</td></tr> <tr><td>March 2009</td><td>21.9%</td></tr> <tr><td>April 2009</td><td>25%</td></tr> <tr><td>May 2009</td><td>29%</td></tr> <tr><td>June 2009</td><td>31%</td></tr> <tr><td>July 2009</td><td>30%</td></tr> <tr><td>August 2009</td><td>29%</td></tr> </tbody> </table>			Month	% Recycled/Composted	December 2008	19.5%	January 2009	17.7%	February 2009	17.9%	March 2009	21.9%	April 2009	25%	May 2009	29%	June 2009	31%	July 2009	30%	August 2009	29%	<p>August 2009 result</p> <table border="1"> <thead> <tr> <th>Value</th> </tr> </thead> <tbody> <tr><td>0%</td></tr> <tr><td>21.6%</td></tr> <tr><td>25.6%</td></tr> <tr><td>29%</td></tr> <tr><td>50%</td></tr> </tbody> </table>			Value	0%	21.6%	25.6%	29%	50%
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Value																															
0%																															
21.6%																															
25.6%																															
29%																															
50%																															
Latest Note	There is no update to our data for this as the data supplied by SITA is in a new format that needs to be audited to validate the % recycled.																														

Code	ENV 1.19	Refuse Complaints received per 1000 households in each 4 week period														
Description																
Current Value	27.6	Current Target		Traffic Light Icon												
 <table border="1"> <caption>Refuse Complaints received per 1000 households in each 4 week period</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/06</td> <td>0</td> </tr> <tr> <td>2006/07</td> <td>0</td> </tr> <tr> <td>2007/08</td> <td>28.8</td> </tr> <tr> <td>2008/09</td> <td>34.2</td> </tr> <tr> <td>2009/10</td> <td>27.8</td> </tr> </tbody> </table>					Year	Value	2005/06	0	2006/07	0	2007/08	28.8	2008/09	34.2	2009/10	27.8
Year	Value															
2005/06	0															
2006/07	0															
2007/08	28.8															
2008/09	34.2															
2009/10	27.8															
Latest Note																

Code	ENV 1.20	Turnaround Times			
Description	Period for completing analysis process related to target expectation.				
Current Value	99.55%	Current Target	85%	Traffic Light Icon	
				<p>November 2009 result</p> 	
Latest Note					

Code	ENV 1.21 %	Quality Assurance Performance																
Description	Percentage of accredited quality assurance testing completed to a satisfactory standard.																	
Current Value	96.8%	Current Target	95%	Traffic Light Icon														
 <p>ENV 1.21 % Quality Assurance Performance</p> <table border="1"> <caption>Quality Assurance Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2009/10</td> <td>96.4%</td> </tr> <tr> <td>Q2 2009/10</td> <td>98.0%</td> </tr> <tr> <td>Q3 2009/10</td> <td>96.8%</td> </tr> </tbody> </table>				Quarter	Performance (%)	Q1 2009/10	96.4%	Q2 2009/10	98.0%	Q3 2009/10	96.8%	 <p>Q3 2009/10 result</p> <table border="1"> <caption>Gauge Chart Markers</caption> <thead> <tr> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>80.8%</td> </tr> <tr> <td>90.2%</td> </tr> <tr> <td>96.8%</td> </tr> <tr> <td>100%</td> </tr> </tbody> </table>		Percentage	80.8%	90.2%	96.8%	100%
Quarter	Performance (%)																	
Q1 2009/10	96.4%																	
Q2 2009/10	98.0%																	
Q3 2009/10	96.8%																	
Percentage																		
80.8%																		
90.2%																		
96.8%																		
100%																		
Latest Note																		

Code	ENV 1.22 %	Productivity Hours																		
Description	Percentage of labour resource involved in technical result generation.																			
Current Value	87.24%	Current Target	75%	Traffic Light Icon																
 <table border="1"> <caption>Productivity Hours Data</caption> <thead> <tr> <th>Quarter</th> <th>Productivity Hours (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2009/10</td> <td>88%</td> </tr> <tr> <td>Q2 2009/10</td> <td>84%</td> </tr> <tr> <td>Q3 2009/10</td> <td>87.24%</td> </tr> <tr> <td>Target</td> <td>75%</td> </tr> </tbody> </table>				Quarter	Productivity Hours (%)	Q1 2009/10	88%	Q2 2009/10	84%	Q3 2009/10	87.24%	Target	75%	 <p>Q3 2009/10 result</p> <table border="1"> <thead> <tr> <th>Value</th> </tr> </thead> <tbody> <tr> <td>60%</td> </tr> <tr> <td>71.25%</td> </tr> <tr> <td>87.24%</td> </tr> <tr> <td>100%</td> </tr> </tbody> </table>		Value	60%	71.25%	87.24%	100%
Quarter	Productivity Hours (%)																			
Q1 2009/10	88%																			
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Target	75%																			
Value																				
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71.25%																				
87.24%																				
100%																				
Latest Note																				

COMMITTEE **Housing and Environment** DATE **16th February 2010**

CORPORATE DIRECTOR **Pete Leonard**

TITLE OF REPORT **Housing and Environment Improvement Plan**

1. PURPOSE OF REPORT

The purpose of this report is to present committee with an update on the progress of key improvement work taking place within the Housing and Environment Service.

2. RECOMMENDATION(S)

To seek the Committee's comments and observations on the information contained in the report.

3. FINANCIAL IMPLICATIONS

There are no direct implications arising out of this report and each project within the plan will have considered financial implications.

4. SERVICE & COMMUNITY IMPACT

An Improvement Plan for the service is integrated with the Council's ambition of being a top performing Council which delivers on the Community Plan and the Administration's Policy Statement.

5. OTHER IMPLICATIONS

There are no other direct implications arising out of this report regarding legal, resource, personnel, property, equipment, sustainability and environmental, health and safety.

6. REPORT

The Housing and Environment Improvement Plan incorporates the key improvement work to take place across the service between April 2009 and March 2012 and is a key outcome from the approved Service Plans, which aim to contribute to the Council's wider Corporate Plan.

The Improvement Plan report is produced from Covalent, the corporate performance reporting system. Detailed information on project milestones and latest status updates is uploaded and kept up to date on the system by the Project Lead Officers and monitored regularly in Service Improvement Team meetings and by the Senior Management Team.

To support this further, project documentation has been or is being produced for each project in the plan. Lead officers are required to complete a project proposal, project plan and identify any risks.

Work is ongoing to include additional Environment projects within the plan in conjunction with producing a Housing and Environment Service Plan.

This report gives a progress summary of the projects within the Improvement Plan. Currently the Improvement Plan consists of 44 projects, which may be subject to change as further key improvement work is identified. The below projects have been completed to date:

- Restructure to citywide structure (grounds)
- Market Testing of Environmental Services
- SHIP Submission
- Review and Improve Tenant Participation Strategy
- Development and Implementation of On-line Housing Application Form
- Develop and implement automated parking facilities
- Tenant Mutual Exchanges
- Introduce City Wardens
- Development of Task Manager (workflow) within Customer Services iWorld system
- Development of appointments and text messaging via iWorld
- 690 Costing and Repairs Management System (Consillium)

The appendix to this report provides a summary overview of progress on the remaining projects within the Improvement Plan, sorted by due date. More detail on any of the projects can be provided if required. The report also includes the following status icons, which indicate whether the project is on target. Whether a project is on target is determined by overall due date and dates of key milestones of the project.



On Target



Progress to be checked



Overdue and being monitored

Progress overall in the Covalent report has shown a steady and consistent increase month on month. Given the short time the plan has been in progression, this percentage is encouraging and we are well on course to achieving the improvement work set out in the service plan.

7. AUTHORISED SIGNATURE

Pete Leonard
Corporate Director Housing and Environment
pleonard@aberdeencity.gov.uk

8. REPORT AUTHOR DETAILS

David Leslie
Directorate Support Officer
Housing and Environment
dleslie@aberdeencity.gov.uk

9. BACKGROUND PAPERS

N/A

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Committee Improvement Plan Report

Report Type: Actions Report






Author: David Leslie






Generated on: 04 February 2010















Page 101




Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
Public Analyst Option Appraisal	E&I Environmental Major Project for 2009/10.	03 Oct 2008	03 Oct 2008	30 Aug 2009	97 %		The post of Public Analyst has been placed on hold meantime while a permanent way ahead is worked out with Dundee Scientific Services. All Service level Agreements have been drafted and co-signed by all parties. The Laboratory Manager has been in post since the end of September 2009.
On line mutual exchange project	To introduce a new on-line service for tenants seeking more suitable accommodation to meet their needs.	25 Sep 2009	08 Oct 2009	30 Oct 2009	60 %		Training for gAAS staff and systems team took place and familiarity sessions with Housing Assts took place 25 Jan. Planned go live date 1 March.
Homelessness Management Realignment	The objective of the project is to have a homelessness team with both the capacity and capability to deliver an efficient customer focussed service		02 Mar 2009	31 Dec 2009	66 %		Currently working with HR to implement the job matching procedure and move to the new approved structure. Interviews have been held for the new management posts.
Gas Maintenance	Implement a rolling programme of qualitative checks to monitor performance of gas maintenance contractor. Record gas maintenance records on Consilium and schedule servicing.	01 Apr 2009	06 Apr 2009	31 Dec 2009	70 %		Changes to forced entry procedure have been identified and a report to be issued. Project is on track and awaiting funding approval to proceed.
Review and improve antisocial behaviour	Redesign the procedures to escalate appropriate action in relation to more effective action to tackle antisocial behaviour.	01 Apr 2009	15 Jan 2010	31 Dec 2009	0 %		New escalation protocols produced and are currently being consulted on.
InfoSmart	Implementation of InfoSmart to hold information on both people (applicants and tenants) and properties. Phase 1: Development of system specifically linked to iWorld. Phase 2: Implementation in House Sales, thereafter roll out to other services as agreed.	01 Jul 2009	20 Oct 2009	11 Jan 2010	33 %		A specification is being prepared for the document management requirements of the Housing service with a view to assessing the suitability of the current housing computer system. The document management



Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
							functionality in the current housing system is integrated within the Workflow module which is already in use in the service.
Shared Service Agenda for Trading Standards	E&I Environmental Major Project for 2009/10. Review Structures and create shared service agenda for Trading Standards	30 Jan 2009	28 Jan 2009	26 Mar 2010	95 %		The Shared Services Board approved the recommendations of the Project Team, which were endorsed by the Policy and Strategy Committee on 8th June 2009, to carry out further work , with Staff and Trades Unions, to agree the structure and scope of a shared service on the integrated service model with a view to implementing the shared service, assuming agreement can of course be reached. A refined scope and structure have been formulated and are being circulated to staff prior to formal consultation and a report to the Shared Services Board in late August /September.
Review and improve activities within Asbestos Management	Review and improve activities within Asbestos Management.	01 Apr 2009	03 Jul 2009	31 Mar 2010	16 %		Project template and report started and initial meeting held with Lee Morrison (RPS) 02.11.09 to view Asbestos Data-base/management software.
Preparation and implementation of the Scheme of Assistance to Private Sector Housing by 31 March 2010	Scheme of Assistance is the detailed plan of how Aberdeen City Council will assist homeowners within the city to maintain their properties.	01 Apr 2009	10 Sep 2009	31 Mar 2010	75 %		SoA approved by committee and to be published on council website within the month after appropriate level of publicity arranged.
Rent Management Pilot	Carry out a 6 month pilot in the North 2 area to review and improve the management of rent arrears using early intervention with focus on sustaining tenancies. Development of processes and services to reduce levels of eviction, decamps and abandonments.	01 Apr 2009	29 Jun 2009	31 Mar 2010	52 %		New 7 week case focused escalation policy developed and launched in early January. Progress bulletin report to go to Committee 16 Feb. Project likely to be extended till May with outcomes reported to Committee on 25 May 2010
Review and improve the cleanliness and security of multi-storey blocks	To replace the residential caretakers service with more efficient and effective cleaning service.	01 Apr 2008	11 Jun 2009	31 Mar 2010	66 %		The Invitation to Tender was advertised on the 9 July 2009, to which the Council received four responses. Following a comprehensive evaluation process by officers of the Council, it was decided that none of the bids provided best value to the Council. As a result of this a recommendation was made to the Housing & Environment Committee on the 6 October 2009 that we re-tender for the work, whilst at the same time

Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
							<p>giving consideration to amending the specification, but maintaining the standard that residents seek. The Committee approved this recommendation.</p> <p>The Invitation to Tender for both the Cleaning and Security went out in the first week in November with evaluation of the bids being carried out in early January 2010 with a view to reporting the outcomes to the Housing & Environment Committee in February 2010. It is anticipated that the start for these projects will commence 1 April 2010.</p> <p>Consultation with the Unions is ongoing and a separate meeting to update them on the current situation took place.</p>
Housing Service SLAs	Development of SLA's between the Housing Service and internal/external partners	01 Apr 2009	29 Oct 2009	31 Mar 2010	66 %		Three specific SLA's required at this stage. 1. Instant Neighbour - almost complete. 2. Gypsy Travellers Liaison - ready for initial feedback from key stakeholders. 3. Council House Garden Maintenance Scheme - work underway to select interim arrangements.
Tenancy Support Services	Review and improve current tenancy support services, information and advice across the Housing Service inc. development of an Information and Advice Strategy (Housing Options Approach).	01 Apr 2009	16 Jun 2009	31 Mar 2010	89 %		Report and Recommendations being prepared for SMT consideration.
Accommodation Review	Review of all accommodation for the service and implementation of staff moves in line with the new structure.		30 Sep 2009	31 Mar 2010	50 %		Accommodation moves for the service have been agreed and detailed floor plans have been produced. Costings have been completed and the work will be carried out in line with the corporate programme for moves.
Redesign of the Housing Service	Review and redesign of the housing service including New Ways of Working and mobile working.	29 Sep 2009	29 Oct 2009	31 Mar 2010	50 %		Report prepared for H & E committee on 11 January 2010 which seeks a mandate to consult with staff, stakeholders, tenants and Unions on the move towards generic working and further redesign work at 3rd tier.
Procurement of Homelessness Services	Commission and monitor services to fit strategically with the Homelessness & Resettlement Strategy & Action Plan	01 Apr 2009	01 Apr 2009	01 Apr 2010	35 %		Information and Advice procurement of services - Officer waiting for outcome of senior

Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
	and ensure that Best Value is provided						management discussions around procurement of independent advice and advocacy services - will progress once lead is provided.
Provision of Temporary Accommodation	Phase I - Development of Temporary Accommodation Strategy Phase II - Delivery of Temporary Accommodation Strategy Phase III - Review use of housing stock for Homeless Review and delivery of the Temporary Accommodation Strategy (improve quality, access, supply and reduced time spent in temporary accommodation including hostels and B&Bs)	01 Apr 2009	01 Apr 2009	28 Apr 2010	54 %		Unable to update due dates, software problem. Review of process ongoing - LHA have requested meeting for February 10, H/L Strategy Officer meeting with other RSL partners 04/03/10 for annual review of protocol around choice based lettings.
Clients with complex needs	Phase 1: Review provision of accommodation and services. Phase 2: Provide a Solo Post	01 Apr 2009	01 Apr 2009	30 Apr 2010	25 %		Business Case to be reviewed as per meeting with Teresa Waugh
Improve access to affordable housing	Action 1 - Implementation of Housing Information and Advice Standards for Homelessness, gAAS and Selections teams. Action 2 - Review and improve options and access to permanent accommodation. Action 3 - Improve access to affordable rented housing.	01 Apr 2008	01 Apr 2008	31 Jul 2010	50 %		System build continues - testing of current build commencing around end February 2010
Develop a Property Management service for flatted stock	This project will explore options to establish a property management service that Aberdeen City Council can offer, in the first instance, to owners in mixed tenure properties to assist in carrying out common repairs.	04 Oct 2009	08 Jan 2010	30 Sep 2010	25 %		-- enter new status update --
Public space CCTV Modernisation	Produce audit and business plan to modernise public space CCTV system including monitoring facility in partnership with Grampian Police through a suitable contractor	01 Aug 2009	01 Aug 2009	30 Sep 2010	12 %		1st set of comments between Police and Council received, meeting with CPU on 13/11, 2nd draft still on target for 16 Nov, next project team meeting set for 30/11/2009
SHQS Delivery Plan - Action Plans	To provide an updated SHQS Standard Delivery Plan to the Scottish Housing Regulator that takes account of: 1. A revised approach to Capital Programme delivery; 2. Improved stock condition information held in a new bespoke SHQS database; 3. Enhanced energy and environmental standards; and 4. Sustained improvements that have been achieved in customer engagement.		26 Aug 2009	31 Dec 2010	15 %		

Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
Building Services Business Plan	Provide a comprehensive Business Plan for Building Services. Plan to include Procurement, Asset, Financial, Customer, Workforce, Contract Management & Health & Safety strategies	27 Jul 2009	29 Jul 2009	31 Dec 2010	7 %		Currently scoping procurement plan--
Void Management	Review and development of current letting system and letting standard. Introduction of daily lettings. Improve standard of properties being terminated.	01 Apr 2009	01 Jul 2009	31 Dec 2010	52 %		Report/Recommendations being prepared for SMT
Improve customer service standards	To define our customer service standards and introduce improved ways of working to ensure the standards are met.	04 Jan 2010		31 Dec 2010	0 %		Project has been scoped and milestones are being set. Project remit to be finalised on appointment of Heads of Service.
Review Housing and Application Allocations Process	Review and redesign the Council's Scheme of Allocations including proposals for a customer focused letting system	01 Apr 2009	27 May 2009	28 Dec 2011	50 %		Meeting arranged with convener and vice convener of the Housing and Environment Committee on the 9th February to discuss option paper.
Asset Management Plan	To develop: 1. An asset management approach to capital investment decision making and prioritisation. This will be achieved through the development of: · An asset management model that will produce a performance score for each of our 23,000 properties based on their combined cash flow and sustainable demand performance; and · An options appraisal framework ; 2. An asset component replacement plan for council housing. This will provide an integrated 25 year strategy of planned improvement and repair works to our housing stock across the city. In turn this information will allow · Future capital and repair budgets to be linked to known outcomes; and · Engagement with owners well in advance of planned works impacting their homes; and 3. An integrated database solution for the Housing Asset Management Service		21 Oct 2009	31 Mar 2012	34 %		
Council Housing New Build Programme	Commence a Council Housing new build programme for new general needs and housing for varying needs homes throughout the city.	01 Apr 2009	24 Sep 2009	31 Mar 2012	40 %		Design briefs for the three sites are now complete. The Design and Build briefs set out the house types, room sizes, guidance on design and quality of build and structural and building services systems. The procurement of the new build council housing takes the form of a design

Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
							and build tender. Each site will be tendered separately, following the process set out in the Official Journal of the European Union (OJEU) regulations. The first stage was in May 09 when an OJUE pre-qualification notice was issued. This allowed contractors interested in tendering for the detailed design and build contract to submit details of their capabilities to undertake the requirements of the brief. The pre-qualification period ended in July, eight contractors were short listed as a result of this process and were issued with an invitation to tender on October 9th. Tenders were returned on the 8th December, followed by a tender evaluation and interview process for all qualifying contractors. The selected contractor(s) will be reported a special Housing and Environmental Committee in January 2010 followed by formal appointment of contractor(s). The awarded contractor(s) will start on site March 2010. Hayton Road – a mix of up to 30 units, comprising of 2 and 3 bed properties (12 houses & 18 flats) Byron Park – a mix of up to 28 units, comprising of 3 bed flats and 3 bed Houses (16 houses & 12 flats). Rorie Hall – a mix of up to 27 units, comprising of 1 and 2 bed amenity properties.
Combined Housing Register	To re-introduce a combined housing register for the citizens of Aberdeen.			31 Mar 2012	0 %		Latest go live date for the Aberdeenshire/Moray CHR is the end of April 2010 however this remains a provisional date.
Develop and implement performance management data mapped on GIS linked to the Iworld system	Create GIS reports for Housing to be published on intranet.		20 Oct 2008	31 Mar 2012	33 %		Housing tools module has been broken since mid Jan, so no further progress made. ESRI helpdesk dealing with.
Development and implementation of the iWorld Advice module	Implementation of Northgate Housing Advice module	23 Nov 2009	23 Nov 2009	31 Mar 2012	0 %		Project team met twice this year. Agreement cannot be reached on level of involvement from gAAS re provision of Housing Options advice. E-mailed Head of service on 1 Feb for direction.

Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
Removal of priority need by 2012	An interim target was set to increase the number of priority need assessments to 82% in 2009. This has been and continues to be achieved. In 2012 priority need is to be abolished.	01 Apr 2008	01 Apr 2008	31 Dec 2012	50 %		Removal of priority need: Benchmarking with other local authorities to find out what steps they are taking to meet the 2012 priority target. Report to be presented to next SIT meeting in November 2009.
Move the balance of investment in Council stock from response to planned improvements	Best practice guidance indicates that we should spend approximately 70% of our Repairs and Maintenance Budget on Planned or Cyclical Maintenance work in order to protect the capital investment made in our housing stock. The budget for 2009/10 has a 40:60 split between Planned:Response Maintenance. This project seeks to address this issue incrementally with a view to achieving a 70:30 split between Planned:Reponse repairs by 2012.		12 Feb 2009	31 Dec 2012	14 %		Initial meeting held with stakeholder services to establish and prioritise particular areas within the Housing Repairs & Maintenance Budget and associated procedures that could be incorporated within a Planned Maintenance Programme

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CONFERENCE COSTS

NAME OF COMMITTEE : Housing and Environment

ARTICLE NUMBER : 2.3

COMMITTEE CLERK : Rebecka Steven

☎ 52(2869)

✉ rsteven@aberdeencity.gov.uk

LEAD OFFICER : Craig Stirrat

NAME OF CONFERENCE : Chartered Institute of Housing Annual Conference

CITY/PLACE/DESTINATION : Glasgow SECC

DATE : 16-18 March, 2010

VIDEO CONFERENCING : NOT KNOWN

ATTENDEE(S)

<u>NAME</u>	<u>JOB TITLE</u>	<u>SERVICE</u>
	Councillor	
	Councillor	
	Councillor	

COSTING OF TRIP


	PER PERSON	IN TOTAL
CONFERENCE/SEMINAR FEE	<p>£ Full Delegate (CIH Member - £579, Non-Member - £689);</p> <p>Two Day Delegate Tues/Wed (CIH Member - £491, Non-Member - £541);</p> <p>Two Day Delegate Wed/Thurs (CIH Member - £491, Non-Member - £541);</p> <p>Day Delegate Tues 16 March (CIH Member - £244, Non-Member - £290);</p> <p>Day Delegate Wed 17 March (CIH Member - £244, Non-Member - £290);</p> <p>Day Delegate Thurs 18 March (CIH Member - £244, Non-Member - £290); and</p> <p>Full Tenant Delegate - £233).</p> <hr/>	
HOTEL & SUBSISTENCE	£ Up to £94.11 per member, per night	Up to £282.33
TRAVEL COSTS	£ £68.70 return by rail per member.	£206.10
TOTAL COSTING	£ Dependant on above choices.	


CONFERENCE COSTS

NAME OF COMMITTEE : Housing and Environment

ARTICLE NUMBER : 2.4

COMMITTEE CLERK : Rebecka Steven

 52(2869)

 rsteven@aberdeencity.gov.uk

LEAD OFFICER : Dave Kilgour

NAME OF CONFERENCE : SURF Annual Conference

CITY/PLACE/DESTINATION : Edinburgh

DATE : 24 -25 March, 2010

VIDEO CONFERENCING : NOT KNOWN

ATTENDEE(S)

NAME

JOB TITLE

SERVICE

	Councillor	
	Councillor	
	Councillor	

COSTING OF TRIP

	PER PERSON	IN TOTAL
CONFERENCE/SEMINAR FEE	£ None	£0
HOTEL & SUBSISTENCE	£ Up to £110 per member, per night	
TRAVEL COSTS	£ Maximum of £68.70 return by rail per member.	
TOTAL COSTING	£ Up to £178.70 per Councillor.	

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Rebecka Steven - 2010 SURF Annual Conference: 24-25 March

From: SURF - Scotland's Independent Regeneration Network <events@scotregen.co.uk>
To: Kath Ms Kath Beveridge <kbeveridge@aberdeencity.gov.uk>
Date: 28/01/2010 13:04
Subject: 2010 SURF Annual Conference: 24-25 March



SURF Annual Conference 2010: Sustaining and Reinventing Community Regeneration



The 2010 SURF Annual Conference
 Wednesday 24th & Thursday 25th March,
 Edinburgh

Dear Kath,

In a time of economic inactivity, dramatic reductions in public spending, and rising levels of unemployment and poverty, the focus of all our regeneration efforts should be on practical, pro-active and co-operative responses to the very real threat of degeneration across the board.

The 2010 SURF Annual Conference will examine the real opportunities for sustaining and reinventing more sustainable community regeneration in this time of change.

This special two-day event, will take place in Edinburgh on the 24th and 25th March. Key speakers confirmed so far include:

- **Alex Neil MSP** *Scottish Government Minister*

News & Events:

» **Scotregen 48** is the latest edition of Scotland's independent regeneration policy journal. In addition to the regular columns, features and reviews, it has a special focus on architecture and design in place-making.

SURF members will receive their copy in the post this week. An online version is available for download from the SURF website by [clicking here](#).

» **SURF Annual Lecture**
 This month we circulated to members a transcript of the recent highly successful SURF Annual Lecture by Professor Kate Pickett, co-author of 'The Spirit Level'.

for Housing and Communities

- **Prof. Duncan MacLennan** *International expert on housing & regeneration (University of St. Andrew's)*
- **Prof. Greg Lloyd** *Professor of Urban Planning, University of Belfast*
- **Jim McFarlane** *Managing Director of Operations, Scottish Enterprise*
- **Dominic Munro** *Head of Communities Analytical Services, Scottish Government*

Day One (Wednesday 24th March), which will be delivered in co-operation with the University of Edinburgh's Public Policy Network, will link Scotland's academic resources with the regeneration challenges we all face.

Day Two (Thursday 25th March), which will take place in the city centre Roxburghe Hotel, will link the policy process to the real practice of delivering positive change in Scotland's disadvantaged communities.

You can 'be part of the solution' by participating in this key Scottish regeneration event and sharing your experience and ideas with regeneration colleagues from all sectors across Scotland.

Please [click here](#) for a full programme and details of how to book.



Not a member?

If you are interested in getting more involved with the SURF network, [click here](#) to find out about the benefits of becoming a member.



Future events

The SURF website includes a list of upcoming regeneration events in Scotland. Please [click here](#) for access.

This is also available for download from the SURF website by [clicking here](#).

» 2009 SURF Awards

The winning 2009 community regeneration projects received their SURF Award certificates from Alex Neil at a celebratory dinner in Glasgow last month. You can read about all of the shortlisted projects in last year's SURF Awards by [clicking here](#) to download a special publication from our website.

» **SNAP!** SURF can now cover the costs of voluntary community representatives that wish to attend SURF events through the SURF Network Access Programme (SNAP). To find out more, please [click here](#).

» For more information on SURF, please visit scotregen.co.uk.

Tel: +44 (0)141 585 6848 | Email: info@scotregen.co.uk

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CampaignHelper is part of <http://www.workwithus.org/>.

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Office of Chief Executive
Aberdeen City Council

15 JAN 2010



13th January 2010

Ms Sue Bruce
Chief Executive
Aberdeen City Council
Town House
Broad Street
ABERDEEN
AB10 1FY

Dear Ms Bruce

MEMBERSHIP OF CONSTRUCTION LICENCING EXECUTIVE

Construction Licensing Executive (CLE) was established in 2002 to operate a licensing scheme for construction trades in Scotland. The scheme is delivered through five trade associations, and now has close on 2000 businesses registered, with 250 of these based in the Aberdeen postcode area. All of these businesses have demonstrated that they meet the highest standards of technical competence, staff qualifications and commitment to training, financial soundness, adherence to statutory requirements on health and safety and employment legislation, and commitment to a code of practice which ensures customers will be treated fairly. In addition to this, the trade associations operate an independent complaints mechanism to investigate any problems which may arise, and – quite uniquely – offer a free warranty scheme which will ensure that any work which is the subject of complaint is rectified or completed, in the event that the complaint is not resolved by the trader.

CLE therefore recognises and promotes the highest standards of workmanship and customer service within the construction sector, which not only provides reassurances for individual private householders, but also has potential benefits for service procurement in the public sector. Through their Trade Associations, many CLE licensed traders are heavily engaged in apprenticeship training in Scotland.

At the invitation of Scottish Government, CLE has been working with SCOTSS over the past year, to develop a national scheme which will offer consumers in Scotland access to information about reputable traders. The joint proposal is based on combining the CLE scheme with an expansion of the Trusted Trader Scheme currently delivered by Dundee City Council, and would involve CLE working in conjunction with Local Authorities to make the combined scheme widely available in all parts of Scotland. The proposals have been endorsed by the Community Safety and Well Being Executive Group within COSLA and are now being considered by Scottish Government – we expect a decision on the way forward very soon.

In parallel with this work, CLE has established a new company with charitable status, to take this work forward. There are two categories of membership of the new charitable company: (a) Scottish local authorities and (b) Trade Associations with a significant number of construction traders in Scotland. The Board of Directors/Trustees will be elected from this membership, with one-third from local authorities, one-third from trade associations, plus one-third co-opted independent representatives who will bring relevant special skills or experience to the Board.

Construction Licensing Executive
272 Bath Street, Glasgow G2 4JR
T: 0141 354 1304 F: 0141 354 1305
E: admin@clescotland.co.uk
www.clescotland.co.uk

Please note: Construction Licensing Executive has changed name to:
Construction Licensing Executive (2002) Ltd

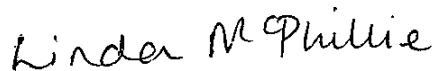
The new charitable company will soon commence trading, taking on the business of the existing non-charitable company.

In November 2008, an invitation for nominations for local authority representation on the new CLE charitable company Board was issued through COSLA Executive Group. Cllr Mark McDonald indicated that he would be interested in joining as a member of CLE, representing Aberdeen City Council. I met with Cllr McDonald yesterday and briefed him on the work of CLE and establishment of the charitable company.

My reason for writing is, therefore, to request that Aberdeen City Council formally considers submitting to become a member of CLE, with Cllr Mark McDonald (or another nominee) proposed as your representative. The Council would assist in the on-going development of CLE but would also benefit from supporting bona-fide local businesses to grow and reducing the impact that poor "cowboy" traders have on the lives of local householders. I should stress that there is no cost associated with this for local authorities, other than the time spent by their elected representatives on Board matters.

I would be pleased to provide any further information you require, and would be happy to come and discuss this with you, if that is preferable.

Yours sincerely



Linda McPhillie
Chief Executive

cc Mr P. Leonard, Director of Housing and Environment
cc Councillor Mark McDonald, Vice-Convener, Housing and Environment Committee

ABERDEEN CITY COUNCIL

COMMITTEE:	Housing and Environment
DATE:	16 February 2010
REPORT BY:	Director and City Chamberlain
TITLE OF REPORT:	2009/10 Housing Capital Programme
REPORT NUMBER:	H&E/10/016

1. PURPOSE OF REPORT

The purpose of this report is to provide elected members with a status report for the 2009/10 Housing Capital Programme as at 31 December 2009 pulling together both income and expenditure. Any changes from the previous report are highlighted in bold.

2. RECOMMENDATION(S)

It is recommended that the Committee:-

- a) Consider and note the financial information contained within this report; and
- b) Instruct that the City Chamberlain continues to update the Committee in consultation with the Director for Housing and Environment on the forecast and actual out-turn position for 2009/10.

3. FINANCIAL IMPLICATIONS

The monies required to fund the housing capital programme can be achieved through external borrowing, capital receipts, capital grants and a revenue contribution. There are adequate resources available to finance the projected capital spend in 2009/10, as required by the Prudential Code.

4. SERVICE & COMMUNITY IMPACT

The City Council will operate within overall financial constraints taking into account recommended accounting practice and policies.

The programme aims to treat every tenant equally on the basis that replacement programmes are determined by the life cycle costing and prioritising on the basis of stock condition and sustainability of the estates

5. OTHER IMPLICATIONS

Failure to adequately maintain and improve the Council's housing stock may lead to the Council breaching health and safety regulations, poorer housing conditions in Aberdeen, and resulting in lower demand.

The Council's Scottish Housing Quality Standard (SHQS) Standard Delivery Plan was approved by the former Communities Scotland in August 2006. This 2009/10 Housing Capital Programme

outlines our strategy for meeting SHQS by 2015. If the Council cannot achieve the targets set within the Delivery Plan and within reasonable rent increases this could lead to direct intervention by the Scottish Housing Regulator.

6. REPORT

BACKGROUND

- 6.1 The Council is required to manage its capital programme within the regulations set out in Part 7 of the Local Government in Scotland Act 2003. This allows Council's to set their own borrowing limits, provided that they comply with the Prudential Code.
- 6.2 The Prudential Code requires Councils to set a capital programme that is affordable, prudent and sustainable. The main test of affordability will be whether the capital financing costs can be contained within revenue budgets.
- 6.3 The Council on the 12 February 2009 approved a funded Housing Capital Programme for 2009/10 of £51.747 million. This programme included a committed carry forward estimated to be £33.971 million from the financial year 2008/09.
- 6.4 The committed carry forward is high principally as a result of the continuing Modernisation Programme.
- 6.5 The Council recommended on 14 February 2006 that all Council house sales receipts be utilised for the repayment of debt. The savings that will accrue from this (by way of reduced capital financing charges) can then be used to finance additional capital borrowing. In essence this is cost neutral to the Housing Revenue Account.
- 6.6 On 25 November 2008, Members of the Resources Management Committee approved the realignment of the Housing Capital Expenditure Budget. This realignment ensures that the Housing Capital Programme supports the achievement of the council housing objectives set out in the Single Outcome Agreement. These new arrangements were reflected in the Housing Capital Budget for 2009/10 approved by Council on 12 February 2009.

POSITION TO DATE

- 6.7 The summary financial statement at Appendix 1 outlines the original budget for the current year and expenditure and income as at 31 December 2009 and the current estimated out-turn.
- 6.8 This highlights that there is a movement in the forecast position compared to that previously reported which is principally the result of the weather conditions experienced during 2009/10 and the delay in the Heating Systems replacement due to the legal challenge.

- 6.9 A review of the budget is being undertaken to identify areas where delays or problems are being experienced and will be reported to the next cycle of this Committee.
- 6.10 Appendix 2, details a list of all categories of spend in the Housing Capital programme for the financial year 2009/10 as approved at the 11 January Housing and Environment Committee and the spend as at 31 December 2009.
- 6.11 No further revisions have been made to the programme since the Housing and Environment Committee of 11 January, however the actual internal fees have been allocated over the relevant projects.

EXPENDITURE

- 6.12 As at 31 December 2009 £35.750 million of the approved budget has been spent to date.
- 6.13 However, of the initial approved programme, £48.5 million of the available funds is committed through accepted tenders or tenders which are in the process of being accepted. It is currently anticipated that the forecast out-turn will be £48 m this is below the funded programme of £51.747 m.
- 6.14 Appendix 2, details a list of all categories of spend in the Housing Capital programme for the financial year 2009/10, and the spend as at 31 December 2009.

BUDGET RISK ASSESSMENT

- 6.15 As elected members will appreciate, there are many factors that can lead to project delays such as consultation with tenants, decanting of tenants and access to properties. Such delays will result in the opportunity to advance other projects, which are in many cases not labour intensive, this will be reported to Committee as appropriate. There is a need for the capital programme slippage to be kept to a minimum to allow the Council to achieve the Scottish Housing Quality Standard by 2015.

SUMMARY

- 6.16 It is currently estimated, based on figures to date, that the Housing Capital programme out-turn will be lower than budgeted as a result of delays in various projects as a result of weather conditions.

7 REPORT AUTHOR DETAILS

Helen Sherrit,
Senior Accountant,
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8 BACKGROUND PAPERS

11 January 2010 Housing and Environment 2009/10 Housing Capital Programme

**APPENDIX 1
2009/10**

	Approved Budget £'000	Actual at 30/12/09 £'000	Estimated Out-turn £'000	Notes
Expenditure	59,509	35,750	48,000	1
Slippage	(7,762)	0	0	2
<u>Total Expenditure</u>	<u>51,747</u>	<u>35,750</u>	<u>48,000</u>	
<u>Funded by:</u>				
Borrowing	(39,247)	(24,250)	(32,666)	3
CFCR	(12,500)	(11,500)	(15,334)	4
<u>Total Income</u>	<u>(51,747)</u>	<u>(35,750)</u>	<u>(48,000)</u>	

(Note 1) Expenditure

The level of expenditure has to be closely monitored to ensure that the Housing Capital programme operates within the capital framework set out in the Prudential Code.

As at 31 December 2009 the Council has paid £35.750 million of the budgeted £51.747 million.

(Note 2) Slippage

The slippage figure is built in to the capital programme to allow for items such as contract price variations, projects starting later than anticipated and projects being superseded/amended. This is to try and ensure that there are no major underspends in the capital programme for the year.

The total available budgeted programme for capital expenditure of £59.509 million is therefore set at this higher or uplifted figure to allow for such slippage or variations on projects.

(Note 3) Borrowing

This is the level of borrowing the Council has approved to undertake in 2009/10.

(Note 4) CFCR

At present it is anticipated that £15.334 million for the revenue contribution to capital will be made, the increase reflects the reduced capital financing costs in the Housing Revenue Account.

The overall level of the revenue contribution can be varied if required, dependent on the position with regard to the Housing Revenue Account and the Capital programme. Any such variations if required will be reported to Committee.

Appendix 2

Housing Capital 2009

Project	11/01/10 Approved Programme	Actual As at 31 Dec
	£'000	£'000
SCOTTISH HOUSING QUALITY STANDARDS		
1 Compliant with the tolerable standard		
1.1 B.T.S Houses For the refurbishment works to below tolerable standard properties	50	0
1.2 H.A.A. Council Flats For the refurbishment works to properties in the Housing Action Area	10	0
	60	0
2 Free from Serious Disrepair		
<u>2.1 Primary Building Elements</u>		
Structural Repairs Multi Storey Multi Storey blocks are surveyed on a 5-7 year cycle to identify any works required to the Structure of the buildings in order to keep the buildings safe and prolong their life.	4,517	2,162
Structural Repairs General Housing Structural works carried out in order to keep the building stable and structurally sound.	1,560	912
<u>Secondary Building Elements</u>		
2.2 Upgrading Of Flat Roofs General Replacement of existing roof covering and upgrading of insulation to meet current building Regulations.	200	13
2.3 Upgrade Flat Roofs Multi Storey Full replacement of the flat roofs and also checking the replacement of roof ventilation as required	495	314
2.4 Major Repairs- Roofs Renewal/Gutters/RWP/Roughcast Undertaking large scale repairs to Roofs/Gutters/RWP/Roughcast	371	23
2.5 Mono Pitched Types Replacement of the external render of the building, replacement of gutters and downpipes, Environmental works	1,250	651
2.6 Window Replace General A rolling programme of double glazing where previously single glazing, or replacing existing Double glazing to meet current standards. This is based on a cyclical programme.	1,550	474
2.7 Window Replace Multi Storey A rolling programme to replace existing double glazing to meet current standards. This is based on a cyclical programme.	304	75
2.8 Balcony Storm Doors Replacement of existing doors with more secure, solid doors	60	0
2.9 Balcony Glass Renewal - Multi Storey Replacement of existing balcony glazing on a cyclical basis	0	0
	10,307	4,624
3 Energy Efficient		
<u>Effective insulation</u>		
3.1 General Houses Loft Insulation Installation of loft insulation where there is none previously or the topping up of existing Insulation to comply with current building regulations.	70	1
<u>Efficient Heating</u>		
3.3 Heating Systems Replacement Replacement of boiler/whole system as deemed necessary.	681	192
3.4 Medical Need Heating Installation of gas/electric heating depending on the medical assessment. This can be installing a completely new system, modifying or extending an existing system.	10	0
3.5 Energy Efficiency Multi Blocks Contribution to Aberdeen Heat & Power for the creation of Combined Heat & Power Plants	1,020	480
3.6 Energy Efficiency Sheltered Introduction of energy efficiency measures in sheltered housing such as new or upgraded	320	29

Project	11/01/10 Approved Programme £'000	Actual As at 31 Dec £'000
<u>Additional Energy Efficiency measures</u>		
3.7 S.C.A.R.F Payment to SCARF for work carried out by them under the Energy Efficiency programme to Individual council properties. The work carried out includes the installation of loft insulation, Draught proofing and compact fluorescent bulbs. Also, providing tenants with energy efficiency Advice and information.	20	0
3.8 Solid Wall Insulation Installation of solid wall insulation where there was none previously.	35	0
3.9 Vestibule Doors Installation of new doors where there were none before.	10	0
	2,166	702
4 Modern Facilities & Services		
<u>Bathroom and Kitchen Condition</u>		
4.1 Modernisation Programme Replacement of bathrooms and kitchens.	24,619	20,209
4.2 Improvement Compensation	5	4
	24,624	20,213
5 Healthy, Safe & Secure		
Healthy		
5.1 Condensation Measures Installation of heating systems and ventilation measures to combat condensation.	50	22
Safe		
5.2 Smoke Detectors in Dwellings Installation of new smoke detectors or replacement of battery operated smoke detectors with hard wired smoke detectors	426	205
5.3 Rewiring Replacement of cabling, fittings and distribution boards as necessary. This work is carried out in every property on a cyclical basis	1,022	675
5.4 Lift Replacement Multi Storey/Major Blocks Replacement of lifts where they are beyond economical repair. This can be full replacement replacement of specific parts of the lift.	1,001	310
5.5 Smoke Detectors In Communal Areas - Major Blocks Installation of smoke detectors in the Communal Areas of Multi Storey blocks	50	12
5.6 Services Cyclical maintenance/replacement of the following services Ventilation Systems, Water Tanks/Pipework, Refuse Chutes/Chamber Dry Riser Systems Standby Generators	37	0
5.7 Entrance Halls/Concierge Provision of security service - under discussion	200	0
5.8 Laundry Facilities Replacement of laundry equipment	104	41
5.9 Lighting Of Common Stairs Installation of lighting controlled by photo cell ie switches on and off automatically depending on the level of natural light.	10	0
5.10 Provision Of External Lighting Installation of lighting in areas where there was none before.	30	0
Secure		
5.11 Door Entry Systems Installation of door entry and replacement of existing doors where required	103	122
5.12 Replace Door Entry Systems - Major Blocks Installation of door entry and replacement of existing doors where required	150	43
5.13 Other Initiatives Upgrading of stairs and installation of security doors and door entry systems	900	292
5.14 Crime Prevention/Safety Features Introduction of security measures in the Council housing stock	274	116
	4,357	1,838

11/01/10
Approved
Programme Actual as
£'000 At 31 Dec 09
£'000

Project

NON SCOTTISH HOUSING QUALITY STANDARDS

6 Community Plan & Single Outcome Agreement		
6.1 Housing For Varying Needs New build including extra care housing.	2,520	1,519
6.2 S.U.R.E. Refurbishment of properties or environmental improvements in designated areas.	301	122
6.3 Masonette blocks - Regeneration/Affordable Housing Early Action projects linked to Regeneration and Masterplanning Briefs for Regeneration	1,000	0
6.4 Regeneration Strategy Provision of consultation events required for promoting Regeneration in Priority Areas	100	0
6.5 Acquisition of Land/Houses Acquisition of Land/Houses for the new build programme	1,840	1,139
6.6 CCTV – Concierge Provision of CCTV for the new Concierge service	150	0
6.7 Adaptations Disabled Installation of level access showers, ramps, stair lifts and kitchen adaptations	1,464	1,198
6.8 Special Initiatives Provision of specialist facilities or housing for tenants with particular needs ie extensions	100	76
6.9 Housing For Varying Needs- Amenity/Adaptations Conversion of properties to Amenity Level standard	796	1,077
6.10 Housing For Varying Needs- Extra Care/Adaptations Adaptations required to ensure existing sheltered housing stock meets current standards	1,487	1,314
6.11/ Roads/Paths	450	403
6.12 Upgrade of Roads to an adoptable standard and the Formation or upgrading of paths		
6.13 Garages Upgrade of Garages	1,022	531
6.14 New Affordable Housing	273	76
	11,503	7,455
 7 Service Development		
7.1 Conditions Surveys Surveying of Council houses to identify failures against Scottish Housing Quality Standard	50	0
7.2 Property Database Various items of IT equipment including hardware and software	150	51
7.3 Integrated Housing System Various purchase of PC's and software packages	130	81
7.4 Corporate IT	150	0
	480	132
 8 Service Expenditure		
Corporate Fees	6,012	786
	6,012	786
 Total Budget	59,509	35,750

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ABERDEEN CITY COUNCIL

COMMITTEE: Housing and Environment
DATE: 16 February 2010
REPORT BY: Director and City Chamberlain
TITLE OF REPORT: 2009/10 REVENUE BUDGET MONITORING
REPORT NUMBER: H&E/10/017

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to
- i) bring to Committee members notice the current year revenue budget performance to date for the services of the which relate to this Committee; and
 - ii) advise on any areas of risk and management action.

2. RECOMMENDATION(S)

- 2.1 It is recommended that the Committee:
- i) consider and note this report and the information on management action and risks that is contained herein; and
 - ii) instruct that officers continue to review budget performance and report on service strategies as required to ensure a balanced budget.

3. FINANCIAL IMPLICATIONS

- 3.1. The total Housing and Environment budget, amounts to around £49.603 million net expenditure excluding the Housing Revenue Account (HRA) budget.
- 3.2. The HRA which has gross expenditure of £68.677 million is ring-fenced and is funded mainly from housing rents.
- 3.3. The forecast position on the HRA as outlined would suggest that there will be projected working balance of £5.135 million after taking account of the 2009/10 out-turn and other previously agreed commitments. This is within the recommended level of £3.345 million.
- 3.4. Further details of the financial implications are set out in section 6 and the appendices attached to this report.

4. SERVICE & COMMUNITY IMPACT

- 4.1. As a recognised top priority the Council must take the necessary measures to balance its budget. Therefore Committees and Services are required to work within a financial constraint. Every effort is being focused on delivering services more efficiently and effectively.

5. OTHER IMPLICATIONS

- 5.1. Every organisation has to manage the risks inherent in the operation of large and complex budgets. These risks are minimised by the regular review of financial information by services and corporately by Members. This report is part of that framework and has been produced to provide an overview of the current operating position.

6. REPORT

- 6.1 This report informs members of the current year revenue budget performance to date, for the service's budget and provides high level summary for the consideration of Members, to period 9 (end to December 2009). It also outlines whether or not there are any cost pressures that are immediately identifiable from the expenditure incurred to date and actions being undertaken to manage these.
- 6.2 This service report and associated notes is attached at Appendix A

Financial Position and Risks Assessment

In overall terms at this stage, analysing Appendix A, the position reflects there is an anticipated under spend of £405,000 on the total Housing and Environment Budget (excluding the Housing Revenue Account) and reflects a favourable decrease of £545,000 since the last report to this Committee. This is principally as a result of the inclusion of income from the Zero Waste Fund and additional income identified within refuse collection.

The Housing Revenue Account is still anticipated to have a balanced budget, with a potential increase of the capital from current revenue due to the overall favourable position principally the result of reduced capital financing costs.

- 6.3 At this time, the area of risk being identified is Supporting People a review is currently underway to establish a year end out turn however it is anticipated any likely over spend can be funded within Housing and Environment principally and under spend in Homeless Strategy.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

Financial ledger data extracted for the period;

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ABERDEEN CITY COUNCIL
REVENUE MONITORING 2009 / 2010

DIRECTORATE : Housing and Environment

AS AT	31 DEC 2009	ANNUAL BUDGET	BUDGET TO DATE			PROJECTION TO YEAR END			CHANGE FROM LAST REPORT
			PLANNED	ACTUAL	VARIANCE	PROJECTED TOTALS	PROJECTED VARIANCE		
		£'000	£'000	£'000	£'000	£'000	%	£'000	
ACCOUNTING PERIOD 9									
HEAD OF REGENERATION AND HOUSING INVESTMENT		(214)	1,893	1,704	(189)	(311)	(97)	45.3%	(89)
HEAD OF HOUSING AND COMMUNITY SAFETY		14,955	10,967	5,828	(5,139)	14,955	0	0.0%	(40)
HEAD OF ENVIRONMENT		34,862	24,098	20,850	(3,248)	34,554	(308)	-0.9%	(396)
TOTAL BUDGET		49,603	36,958	28,382	(8,576)	49,198	(405)	-0.8%	(525)
HOUSING REVENUE ACCOUNT		0	(7,809)	(23,385)	(15,576)	0	0	0.0%	0

ABERDEEN CITY COUNCIL
REVENUE MONITORING 2009 / 2010: HEAD OF REGENERATION AND HOUSING INVESTMENT

DIRECTORATE : HOUSING AND ENVIRONMENT
DIRECTOR : PETE LEONARD

AS AT	31 DEC 2009	ANNUAL BUDGET	BUDGET TO DATE			PROJECTION TO YEAR END			CHANGE FROM LAST REPORT
			PLANNED	ACTUAL	VARIANCE	PROJECTED TOTALS	PROJECTED VARIANCE		
		£'000	£'000	£'000	£'000	£'000	%	£'000	
ACCOUNTING PERIOD 9		£'000	£'000	£'000	£'000	£'000	%	£'000	
STAFF COSTS		2,304	1,728	1,609	(119)	2,182	(122) -5.3%	(74)	
PROPERTY COSTS		6	5	2	(3)	4	(2) -33.3%	(3)	
ADMINISTRATION COSTS		71	53	29	(24)	72	1 1.4%	(3)	
TRANSPORT COSTS		105	79	60	(19)	77	(28) -26.7%	(8)	
SUPPLIES & SERVICES		38	29	6	(23)	32	(6) -15.8%	(1)	
CAPITAL FINANCING		17	0	0	0	17	0 0.0%	0	
GROSS EXPENDITURE		2,541	1,893	1,706	(187)	2,384	(157) -6.2%	(89)	
LESS: INCOME									
RECHARGES		(2,755)	0	(2)	(2)	(2,695)	60 -2.2%	0	
TOTAL INCOME		(2,755)	0	(2)	(2)	(2,695)	60 -2.2%	0	
NET EXPENDITURE		(214)	1,893	1,704	(189)	(311)	(97) 45.3%	(89)	

VIREMENT PROPOSALS

None this cycle

REVENUE MONITORING VARIANCE NOTES

Employee Costs

Lower than anticipated staff costs as a result of unfilled vacancies in the Point, lower than anticipated agency costs and removal of Anti-Vandalism Unit expenditure and income.

YEAR END
PROJECTED
VARIANCE
£'000

CHANGE
£'000

(122)

(74)

Property Costs

Other Property Costs are below the phased level and a small overspend is anticipated.

(2)

(3)

Administration Costs

A review has been undertaken of these costs since the previous report to this Committee and they are not as high as previously anticipated.

1

(3)

Transport Costs

Based on actual to date and staff in post transport costs have been reduced.

(28)

(8)

Supplies and Services

These budgets are principally for the purchase of equipment and hardware these are difficult to predict & requirement to spend these discretionary items is being reviewed.

(6)

(1)

Capital Financing Costs

Capital Financing Costs are posted at the end of the financial year, but are currently forecast to be fully spent by year end.

0

0

Income

The movement relates to the removal of Anti - Vandalism recharge as detailed in employee costs.

60

0

(97)

(89)

ABERDEEN CITY COUNCIL
REVENUE MONITORING 2009 / 2010 : HEAD OF HOUSING AND COMMUNITY SAFETY

DIRECTORATE : HOUSING AND ENVIRONMENT
DIRECTOR : PETE LEONARD

AS AT 31 DEC 2009	ANNUAL BUDGET	BUDGET TO DATE			PROJECTION TO YEAR END			CHANGE FROM LAST REPORT
		PLANNED	ACTUAL	VARIANCE	PROJECTED TOTALS	PROJECTED VARIANCE		
	£'000	£'000	£'000	£'000	£'000	£'000	%	£'000
ACCOUNTING PERIOD 9								
STAFF COSTS	794	596	663	68	794	0	0.0%	0
PROPERTY COSTS	129	97	83	(14)	129	0	0.0%	0
ADMINISTRATION COSTS	1,983	1,487	738	(749)	2,387	404	20.4%	(51)
TRANSPORT COSTS	13	10	11	1	13	0	0.0%	0
SUPPLIES & SERVICES	4,464	3,348	561	(2,787)	4,468	4	0.1%	(232)
TRANSFER PAYMENTS	9,035	6,776	4,955	(1,821)	9,258	223	2.5%	223
CAPITAL FINANCING	332	0	0	0	332	0	0.0%	20
GROSS EXPENDITURE	16,750	12,314	7,011	(5,303)	17,381	631	3.8%	(40)
LESS: INCOME								
OTHER GRANTS & CONTRIBUTIONS	0	0	0	0	(236)	(236)	0.0%	0
OTHER INCOME	(1,795)	(1,346)	(1,183)	163	(2,190)	(395)	22.0%	0
TOTAL INCOME	(1,795)	(1,346)	(1,183)	163	(2,426)	(631)	35.2%	0
NET EXPENDITURE	14,955	10,967	5,828	(5,139)	14,955	0	0.0%	(40)

VIREMENT PROPOSALS

REVENUE MONITORING VARIANCE NOTES	PROJECTED VARIANCE £'000	CHANGE £'000
Employee Costs	0	0
Virement approved at the Housing & Environment 6 October 2009 for Homeless Strategy.		
Property Costs	0	0
Virement approved at the Housing & Environment 6 October 2009 for Homeless Strategy.		
Administration Costs	404	(51)
Amended out-turn for Homeless to take into account updated Homeless Flat numbers and costs, this is also reflected in the income.		
Supplies and Services	4	(232)
The charges for the Care Co-ordinators will not be allocated until the end of the financial year. The variance in out turn reflects the additional purchase of furniture to be funded from the carry forward of income of £236,000 in Homeless Strategy and virement of £144,000. It is anticipated there will be an underspend on the Homeless Strategy budget as a result of the delay in purchasing services.		
Transfer Payments	223	223
Supporting People payments are currently below the planned level and it is anticipated that there will be an over spend. A review is currently being undertaken to establish the likely final out turn. This over spend will be funded by the potential under spend on Homeless Strategy.		
Capital Financing Costs	0	20
Capital Financing Costs are posted at the end of the financial year, but are currently forecast to be fully spent by year end.		
Income	(631)	0
Income of £236,000 has been carried forward for Homeless Strategy for the purchase of furniture. In addition income has been adjusted to reflect the Homeless flat numbers £491,000. Income of £96,000 budgeted for in the Community Safety Manager South budgeted in error will not be achieved.		
	0	(40)

ABERDEEN CITY COUNCIL
REVENUE MONITORING 2009 / 2010 : HEAD OF ENVIRONMENT SERVICES

DIRECTORATE : HOUSING AND ENVIRONMENT
DIRECTOR : PETE LEONARD

AS AT	31 DEC 2009	ANNUAL BUDGET	BUDGET TO DATE			PROJECTION TO YEAR END			CHANGE FROM LAST REPORT
			PLANNED	ACTUAL	VARIANCE	PROJECTED TOTALS	PROJECTED VARIANCE		
		£'000	£'000	£'000	£'000	£'000	%	£'000	
ACCOUNTING PERIOD 9									
STAFF COSTS		8,141	6,106	6,430	324	8,240	99	1.2%	43
PROPERTY COSTS		1,336	1,002	841	(161)	1,315	(21)	-1.6%	10
ADMINISTRATION COSTS		1,013	760	274	(486)	1,008	(5)	-0.5%	(9)
TRANSPORT COSTS		367	275	162	(113)	280	(87)	-23.7%	(38)
SUPPLIES & SERVICES		27,919	20,939	15,726	(5,213)	28,199	280	1.0%	31
TRANSFER PAYMENTS		4,251	3,188	3,323	135	7,032	2,781	65.4%	(7)
CAPITAL FINANCING		2,732	0	0	0	2,732	0	0.0%	0
GROSS EXPENDITURE		45,759	32,270	26,756	(5,514)	48,806	3,047	6.7%	30
LESS: INCOME									
OTHER GRANTS &		(184)	(138)	(1,539)	(1,401)	(3,274)	(3,090)	1679.3%	(268)
RECHARGES		(5,829)	(4,372)	(1,257)	3,115	(5,862)	(33)	0.6%	0
OTHER INCOME		(4,884)	(3,663)	(3,110)	553	(5,116)	(232)	4.8%	(158)
TOTAL INCOME		(10,897)	(8,173)	(5,906)	2,267	(14,252)	(3,355)	30.8%	(426)
NET EXPENDITURE		34,862	24,098	20,850	(3,248)	34,554	(308)	-0.9%	(396)

Add waste

VIREMENT PROPOSALS

REVENUE MONITORING VARIANCE NOTES

Employee Costs

	PROJECTED VARIANCE £'000	CHANGE £'000
	99	43

The change from the last report relates to many minor movements on staffing budgets.

Property Costs

(21) 10

Contributions yet to be posted for Repairs Fund contributions resulting in an under spend to date.

Administration Costs

(5) (9)

Expenditure on Admin costs for the Public Analyst and Corporate Director are this stage below the planned level but are currently anticipated to be fully spent but analysis.

Transport Costs

(87) (38)

Various underspends on sections following a review of actual spend.

Supplies and Services

280 31

The main reason for the variance is £181,000 for Compostable Food Waste Bags purchased for the new food collection service, this is to be funded from the zero waste fund grant.

Transfer Payments

2,781 (7)

The variance relates to the inclusion of the Private Sector Housing payments in the out-turn figure.

Capital Financing Costs

0 0

Capital Financing Costs are posted at the end of the financial year and have been replaced with more accurate budgets.

Income

(3,355) (426)

Private Sector Housing with the change relating to the use of the Zero Waste Fund to purchase the Compostable Food Waste Bags (£181,000), additional potential income being identified in Refuse collection (£141,000) and Miscellaneous Scottish Government Grants (£87,000) which the corresponding expenditure is in supplies and services.

(308)	(396)
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ABERDEEN CITY COUNCIL
REVENUE MONITORING 2009 / 2010 - HOUSING REVENUE ACCOUNT

DIRECTORATE : HOUSING AND ENVIRONMENT
DIRECTOR : PETE LEONARD

AS AT	31 DEC 2009	ANNUAL BUDGET	BUDGET TO DATE			PROJECTION TO YEAR END			CHANGE FROM LAST REPORT
			PLANNED	ACTUAL	VARIANCE	PROJECTED TOTALS	PROJECTED VARIANCE		
		£'000	£'000	£'000	£'000	£'000	%	£'000	
ACCOUNTING PERIOD 9		£'000	£'000	£'000	£'000	£'000	%	£'000	
STAFF COSTS		1,315	986	777	(209)	1,315	0	0.0%	0
PROPERTY COSTS		30,573	22,930	13,060	(9,870)	30,346	(227)	-0.7%	33
ADMINISTRATION COSTS		10,732	8,049	3,974	(4,075)	10,779	47	0.4%	0
SUPPLIES & SERVICES		420	315	95	(220)	420	0	0.0%	0
TRANSFER PAYMENTS		14,981	11,236	10,532	(704)	17,762	2,781	18.6%	(87)
CAPITAL FINANCING		10,656	127	147	20	8,873	(1,783)	-16.7%	0
GROSS EXPENDITURE		68,677	43,643	28,585	(15,058)	69,495	818	1.2%	(54)
LESS: INCOME									
OTHER GRANTS &		(481)	(361)	(278)	83	(481)	0	0.0%	0
INTEREST		(75)	0	0	0	(75)	0	0.0%	0
OTHER INCOME		(68,121)	(51,091)	(51,692)	(601)	(68,939)	(818)	1.2%	54
TOTAL INCOME		(68,677)	(51,452)	(51,970)	(519)	(69,495)	(818)	1.2%	54
NET EXPENDITURE		0	(7,809)	(23,385)	(15,576)	0	0	0.0%	0

VIREMENT PROPOSALS

REVENUE MONITORING VARIANCE NOTES

Employee Costs

There is an underspend to date however is expected that spend will be in line with budget by year end.

PROJECTED VARIANCE	CHANGE
£'000	£'000

0	0
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Property Costs

The projected variance is principally due to the anticipated reduction in Gas and electricity costs. However this should be treated with a level of caution following the extreme weather conditions experienced in Aberdeen over the recent months, this will also apply to Repairs and Maintenance.

(227)	33
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Administration Costs

There are phasing differences in Management and Administration, with a number of charges being applied at year end, but expected to be in line with budget by year end. The projected variance reflects higher than anticipated legal expenses.

47	0
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Supplies and Services

Provision of meals is still below the phased level but expected to be fully spent by year end.

0	0
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Transfer Payments

Capital from Current Revenue has been increased by £2,834,000 from the original budgeted figure principally as a result of the reduced capital financing costs. However this will be constantly updated.

2,781	(87)
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Capital Financing Costs

Capital Financing Costs have decreased to reflect the decrease in interest rate. There is a movement of £20,000 to reflect the invoice received for the buying out of the Heating Lease for those properties sold.

(1,783)	0
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Income

The forecasts for Dwelling House Rent Income and various other rents are based on current projected level of income.

(818)	54
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0	0
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ABERDEEN CITY COUNCIL

COMMITTEE:	Housing and Environment
DATE:	16 February 2010
REPORT BY:	Director and City Chamberlain
TITLE OF REPORT:	Capital Budget Progress Report
REPORT NUMBER:	H&E/10/015

1. PURPOSE OF REPORT

- 1.1 This report provides an update to Committee of the progress being made on the various projects within the Non-Housing Capital Programme, previously approved by Council, which are aligned to Housing and Environment services. Any changes from the previous report are highlighted in bold.

2. RECOMMENDATION(S)

- 2.1 It is recommended that the Committee:
- a) Considers and notes the content of this report in relation to the projects outlined at Appendix A.

3. FINANCIAL IMPLICATIONS

- 3.1 The monies required to fund the capital programme are achieved through external borrowing, capital receipts and grant income. The General Fund has adequate resources available to finance the capital spend in 2009/2010.
- 3.2 The overall cost of Capital is calculated on a Council-wide basis and therefore the impact on the Council will be included within the summary report to Finance and Resources Committee. It is important that approved projects are managed and monitored in a robust way to ensure there is accuracy in relation to expenditure projections and thereby enable the Council to calculate and evaluate the overall need for, and cost of, borrowing

4. SERVICE & COMMUNITY IMPACT

- 4.1 The Council operates within overall capital control mechanisms laid down by the Scottish Government as well as recommended accounting practice and policies in accordance with the Prudential Code.

5. OTHER IMPLICATIONS

- 5.1 Failure to invest adequately in the Council's asset base may lead to the Council not complying with current health and safety requirements nor capturing the benefits that can be derived from, for example, improved design and construction practices.
- 5.2 If the continuation of close budgetary control is not exercised and maintained the Council may operate out-with the capital control mechanisms laid down by the Scottish Government in relation to the Prudential Code for the 2009/2010 Non Housing Capital Programme.

6. REPORT

- 6.1 Appendix A outlines the Non-Housing Capital Programme projects aligned to Housing and Environment services and provides for each project the budget for 2009/10, spend to the end of December 2009 and forecast out-turn. The appendix also outlines future years budget profiles and any current project forecast variance.
- 6.2 The spend to the end of December 2009 only reflects payments made and processed. It excludes commitments that have been made and will be due to be paid by the year end. Such commitments will be reflected in the forecast position.
- 6.3 Comments on particular projects, where appropriate, are included in the narrative.

7. AUTHORISED SIGNATURE

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9. BACKGROUND PAPERS

Financial ledger data, extracted for the period.

Non-Housing Capital Projects – Housing and Environment

Project	Total Approved Project Costs £'000	Previous Years Project Spend £'000	2009/10				Future Years Budget Profiles			Total Forecast Costs £'000	Project Forecast Variance £'000
			Total Budget 2009/10 £'000	Spend as at 31/12/09 £'000	Commitments £'000	Forecast Out-turn £'000	2010/11 £'000	2011/12 £'000	2012/13 £'000		
233 Waste Disposal Facilities	541	6	0	0	0	0	0	150	385	541	0
Project Description/Project Cost There is no anticipated spend on this project in 2009/10. A liability remains for remediation of this site which is expected to be addressed in coming years.											
244 Duthie Park & Winter Gardens – Cost Net of Heritage Lottery Funding	2,904	129	171	0	15	15	1,273	1,041	446	2,904	0
Project Description/Project Cost Reburbishment and improvement to the historic fabric of Duthie Park and Winter Gardens. Expenditure allocated was mainly for Consultants fees now estimated to be paid in the next financial year.											
497 Ness Landfill Restoration	19,665	Rolling	8,000	3,394	2,054	5,448	7,900	6,317	0	19,665	0
Project Description/Project Cost Phase 1 (of 4) is now substantially complete with cost expected to be on, or slightly below, budget. Phase 2 is in the late stage of contract award. This is in line with project expectation.											

Non-Housing Capital Projects – Housing and Environment

Project	Total Approved Project Costs £'000	Previous Years Project Spend £'000	2009/10				Future Years Budget Profiles			Total Forecast Costs £'000	Project Forecast Variance £'000
			Total Budget 2009/10 £'000	Spend as at 31/12/09 £'000	Commitments £'000	Forecast Out-turn £'000	2010/11 £'000	2011/12 £'000	2012/13 £'000		
720 Gully Waste Recycling – Reed Bed at Ness	488	468	20	6	40	46	0	0	0	514	26
Project Description/Project Cost											
Reed bed has been built and planted but not performing as anticipated. Officers are currently looking at the water circulating rates. A contractors payment was not processed in 2008/09 as final measurements had not be agreed, this has resulted in the over spend for 2009/10.											
726 Co-mingled Collection of Garden & Food Waste	857	115	742	2	740	742	0	0	0	857	0
Project Description/Project Cost											
The service was introduced to the remaining 32,000 properties, taking the total receiving the service to 51,000 households, in December 2009.											
The construction works to the reception shed at Sclattie Disposal Works was completed in early December 2009, with all the co-mingled garden and food waste being delivered to the facility as of 7 th December 2009. The commissioning of the reception shed has allowed the ceasing of collection vehicles having to travel direct to the New Deer processing facility, with this function now being undertaken by SITA.											

Non-Housing Capital Projects – Housing and Environment

Project	Total Approved Project Costs £'000	Previous Years Project Spend £'000	2009/10				Future Years Budget Profiles			Total Forecast Costs £'000	Project Forecast Variance £'000
			Total Budget 2009/10 £'000	Spend as at 31/12/09 £'000	Commitments £'000	Forecast Out-turn £'000	2010/11 £'000	2011/12 £'000	2012/13 £'000		
738 Replacement of Cremators, Aberdeen Crematorium	4,509	538	2,850	511	1,389	1,900	1,420	101	0	3,959	(550)
Project Description/Project Cost											
Tender has been awarded and work has commenced on site. There is an update on progress reported separately on the agenda											
762 Multi-Occupancy/Tenemental Paper Recycling	262	15	247	139	37	176	71	0	0	262	0
Project Description/Project Cost											
Approved at Resources Management Committee on 5 February 2009 to improve the provision of recycling in tenemental properties. On street recycling, for waste paper and cardboard, is presently being provided in the Rosemount, Pittodrie and Ashvale areas. Expansion of this service was provided to the Torry area in September 2009.											
The other concentrated areas, George Street/Powis/Sunnybank and Ferryhill/Holburn areas, are presently being surveyed to identify where changeover of containers can take place.											
Three new identified sites for recycling points, (Hutcheon/Greig Courts, Hayton Road and Marquis Road), were installed week commencing 2 November 2009.											

Non-Housing Capital Projects – Housing and Environment

Project	Total Approved Project Costs £'000	Previous Years Project Spend £'000	2009/10				Future Years Budget Profiles			Total Forecast Costs £'000	Project Forecast Variance £'000
			Total Budget 2009/10 £'000	Spend as at 31/12/09 £'000	Commitments £'000	Forecast Out-turn £'000	2010/11 £'000	2011/12 £'000	2012/13 £'000		
766 Hill of Tramaud Landfill – Change of Law Costs	4,337	Rolling	3,106	46	2,754	2,800	656	881	0	4,337	0
Project Description/Project Cost											
Change of Law cost pass through continues to be negotiated with SITA UK. Extant claims will be resolved and paid for in the 2009/10 budget year in line with current projections. Future claims are anticipated to be significantly smaller as site works reach their conclusion in 2011.											
775 Clinterty Travelling Persons Site (net of grant)	108	0	108	0	27	27	13	0	0	40	(68)
Project Description/Project Cost											
New project to facilitate upgrade works to the site. Confirmation has been received from the Scottish Government that a grant has been approved of £162,000. Forecast costs variance is reduced as a reduced grant was received.											
Total Housing and Environment	33,671	1,271	15,244	4,098	7,056	11,154	11,335	8,490	831	33,081	(592)

Notes:

Spend as at 31/12/09 reflects payments made only and not the costs of commitments made for orders placed or work in progress for accepted tenders which will be reflected in the forecast position.

Future Years Budget Profiles are subject to review and then approval by Council in February 2010

ABERDEEN CITY COUNCIL

COMMITTEE - Housing & Environment

DATE – 16th February 2010

CORPORATE DIRECTOR – Pete Leonard

TITLE OF REPORT – Proposed transfer of Surplus School Estate Properties
from General Services Account to Housing: St Machar
Primary School

1. PURPOSE OF REPORT

The purpose of this report is to brief the Committee Members on why the St Machar Primary School has not been transferred to the HRA for redevelopment as part of the Housing Capital Programme for 2009/10.

2. RECOMMENDATIONS

It is recommended that the Committee note that:

1. it has not been possible to comply with the previous Council decision to transfer St Machar Primary School from the General Services Account to the Housing Revenue Account during 2009/10 since the property is still being used operationally for Education purposes,
2. and that the property shall require to be revalued before a decision is taken to fund the transfer to the HRA from the 2011/12 the Housing Capital Programme.

3. FINANCIAL IMPLICATIONS

On the 11 February 2010, the Council made an allowance of £1 million (Appendix 1. item 6.5, pg 37) in the Housing Capital programme for the next 3 years, 2010/11 to 2012/13, for the purchase of land for the Council Housing new build programme. St Machar Primary School has been previously valued at £820,000. On the basis that the School site is unlikely to transfer to the HRA until 2011/12, the site will have to be re-valued before transfer.

4. SERVICE & COMMUNITY IMPACT

Aberdeen's City Vision, to be "a city which is vibrant, dynamic, forward looking - an even better place to live and work, where people can expect high-quality services that meet their needs", and the City Council's Vision that "we will be recognised within the city and more widely, as being a leading Council in Northern Europe by 2010". The content of this report links with the following

priorities identified within Vibrant, Dynamic and Forward Looking 2007 to 2011.

- Housing
 1. Increase the provision of sheltered housing for communities across the City
 2. Speed up letting and repairs in Council homes
 3. Enhance the total environment in social housing area

The contents of the report contribute to the achievement of National Outcome 10 as outlined in the Single Outcome Agreement 2008 to 2011;

1. We live in well designed, sustainable places where we are able to access the amenities and services we need.

5. OTHER IMPLICATIONS

Legal Implications

There are no legal issues arising from this report as the original decision to transfer the asset still stands. However, Committee members will have to reconsider their decision when the property is re-valued.

Personnel Implications

There are no direct Personnel issues arising from this report.

There are no direct equipment implications arising from the report.

There are no direct Health and Safety implications arising from the report.

Resource Implications

The School site property shall have to be revalued at the time of transfer.

Property Implications

There are no direct property implications arising from the report.

6. REPORT

Resources Management Committee approved on the 30 September 2008 that the surplus property at St. Machar Primary, transfer from the General Services Account to the Housing Revenue Account for the sum of £820,000; and instructed the Head of Resources Development and Delivery to proceed with the demolition of the existing building at the earliest opportunity.

The Capital funding for this purchase was allowed for in the Housing Capital Programme for 2009/10, which was approved by Council on the 12 February 2009.

It has not been possible for the Council to transfer the St Machar School to the HRA during 2009/10 as the English as an Additional Language (EAL) Service and The Portal Community Learning & Development Centre were still based at St Machar School.

In addition, there is ongoing consultation between the Education Culture and Sport Service and the local community on the relocation of services undertaken at The Portal Community Learning & Development Centre as part of the development of Community learning hubs.

The Portal Community Education centre is on the St Machar School site and is integrally linked to the school's water and electricity supplies. Negotiations to relocate services are ongoing with a report going to Education, Culture & Sport Committee on 15 April 2010.


Notwithstanding that the EAL is due to transfer to Sunnybank School after the Easter School break, it is unlikely that the HRA can obtain vacant possession of the whole St Machar Primary School site and therefore the site will now not be programmed into the Housing Capital Programme for transfer to the HRA until 2011/12.

This will necessitate a re-evaluation of the site, and a reappraisal of the cost effectiveness of the HRA purchasing the site for new housing.

7. AUTHORISED SIGNATURE

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9. BACKGROUND PAPERS
None

COMMITTEE	HOUSING AND ENVIRONMENT
DATE	16th February 2010
CORPORATE DIRECTOR	PETE LEONARD
TITLE OF REPORT	DEFERMENT OF COUNCIL HOUSING APPLICATIONS FOLLOWING REFUSALS OF OFFERS
REPORT NUMBER:	H & E 09/058

1. PURPOSE OF REPORT

- 1.1 The Committee agreed at its meeting on the 9th June 2009 to retain a policy of deferring housing applicants for a period of 6 months where a homeseeker/mover has refused a second offer of housing for any inappropriate reason, irrespective of the type of housing offered. This report provides members with an update on this policy.

2. RECOMMENDATION(S)

- 2.1 It is recommended that Members of the Committee note the information contained in this report and retain the deferment policy and the refusal deferment reasons as listed in Appendix A to this report

3. SERVICE AND COMMUNITY IMPACT

- 3.1 This report has been prepared with regard to linking to the Council policy, Vibrant, Dynamic and Forward Looking to speed up letting and repairs in Council housing. Homeseeker/mover applicants whose housing application is deferred as a result of the unreasonable refusal of 2 offers of housing will not be made a further offer until the expiry of the 6 months suspension. Applicants do however have the right of appeal against any decision to defer their application.
- 3.2 The Council's Single Outcome Agreement is contained within the Community Plan update 2008 and the Single Outcome Agreement 2008/11. This links national outcomes with local outcomes and priorities that in turn support the administrations policy document. Those specifically related (either directly or indirectly) to the current letting arrangements are:
- a. Improve the quality of life in our most deprived areas.
 - b. All unintentionally homeless households will be entitled to settled accommodation.

4. 1 OTHER IMPLICATIONS

- 4.1 There are no direct legal implications arising from the report,
- 4.2 There are no direct personnel implications arising from the report
- 4.3 There are no direct equipment implications arising from the report
- 4.4 There are no direct Health and Safety implications arising from the report.
- 4.5 There are no direct resource implications arising from the report.
- 4.6 There are no direct property implications arising from the report

Main considerations.

At the Policy and Strategy committee of 9th June 2009 members resolved to continue with the deferment policy and requested an update report in six months.

We currently defer for a period of six months, homeseeker/mover applicants who unreasonably refuse two offers of accommodation, these refusals are deemed to unreasonable if they comply with the reasons set out in appendix A

The deferment policy is intended to encourage applicants to be clear about their choices and expectations in relation to the properties available. Staff making offers, obtain feedback from applicants to ensure future offers meet the applicant's requirements. The motivation of a future deferment where an applicant refuses their first offer has encouraged applicants to be clear about where they want to live.

They can therefore change their areas and house types to avoid any future deferment. The change in policy to defer applicants after 2 unreasonable refusals is having the desired impact in reducing refusal rates. When 2 unreasonable refusals are recorded against an application the computer system automatically defers the application for 6 months.

The impact of this policy was monitored over a 6 month period which revealed that a total of 2287 offers of housing were made and of these offers 911 (39.8%) were refused with 395 (43%) being deemed as unreasonable.

Deferment for unreasonable refusals 1st May to 31st October 2009

	Offers	Refusals	% Refusals	Unreasonable Refusals	% Unreasonable Refusals
May	337	151	44.8	71	47.0
June	412	177	42.3	56	31.6
July	405	182	44.9	84	46.1
August	362	131	36.2	64	48.8
September	343	116	33.8	52	44.8
October	378	154	40.7	68	44.2
TOTALS	2287	911	39.8	395	43.4

Figures taken from VW5 spreadsheet
Commserve/admin/committee formats/new report tem~~p~~late

Currently 30 applicants have been deferred up to the end of October for two unreasonable refusals. The introduction of the current deferment policy is having a positive impact on the percentage of refusals compared to the 2006/7 baseline refusals rates which were over 60%.

We are aware that the Housing Regulator is critical of landlords who have large numbers of applicants deferred on their housing lists so we aim to strike a balance between imposing deferments where reasonable and allowing applicants sufficient choice and flexibility in their efforts to obtain housing suitable to their needs.

5. BACKGROUND PAPERS

- 5.1 A previous report which went before Policy & Strategy Committee on the 9th June 2009.

6. AUTHORISED SIGNATURE

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Appendix A

Offer refusal reasons which would count towards deferment of an application.

Not interested in area
Not interested in block
Area too hilly
Not interested in street
Not interested in house type for the area
Central heating type
Now wants a garden
No longer wants a garden
No longer interested in heating type
Not interested in house type for any area
Wants different size of property
Arrears

Appendix B

Offer refusal reasons which would not count towards deferment of an application.

Wants application cancelled
Change of Address
Change of Circumstances
Wants application deferred
Doesn't want to move at present for financial reasons
Gone away
Doesn't want to move at present for health reasons
Location
No contact at accompanied viewing
No contact at key stage
Does not want to move at present
No response
Personal
Pets
Poor condition of property
Steps
Too small
Floor level
Keys not available
Warden charge

COMMITTEE	Housing and Environment	DATE 16 th February 2009
CORPORATE DIRECTOR	Pete Leonard	
TITLE OF REPORT	Properties Off Charge	
REPORT NUMBER		

1. PURPOSE OF REPORT

At the Housing and Environment Committee on the 11th January 2010 Officers were requested to provide a detailed report, including firm completion dates, on all of the properties which have been off charge for six months or longer. The purpose of the report is to update Elected Members on all properties held off charge as either “Unable to be Relet – (UTBR) or Not to be Relet – (NTBR)”.

The reporting format has now changed to reflect and define more accurately the categories instead of the previous Area format. The change being a direct result of concerns raised by Members at the Housing and Environment Committee dated the 11th January 2010 at the number of properties that remain void.

2. RECOMMENDATION(S)

The Committee is requested to;

- Approve the new format on the UTBR and NTBR off charge list and note the information provided.

3. FINANCIAL IMPLICATIONS

The Council has made an allowance for rent loss due to unoccupied properties in its budget process. Properties removed from charge would be factored into those calculations during any period that they are off charge or unoccupied. This would be the same for properties returned to charge until the properties are actually let.

The repairs and improvement works proposed from these properties, under the classification of NTBR / UTBR, are funded from both the Housing Capital and Revenue budget headings respectively.

Under the Housing Capital budget heading; 6.10 Housing for Varying Needs – Sheltered / Adaptation the sum of £100,000 was set aside to upgrade all Ex-Warden properties during the financial 2009/10. There is a predicted under spend in the Housing Capital Programme for 2009/10 which will allow us to make more funding available to carry out additional works on this project. The funding will be increased to complete conversion of as many of the ex-warden properties as can be managed by Building Services by the end of the financial year. An estimated

cost is currently being prepared for the additional work and will be verbally reported to Committee.

4. SERVICE & COMMUNITY IMPACT

Aberdeen's City Vision, to be "a city which is vibrant, dynamic, forward looking - an even better place to live and work, where people can expect high-quality services that meet their needs", and the City Council's Vision that "we will be recognised within the city and more widely, as being a leading Council in Northern Europe by 2010". The content of this report links with the following priorities identified within Vibrant, Dynamic and Forward Looking 2007 to 2011.

- Housing

1. Increase the provision of sheltered housing for communities across the City
2. Speed up letting and repairs in Council homes
3. Enhance the total environment in social housing area

The contents of the report contribute to the achievement of National Outcome 10 as outlined in the Single Outcome Agreement 2008 to 2011;

1. We live in well designed, sustainable places where we are able to access the amenities and services we need.

Policies and Procedures have been developed by the Voids Service Working group, The Void Management Team and The Estate Management Service Working Group. These are;

- Policy Objective - To reduce void rent loss by ensuring:

1. All necessary repairs on void properties are completed within target timescales.
2. All necessary repairs on void properties are completed in accordance with the Council's current Re-let Repairs Standard.
3. Prioritisation of repair of voids where an applicant has accepted an offer of the tenancy.
4. Negotiation of the scale and nature of repairs with new tenants at the void viewing stage.
5. To carry out Health and Safety repairs only prior to a tenant taking occupation in predetermined letting areas. All other non-essential repairs to be completed after occupation.
6. Voids subject to major works are identified as UTBR and removed from charge as early as possible.

5. OTHER IMPLICATIONS

The document detailing all properties held as "off charge", is only an accurate representation at the time, of the specified update.

To reduce the exposure of each of empty property from factors such as malicious and willful damage or physical deterioration while unoccupied, emphasis must be placed on the "target dates" to be achieved.

The Council is required to manage its housing stock in the most efficient and effective manner and this may result in properties being under major repair or improvements. By maintaining safe and secure environments in which to live this can only increase and enhance peoples living experience within the city.

Due to the lack of factoring arrangements in place Aberdeen City Council (as landlord) has been frustrated where their flat / property is contained within a mixed tenure block when providing its tenants with management, maintenance and improvement services.

The Council's Scottish Housing Quality Standard (SHQS) Standard Delivery Plan was approved by the former Communities Scotland in August 2006. This outlines our strategy for meeting SHQS by 2015. If the Council cannot achieve the targets set within the Delivery Plan and within reasonable rent increases this could lead to direct intervention by the Scottish Housing Regulator.

6. REPORT

The reporting process on properties off charge will be included in each cycle of the Housing and Environment Committee.

The list of UTBR / NTBR off charge properties makes available information and details on the reasons why a "void" property has been removed from charge. A void being identified as a property held on the Housing Revenue Account (HRA) with no tenant and for a period of time.

The Accounts Commission is a statutory, independent body which, through the audit process assists Local Authorities in Scotland to achieve the highest standards of financial stewardship and the economic, efficient and effective use of resources. The following criteria must be met in conjunction with the necessary level of approval.

- Empty properties subject to a Housing Committee decision that they are not to be let because they are surplus to long-term requirements, or to be transferred, disposed of or demolished.
- Empty properties where an insurance claim was raised due to fire or flood damage.
- Empty properties awaiting or undergoing major structural works (e.g. modernisation) during which period it would be unsafe for them to be occupied.
- Houses held for decanting tenants.
- Lock-ups and garages

7. AUTHORISED SIGNATURE

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Commserve/admin/committee formats/new report template

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8. REPORT AUTHOR DETAILS

Kenny Paterson

New projects Officer

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9. BACKGROUND PAPERS

Statutory Performance Indicators Guide 2009/10
(Local Government Act 1992)

Master List of all Off Charge Properties as at 1 February 2010

This document provides information on all void properties which have been removed from charge. The document is only an accurate representation as dated because the position of each void is subject to change.

VRL has been calculated using average rent and taking account of rent free periods:

2004/05	£46.22	End June/	Sept/	Dec and	Mar
2005/06	£49.22	End June/	Sept/	Dec and	Mar
2006/07	£52.91	End June/	Sept/	Dec and	Mar
2007/08	£56.29	End June/	Sept/	Dec and	Mar
2008/09	£58.65	End Jul/	Oct/	Dec and	Mar
2009/10	£60.88	End Jul/	Oct/	Dec and	Mar

In accordance with Audit Scotland guidance, properties can only be excluded from incurring void rent loss if they:

- are subject to a Housing Committee decision that they are not to be let because they are surplus to long term requirements, or are to be transferred, disposed of or demolished
- are empty because an insurance claim has been raised due to fire or flood damage
- are empty because they are awaiting or undergoing major structural works (e.g. modernisation) during which period it would be unsafe for them to be occupied
- are held for decanting tenants

Aberdeen City Council categorises the above properties as either:

- NTBR (Not to be Relet) - properties subject to a Housing Committee decision that they are not to be let because they are surplus to long term requirements, or are to be transferred, disposed of or demolished
- UTBR (Unable to be Relet) - properties which are empty because an insurance claim has been raised due to fire or flood damage, or because they are awaiting or undergoing major structural works (e.g. modernisation) during which time it would be unsafe for them to be occupied or are properties held for decanting tenants.

Properties can also be categorised as UTBR but remain on charge if they do not meet the above guidance, but cannot be let due to the nature of the works. These properties are not included on this report and are monitored separately.

UTBR PROPERTIES - MAJOR WORKS

Category	Address	Property Type	Low Demand/ Non Low Demand	Void Date	UTBR Reason	Date Removed From Charge	Target Date for Returning As Void	Target Overdue? WHY	If Property has been Void for 1year+ WHY	Rent charge saving	Lead Officer	Date of Approval	Date of last update
Major works - Structural	49A Beattie Avenue, Ashgrove	Flat 5 Apartment	Non Low	26/05/2008	Three options are available for consideration: (1) Retention and refurbishment; (2) Retention and conversion; (3) Disposal.	08/03/2009	01/04/2010	As 49B Beattie Avenue is occupied, any progress on developing an option will be difficult to implement.	Major structural works. One further flat to be vacated before implementing the preferred option on the future of this block	£2,372.23	Ian Burrows (Area property manager) is now the Lead Officer as of 3rd February 2010	12/03/2009	11/01/2010
Major works - Structural	49C Beattie Avenue, Ashgrove	Flat 5 Apartment	Non Low	17/09/2007	As 49A Beattie Avenue	08/03/2009	01/04/2010	As 49B Beattie Avenue is occupied any progress on developing an option will be difficult to implement.	Major structural works. One further flat to be vacated before implementing the preferred option on the future of this block	£2,372.23	Ian Burrows (Area property manager) is now the Lead Officer as of 3rd February 2011	12/03/2009	11/01/2010
Major works - Structural	4F Ferrier Gardens, Tillydrone	Flat 3 Apartment	Non Low	06/07/2009	Major Structural work to block	06/07/2009	23/04/2010	Due to the lack of decant properties in the immediate area, block 6 Ferrier Gardens was started and completed first before 6 Ferrier Gardens is now complete, the void properties in the block will now be used as decant properties.	Flats B & D in the block will require to be decanted first before work can start.	£1,704.64	June Johnson Ian Perry	Housing & Environment Committee 26/08/09	11/01/2010
Major works - Structural	Flat A/2, 9B Tanfield Walk	Flat 2 Apartment	Non Low	30/03/2009	Major works - Structural	30/03/2009	28/05/2010	Warrant application delayed due to structural information not being available. This information is now complete, warrant application will now be submitted.	The work is due to take approximately 8 weeks once work is underway.	£2,496.08	Kenny Paterson Astrid McLeod	Housing & Environment Committee 19/11/2009	11/01/2010

Major works - Structural	259 North Anderson Drive, Mastrick	Four in Block 4 Apartment	Non Low	31/08/2009	Structural Repairs	30/08/2009	31/03/2010	Awaiting the decanting of the tenant at 261 North Anderson Drive - Difficulty finding a suitable decant property to allow work to progress.	No work can progress until the property at 261 North Anderson Drive is empty	£1,278.48	Ian Perry	19/11/2009	11/01/2010
Major works - upgrade	5b Sandilands Drive	Flat 3 Apartment	Non Low	08/09/2008	Major works - Dry Rot	08/03/2009	30/04/2010	5D & 5F will now require to be decanted before any work can start. The completion date provided can only be provisional due to the variation in the decanting process	Tenant at 5d would not allow access which created difficulties in progressing work.	£2,672.03	Kenny Walker Scott Bremner	Voids Sub Group	11/01/2010
Major works - upgrade	29 Hollybank Place, Ferryhill	Flat 2 Apartment	Non Low	15/01/2007	Property being retained - upgrading work to be undertaken by Building Services	14/01/2007	26/02/2010	Water damage over festive period - latent defect contractor to return and address problem	Previous approval for sale/disposal rescinded by H & E Committee 26/8/2009. - A Full life cycle costing was produced	£8,661.83	Scott Bremner	10/10/2008	11/01/2010
Major works - upgrade	23e Nellfield Place, Holburn	Flat 1 Apartment	Non Low	02/03/2009	Major roof repairs per Ally Clayton	21/06/2009	31/03/2010	Contractor appointed 11/01/2010 waiting on start date due to the seasonal weather conditions - provisional completion date	The weather has played a significant part in this project - The risk of opening the roof to allow repairs to commence is too high for both the client and the contractor.	£1,948.16	Scott Bremner	Housing & Environment Committee 26/08/09	11/01/2010

Major works - upgrade	Woodend House, 254 Queens Road	Cottage	Non Low	01/09/2009	Held for similar use - Grampian Womens Aid.	31/08/2008	01/06/2010	Work on tendering exercise being progressed. Expect to appoint service provider and have contract in place in June 2010. ITT delayed due to problems with planning permission for similar linked service in another location within the city.	£4,136.05	Graeme Stuart	20/11/2008	11/01/2010
Major works - Dry rot	14d Grampian Road, Torry	Flat 1 Apartment	Non Low	19/10/2009	Dry Rot	18/10/2009	26/02/2010	Delay in dry rot contractor completing their work, additional painter work to be completed.	£852.32	Scott Bremner	Housing & Environment Committee 19/11/2009	11/01/2010
Major works - Dry rot	38b Menzies Road, Torry	Flat 1 Apartment	Non Low	09/02/2009	Dry Rot - Ali Clayton	01/03/2009	02/04/2010	RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) against main contractor.	£2,426.28	Scott Bremner	28/05/2009	11/01/2010
Major works - Dry rot	101B Menzies Road, Torry	Flat 1 Apartment	Non Low	17/12/2009	Dry rot	13/12/2009	02/04/2010	Once work started on site, additional work was discovered which increased the overall programme.	£426.16	Scott Bremner	Housing & Environment Committee 11/01/2010	11/01/2010
Major works	101F Menzies Road, Torry	Flat 2 Apartment	Non Low	30/11/2009	Dry Rot	29/11/2009	02/04/2010	Once work started on site, additional work was discovered which increased the overall programme.	£547.92	Scott Bremner	Housing & Environment Committee 11/01/2010	11/01/2010
Major works - Dry rot	164B Victoria Road, Torry	Flat 1 Apartment	Non Low	30/11/2009	Dry Rot	29/11/2009	30/04/2010	Once work started on site, additional work was discovered which increased the overall programme.	£547.92	Scott Bremner	Housing & Environment Committee 11/01/2010	11/01/2010

Category	Address	Property Type	Low Demand/ Non Low Demand	Void Date	UTBR Reason	Date Removed From Charge	Target Date for Returning As Void	Target Overdue? WHY	If Property has been Void for 1year+ WHY	Rent charge saving	Lead Officer	Date of Approval	Date of last update
Conversion of sheltered property	23 Dominies Court, Rosehill	Sheltered Flat 4 Apartment	Non Low	21/03/2005	Major Works - Conversion Ex wardens flat 3 bed. Split in to 2 x 1 bedroom flats	18/12/2005	11/06/2010	Held for conversion to sheltered standard. Additional funding now in place to complete the chosen option for this property	Property is being divided into 2 one bedroom flats - Similar ex properties (14 in total) were prioritised due to the lack of funding available	£11,190.51	Astrid McLeod Kenny Paterson	Voids Sub Group	11/01/2010
Conversion of wardens property	11 Stocket Grange, Stockethill	Wardens Property 4 Apartment	Low	09/03/2009	Major Works - Conversion to main stream sheltered Ex wardens flat 3 bed. Split in to 2 x 1 bedroom flats	08/03/2009	23/07/2010	Held for conversion to sheltered standard. Additional funding now in place to complete the chosen option for this property	Property is being divided into 2 one bedroom flats - Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£2,672.03	Astrid McLeod Kenny Paterson	Voids Sub Group	11/01/2010
Conversion of sheltered property	29 Cairnwell Avenue, Mastrick	Sheltered Cottage 2 Apartment	Non Low	22/01/2007	To be upgraded to sheltered standard and linked to the Kingswood Sheltered Housing Complex as a satellite cottage.	11/03/2007	15/06/2010	A suitable contractor has now been appointed to complete the major conversion work and meet the standard specification for this type of sheltered cottage attached to Kingswood.	Held for conversion to sheltered standard.	£8,116.79	Astrid McLeod Kenny Paterson	Voids Sub Group	11/01/2010
Conversion of sheltered property	1 Granitehill House, Northfield	Sheltered Flat 3 Apartment	Low	23/01/2006	Major Works -	29/01/2006	14/05/2010	Held for conversion to sheltered standard. Additional funding now in place to complete the chosen option for this property	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£10,940.72	Astrid McLeod Kenny Paterson	Voids Sub Group	11/01/2010

Conversion of warden's property	12 Gray Court, Summerhill	Wardens 4 Apartment	Non Low	07/05/2006	Major Works - main stream sheltered	14/05/2006	12/02/2010	A suitable contractor has now been appointed to complete the major conversion work. Work started on W/C 2nd November 2009	Property is being divided into 2 one bedroom flats - Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£10,233.19	Astrid McLeod Kenny Paterson	Voids Sub Group	11/01/2010
Conversion of warden's property	1 Regensburg Court, Sheddocksley	Wardens 3 Apartment	Non Low	28/11/2005	Major Works - main stream sheltered	11/12/2005	26/03/2010	Held for conversion to sheltered standard. Additional funding now in place to complete the chosen option for this property. Building Services are carrying out the work.	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£13,239.73	Astrid McLeod Kenny Paterson	Voids Sub Group	11/01/2010
Conversion of warden's property	5 Regensburg Court, Sheddocksley	Wardens Sheltered Multi Storey Flat 2 Apartment	Non Low	27/06/2005	Major Works - main stream sheltered	22/01/2006	26/03/2010	Held for conversion to sheltered standard. Additional funding now in place to complete the chosen option for this property	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£10,993.63	Astrid McLeod Kenny Paterson	Voids Sub Group	11/01/2010
Conversion of warden's property	9 Taransay Court, South Sheddocksley	Wardens property 4 Apartment	Low	01/06/2009	Major Works - main stream sheltered	31/05/2009	19/05/2010	Held for conversion to sheltered standard. Additional funding now in place to complete the chosen option for this property	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£2,009.04	Astrid McLeod Kenny Paterson	Housing & Environment Committee 26/08/09	11/01/2010
Conversion of warden's property	29 Taransay Court, South Sheddocksley	Wardens Sheltered Multi Storey Flat 4 Apartment	Non Low	10/10/2005	Major Works - main stream sheltered	09/10/2005	16/04/2010	Held for conversion to sheltered standard. Additional funding now in place to complete the chosen option for this property	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£11,682.71	Astrid McLeod Kenny Paterson	Voids Sub Group	11/01/2010

Conversion of warden's property	21 Fairley Den, Bucksburn	Wardens Property, Sheltered Flat 3 Apartment	Non Low	10/03/2008	Major Works - Conversion to main stream sheltered	09/03/2008	02/07/2010	Held for conversion to sheltered standard. Additional funding now in place to complete the chosen option for this property	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£5,477.92	Astrid McLeod Kenny Paterson	27/05/2008	11/01/2010
Conversion of warden's property	26 Charlie Devine Court, Middleton	Wardens Property 4 Apartment	Non Low	02/03/2009	Major Works - Conversion to main stream sheltered	01/03/2009	18/06/2010	Held for conversion to sheltered standard. Additional funding now in place to complete the chosen option for this property	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£2,669.80	Astrid McLeod Kenny Paterson	Next available North Committee	11/01/2010
Conversion of sheltered property	10 Clashieknowe, Balgownie	Sheltered Flat 4 Apartment	Non Low	05/12/2005	Major Works - Conversion to main stream sheltered	01/10/2006	31/03/2010	Options are being considered with possible base for "service" for people with learning disabilities. (not suitable for separation into two properties)	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available. No firm decision on service user. In discussion with LD Accommodation Options Group (AOG)	£9,280.81	Kenny Paterson	Voids Sub group	11/01/2010
Conversion of warden's property	20 Clashieknowe, Balgownie	Warden Flat 3 Apartment	Non Low	02/02/2009	Major Works - Conversion to main stream sheltered	01/02/2009	31/03/2010	Options are being considered with possible base for "service" for people with learning disabilities. (not suitable for separation into two properties)	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available. No firm decision on service user. In discussion with LD Accommodation Options Group (AOG)	£2,904.40	Kenny Paterson	Next available North Committee	11/01/2010

Conversion of sheltered property	4 Hamewith, Balgownie	Sheltered Flat 1 Apartment	Low	15/05/2006	Major Works - Conversion	30/07/2006	23/07/2010	Bedsit property will now be linked to 5 Hamewith to increase its lettable - Additional funding now in place to complete the chosen option for this property	Similar properties (14 in total) were prioritised due to the lack of funding available	£9,174.89	Kenny Paterson	Voids Sub group	11/01/2010
Conversion of sheltered property	5 Hamewith, Balgownie	Sheltered Flat 1 Apartment	Low	06/09/2004	Major Works - Conversion	30/07/2006	23/07/2010	Bedsit property will now be linked to 4 Hamewith to increase its lettable - Additional funding now in place to complete the chosen option for this property	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£9,174.89	Kenny Paterson	Voids Sub group	11/01/2010
Conversion of warden property	14 Craigton Park, Mannofield	Wardens 3 Apartment	Non Low	17/08/2009	Major Works - main stream sheltered	16/08/2009	19/02/2010	Tunstall System now in place - awaiting for a non slip finish to the bathroom floor and property will be ready for relet.	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£1,400.24	Kenny Paterson	To Housing & Environment Committee 19/11/2009	11/01/2010

UTBR PROPERTIES - UPGRADE TO AMENITY STANDARD													
Category	Address	Property Type	Low Demand/ Non Low Demand	Void Date	UTBR Reason	Date Removed From Charge	Target Date for Returning As Void	Target Overdue? WHY	If Property has been Void for 1year+ WHY	Rent charge saving	Lead Officer	Date of Approval	Date of last update
Upgrade to amenity standard	337 Springhill Road, Northfield	Amenity Cottage 2 Apartment	Non Low	13/01/2010	Amenity Upgrade Property is now being returned from use as decant - remedial work to be carried out	10/01/2010	19/02/2010			£243.52	Kenny Paterson Mark Benson	Paper to Committee 16/02/10	
Upgrade to amenity standard	339 Springhill Road, Northfield	Amenity Cottage 2 Apartment	Non Low	05/01/2010	Amenity Upgrade Property is now being returned from use as decant - remedial work to be carried out	10/01/2010	19/02/2010			£1,826.40	Kenny Paterson Mark Benson	Paper to Committee 16/02/10	

Upgrade to amenity standard	343 Springhill Road, Northfield	Amenity Cottage 2 Apartment	Non Low	05/01/2010	Amenity Upgrade Property is now being returned from use as decant - remedial work to be carried out	03/01/2010	19/02/2010			£304.40	Kenny Paterson Mark Benson	Paper to Committee 16/02/10	
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ABERDEEN CITY COUNCIL

COMMITTEE	Housing & Environment
DATE	16 th February 2010
DIRECTOR	Pete Leonard
TITLE OF REPORT	Provision of a Care & Repair Service for 2010/11
REPORT NUMBER:	

1. PURPOSE OF REPORT

The purpose of this report is to advise Committee on the outcome of discussions with Castlehill Housing Association in relation to the provision of the Care & Repair Service (incorporating Aberdeen Affordable Warmth) within Aberdeen City for the financial year 2010/2011. Committee approval is sought to proceed with securing the Service for that year by entering into a new Service Level Agreement, taking into account the changes in specification as detailed within this report.

2. RECOMMENDATION(S)

It is recommended that Committee authorise the Director of Housing and Environment to

- Enter into a new Service Level agreement with Castlehill Housing Association for the delivery of the Aberdeen Affordable Warmth service for the period from 1st April 2010 until 31st March 2011, inclusive,
- Enter into a new Service Level agreement with Castlehill Housing Association for the delivery of the Aberdeen Care & Repair service for the period from 1st April 2010 until 31st March 2011, inclusive, and all as per option 1 as detailed within this report.

3. FINANCIAL IMPLICATIONS

3.1 The Aberdeen Care & Repair Service, which includes the Aberdeen Affordable Warmth Service, is currently funded from the ringfenced Private Sector Housing Grant, (PSHG) at a cost of £338,899 in the current financial year 2009/2010. PSHG will no longer be received as ringfenced grant but will continue to be included as a heading within the General fund in 2010/11, 2011/12 and 2012/13.

3.2 The Scottish Government has indicated that the £2.792m PSHG funding will come to the Council with 40% Revenue and 60% Capital, (see table below). This in effect will provide additional £1.117m revenue funding for the year 2010/11. The Finance & Resources committee on 28th January 2010 had before it a report seeking approval to spend this additional funding on current PSHG revenue commitments. This will cover the £370,303 revenue costs approved by Council in December as part of the budget process for 2010/11 plus an additional £429,300 previously removed from the revenue budget after being identified as a cost pressure.

PSHG budget allocation from Scottish Government

	Revenue £m	Capital £m	Total funding £m
2010 – 11	1.117	1.675	2.792
2011 – 12	1.118	1.677	2.795
2012 – 13	1.120	1.679	2.799
2013 – 14	1.121	1.682	2.803
Total	£4.476m	£6.713m	£11.189m

Care & Repair funding is regarded as Revenue funding and as such will be funded out of the £1.117m PSHG revenue allocation.

The allocation of £1.117m for revenue will not only allow for the provision of services totalling £492,300, but will also allow for the funding of the £307,303 approved in the budget consultation in December 2009 to cover: PSHU staff costs, Occupational Therapist and Minor Adaptations. Thus reducing the cost pressure on the General Revenue fund by £307,303.

3.3 Advice from the City Solicitor

Members also need to bear in mind that legal advice has highlighted that there are risks in extending the existing SLA for Care and Repair without completing a tender exercise – these risks are non-compliance with the Public (Contracts) Scotland Regulations 2006 and the Council's wider Treaty obligations to award contracts in an open and transparent manner, and there may also be State Aid implications.

This would mean that, after 2010/11, it would not be advisable to simply continue to extend the SLA for the Care and Repair Service –the contract would have to be tendered. As previously reported a tender exercise was carried out in 2009 but no contract was awarded.

4. SERVICE & COMMUNITY IMPACT

The Care & Repair service is directed to assisting homeowners who are either older, or have a disability/long term illness to remain living in the community which links to the Community Plan, Homes, key aim, "To improve the quality of housing and environment for individuals and the community". Discontinuing the service would obviously have a negative impact on that aim.

It also relates to "Vibrant, Dynamic and Forward Looking" - Health and Care - The care and support of more vulnerable members of our community is a key responsibility of Aberdeen City Council and in particular to; 7. Adopt and implement strategies to support independent living for people with special needs; 8. Make early decisions on the funding of voluntary organisations providing care services and move towards long-term Contracts; 11. Continue to support and develop the Care and Repair Service; 12. Support income maximisation measures to help disabled people and carers claim all the benefits to which they are entitled

5. OTHER IMPLICATIONS

The Scottish Government view a Care & Repair Service as one of the priority services for assisting homeowners who are older or have a disability or long term illness to remain living in the community, and as such makes specific mention of the service within the guidance volumes for determining how Scheme of Assistance should be delivered. However, a Care & Repair Service is not mandatory and it is left to the discretion of individual local authorities to decide whether or not such a Service is provided in their area.

6. REPORT

6.1 Background

The Aberdeen Care & Repair service was launched by Shelter (Scotland) in 1987 and fully funded by them until 1993 when responsibility for funding was jointly taken over by Aberdeen District Council and Communities Scotland. The introduction of PSHG in April 2003 saw ACC take over full funding responsibility via the PSHG budget. An allowance has always been included within this budget for Care & Repair.

6.2 Current Service Specification

The Service assists older homeowners (60+) and those with a disability or long term illness, to repair, maintain and adapt their homes to allow them to remain living within the community. This Service currently consists of;

- a property repair and maintenance service;
- advice service;
- a small repairs service, and
- Aberdeen Affordable Warmth.

In addition to the above, the Care & Repair service manages the “Aberdeen Care & Repair Group” charitable fund, which was launched in 1987 to provide funding assistance for the client group where they are unable to finance necessary works themselves. This work can raise circa £50,000 per annum.

The service has expanded from 1.5 FTE's to the current 10 FTE's, which includes 3.5 tradesmen to deliver the Small Repairs Service.

- Current service value – total cost £338,000
excluding Affordable Warmth £280,000

6.3 Housing and Environment Committee decision -19th November 2009

The above committee in response to a report placed before it on the outcomes of the tendering exercise undertaken to procure the Care & Repair service for 2010/11 to 2012/13; agreed: -

- not to award a contract following the recent procurement exercise on the basis that no acceptable tender was received; and

- to the extension of the existing Service Level Agreement with Castlehill Housing Association for a one year period from 1st April 2010 until 31st March 2011 with a reduced service;
- Approves the reduction of the Service within the next financial year 2010/2011 with a view to the Service ceasing in its current format as of 1st April 2011;
- Agrees that officers can continue to assess the various options for the future delivery of a Care & Repair Service, in conjunction with colleagues from the Central Procurement Unit and the City Solicitor.
- Agrees to officers providing a further update to the 11th January 2010 meeting of this committee on cost to provide the reduced service for the financial year 2010/11.

The reduced service mentioned in recommendation 2 was to cease funding to the Handyman service and retain the core service only. This was to reduce the cost from £338,000 to £281,107, (although officers felt there was room for further savings).

6.4 Reason for recommendations in 19th November report

At the time of writing the November report officers were acting on the latest information available to them from the Scottish Government, whereby the advice was that the former £2.79m ringfenced PSHG monies would be coming to the Council as Capital funding only. The result of this was that all revenue items within the PSHG budget, £1.165m, would transfer into the General revenue fund as a cost pressure. In order to reduce this pressure, all non-mandatory items were removed, or in the case of Care & Repair, reduced.

6.5 What's changed since November 2009

In late December early January the Scottish Government in response to concerns from local authorities about the additional cost pressures created by the ring fence removal, agreed to provide the former PSHG funding in a 40/60 split of revenue to capital. This has allowed authorities the option of reviewing their revenue budgets; hence a report was presented to the Finance & Resources committee on 28th January 2010 seeking approval for the PSHG budget.

6.6 Care & Repair Service provision 2010/11

The current service level agreement, (SLA) between Aberdeen City Council and Castlehill Housing Association for the provision of the Care & Repair service expires on the 31st March 2010. The options are:-

Option 1

This option retains all elements of the service, i.e. handyman, advice and assistance on repairs and maintenance, and assistance for disability improvements, but achieving a cost saving by reducing staff numbers to: -

- 2 Officers,
- 3 handymen,
- 1 part time Finance Officer,
- 1 part time admin asst.

<u>Cost</u>	
Care & Repair Service	£167,844
Aberdeen Affordable Warmth	£ 58,000

Funding requirement from PSHG **£225,844****

*** this figure is based on Castlehill recuperating £60,000 in income through recharging clients for works carried out through the handyman service. In the event that they fail to do this Castlehill will have to make good the shortfall.*

Option 2

This option removes the Handyman service but retains the current core Care & Repair service i.e. advice and assistance on repairs and maintenance and assistance for disability improvements

3 Officers,
1 admin asst.

<u>Cost</u>	
Care & Repair Service	£184,523
Aberdeen Affordable Warmth	£ 58,000

Funding requirement from PSHG **£242,523**

Note: - Although there are less staff in option 2 as opposed to option 1, the costs are higher as the handyman service attracts income by making a charge for the works carried out, see note above at option 1. If the handyman service is removed then the ability to generate income to offset costs is also removed. It also retains the existing 3 project officers as opposed to 2 officers in option 1.

Option 3

This option is the bare minimum that the service provider believes to be a viable option and at this level it will be very difficult to continue to offer the valued home based service currently provided.

2 Officers,
1 admin asst

<u>Cost</u>	
Care & Repair Service	£144,042
Aberdeen Affordable Warmth	£ 58,000

Funding requirement from PSHG **£202,042**

NB The Aberdeen Affordable Warmth Service employs one officer and one part time administration assistant.

6.7 Proposed resolution to continue the Care & Repair Service

It is recommended that Committee approves Option 1 and enter into a new SLA with Castlehill Housing Association, to continue with the reduced service for a further 12 months until the 31st March 2011.

6.8 Position for 2011 and beyond

NB 1. The recommendation contained within this report is to extend the service level agreement for 12 months up to 31st March 2011. Legal advice on this proposal has highlighted that there are risks in extending the existing SLA without completing a tender exercise, see 3.3 above. However, the Service has weighed up these risks and has concluded that these risks are outweighed by the need for a contract to be put in place in the interim period, to allow alternative options to be

fully explored or for the Service to be properly wound down. Furthermore, a competitive tendering exercise has been undertaken but proved unsuccessful as reported to the Housing and Environment Committee on 19th November 2009.

2. If the service is to cease on the 31st March 2011, officers will need to instruct Castlehill by October 2010 to wind down the service. Uncertainty in the continuation of the project may result in a reduction of the service delivery over the full year as project staffs begin to look for and take up alternative employment options, and in order to clear caseloads will mean that no new cases can be accepted after a certain point.

3. If the service is to continue beyond 31st March 2011, officers will require a committee decision by June 2010 in order to allow a tender exercise to be undertaken. Normally, this would be for a 3 year period with the option of extending for up to 2 additional years, but, due to the current budgetary situation the alternative option would be to tender for a 1 year contract with the option of extending for up to 2 additional years. While this option resolves the funding difficulties currently being experienced, it does not provide for a positive tender result, as the interest from alternative service providers will be severely limited by such uncertain terms of contract, i.e. it would take 3 months setting up, with 6 months delivery, and 3 months winding down.

7. REPORT AUTHOR DETAILS

Andy Pitblado,
Private Sector Housing Strategy Officer
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Ph. (53)8034

8. BACKGROUND PAPERS

- (i) **Financial Strategy for 2010/11 –report to Finance & Resources Committee 10th December 2009;**
- (ii) **Care & Repair Tender Outcome – report to Housing and Environment Committee on 19th November 2009.**
- (iii) **Alternative Budget Savings – report to Finance & Resources**

ABERDEEN CITY COUNCIL

COMMITTEE - Housing & Environment

DATE – 16th February 2010

CORPORATE DIRECTOR – Pete Leonard

TITLE OF REPORT – Furnishings Contract – Request for Delegated Power

1. PURPOSE OF REPORT

The purpose of this report is to request that delegated powers be given to the Director of Housing & Environment, in conjunction with the Director of Corporate Governance, to accept the most economically advantageous tenders for the supply and installation of various items of furniture and other goods and to award a place on the proposed Framework Agreement to the preferred bidders following the current procurement process which has previously been approved by Committee.

2. RECOMMENDATION(S)

It is recommended that Committee: -

1. delegates to the Director of Housing & Environment, in conjunction with the Director of Corporate Governance, the powers to accept the most economically advantageous tenders for the supply and installation of various items of furniture and other goods and to award a place on the proposed Framework Agreement to the preferred bidders following the current procurement process. Such delegated powers will only be used after consultation with the Convener and Vice Convener of the Housing & Environment Committee.
2. instructs the Director of Housing & Environment to submit a bulletin report to this Committee at a later date on the outcome of the tendering and evaluation process and with details of any exercise of delegated powers to award places on the Framework Agreement.

3. FINANCIAL IMPLICATIONS

Committee should note that various budgets for 2010/11 have allowed for the purchase of furnishings. There is therefore the finance available to cover the costs of furnishings.

4. SERVICE & COMMUNITY IMPACT

The Community Plan sets out our vision for the future of the city. Our vision is a city which is vibrant dynamic and forward looking, an even better place to live and work, where people can expect high quality services that meet their needs.

The purchase of the goods proposed would support the following challenge in the community plan:

- ◆ Homes Challenge – improving the quality of housing and environment for individuals and the community and eradicating homelessness by 2011.

5. OTHER IMPLICATIONS

Legal Implications

The current tender process to put in place a Framework Agreement for the supply and installation of various items of furniture is being carried out in accordance with all necessary legislation. Advice on the procurement process is being provided by the Policy & Advice Team within the Office of the City Solicitor.

Personnel Implications

There are no direct Personnel issues arising from this report.

There are no direct equipment implications arising from the report.

There are no direct Health and Safety implications arising from the report.

Resource Implications

The contracts to be entered into are a Framework Contract. Through these the Council is not committed to a specific level of spend. All purchases within this contract will be within agreed budget levels set for 2010/11 and beyond .The funding to cover the purchase of furnishings is contained within various budgets across the Housing & Environment Service. The new contracts will ensure that the Council is achieving best value in relation to the purchase of furnishings for homelessness activities.

Property Implications

There are no direct property implications arising from the report.

6. IMPLEMENTATION

Subject to the decision of the Committee, matters will be taken forward by the Director of Housing and Environment in consultation with the City Solicitor and Head of Procurement.

7. REPORT

7.1 The Housing & Environment Committee on 26th August 2009 agreed to the purchase of furnishings for homelessness services by way of a tender exercise.

7.2 This procurement exercise is now under way. It is anticipated that the notice will be published on the Public Contracts Scotland website on 10th February 2010. The closing date for submission of tenders is 30th March 2010. A considerable number of responses are expected. It is not envisaged that it will be possible for tenders to be evaluated and recommendations to be provided in a report to the Housing & Environment Committee on 13th April 2010 seeking approval to accept tenders.

7.3 The next Committee does not meet until 25th May 2010, 6 weeks later. For this reason Committee are now asked that the most economically advantageous tenders for the Furnishing Framework Agreement can be accepted by the use of a delegated powers. Committee are asked to agree that the Director of Housing & Environment, in conjunction with the Director of Corporate Governance, can use delegated powers to award a place on the Framework Agreement to the preferred bidders. Such delegated powers will only be used after consultation with the Convener and Vice Convener.

7.4 As members will be aware, from 1st April this year the Council's Standing Orders are changing to allow officers to accept tenders without the need to report to Committee, subject to having the prior approval of Committee to go out to tender. The City Solicitor has advised that as the procurement process for Furnishings commenced prior to 1st April 2010 that the new Standing Orders will not apply to this particular procurement. The new Standing Orders will only apply to procurement processes which start from 1st April 2010.

7.5 In taking forward the procurement officers have developed a Framework Agreement which will allow Aberdeenshire and Moray Councils together with 5 local RSLs to use the Framework Agreement to enter into individual contracts on a call-off basis. This has extended the time frame for the development of the specification and contractual documentation but will ensure that partner organisations are able to access the Framework Agreement thus ensuring they are also achieving value for money in their procurement. This joined-up approach strengthens the Council's partnership working and assists the Council in achieving best value.

6. BACKGROUND PAPERS

None

7. AUTHORISED SIGNATURE

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8. REPORT AUTHOR DETAILS

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COMMITTEE	HOUSING AND ENVIRONMENT
DATE	16 FEBRUARY 2010
CORPORATE DIRECTOR	PETE LEONARD
TITLE OF REPORT	INCENTIVES TO ENCOURAGE TENANTS TO DOWNSIZE
REPORT NUMBER	H and E

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to seek approval to introduce a policy to provide assistance and a financial incentive to Council tenants occupying 3+ bedroom family properties in high demand areas, to move to smaller or more suitable housing in order to increase the supply of large family housing.

2. RECOMMENDATION(S)

- 2.1 To grant approval for officers to implement a scheme of assistance to help under occupying Council tenants downsize to smaller more suitable accommodation.
- 2.2 To approve the criteria for Council tenants to access the grant.
- 2.3 To grant Committee priority to qualifying Council tenants of two offers of smaller accommodation.
- 2.4 To offer incentives to a maximum of £3,000 to qualifying Council tenants and an additional Like for Like payment in accordance with Appendix 1.
- 2.5 To allocate a budget of £76,000 to this initiative from the former Tenant Reward Scheme budget.
- 2.6 To grant delegated powers to Heads of Service to assess and approve as necessary, on a case by case basis, applications from Council tenants occupying 3+ bedroom family homes in high demand areas as designated by the Housing Service who wish to downsize to smaller accommodation

3. FINANCIAL IMPLICATIONS

- 3.1 The direct financial cost to the Council will be limited to £75,000 budget for the payment of incentives to qualifying tenants and £1,000 for marketing formerly part of the Goodapple Tenant Reward Scheme. It is difficult to predict the take

up of such initiatives bearing in mind the individual circumstances of our tenants. However we estimate that not more than 30 tenants may apply in any financial year. It is anticipated that the average incentive payment may be in the region of £2,500. Funding for the scheme will be cash limited and will be on a first come first served basis.

The Council's current new build project which includes 3 bedroom family homes are costing over £130,000 each to construct. Even if we pay incentives on average of over £2,500 for each successful applicant it will free up family homes for let at a fraction of the new build cost and will provide good value for the Council.

4. SERVICE AND COMMUNITY IMPACT

4.1 The Community Plan sets out our vision for the future of the City. Our vision is a City which is Vibrant, Dynamic and Forward Looking, an even better place to live and work, where people can expect high quality services that meet their needs. The current policy aims to fulfil the following Vibrant Dynamic and Forward Looking objectives:

- a) Adopt and implement strategies to support independent living for people with special needs.
- b) Continue to monitor, support and develop the Aberdeen Families Project.
- c) Continue to support and develop the Care and Repair Service.
- d) Work in partnership with other public bodies to deliver maximum efficiencies.

4.2 The Council's Single Outcome Agreement is contained within the Community Plan update 2008 and the Single Outcome Agreement 2008/11. This links national outcomes with local outcomes and priorities that in turn support the administrations policy document. Those specifically related (either directly or indirectly) to the current letting arrangements are:

- a) Improve the quality of life in our most deprived areas.
- b) All unintentionally homeless households will be entitled to settled accommodation.

5. OTHER IMPLICATIONS

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

5.2 There are no direct personnel or resources implications arising from the report, however depending on the take-up of such an incentive there may be some modest increase in the workload for the Void Repairs Service, Estate Management, the Goodapple Accommodation and Advice Service (GAAS) and Selections teams.

5.3 There is no direct property implications arising from the report, however, the scheme is intended to support our aim of sound asset management and consequently we need to make the best use of the housing stock we have available.

- 5.4 There are no direct equipment implications arising from the report
- 5.5 There are no direct sustainability implications arising from the report

6. REPORT

Main Considerations

Background

- 6.1 The Housing (Scotland) Act 1987 (as amended) states that our allocation policy should give “Reasonable Preference To” the following types of housing applicants:-
- People who are homeless, or threatened with homelessness;
 - People living in houses which do not meet the tolerable standard;
 - People living in houses which are overcrowded;
 - Large families.
- 6.2. The City Council currently owns and manages around 23,000 properties and we have been losing between 200/300 properties annually through the Right to Buy (RTB) although this figure is decreasing substantially due to the new RTB legislation and the designation of certain areas in the City with Pressured Area Status. In order to manage our stock effectively we need to provide additional properties for overcrowded and larger families. Consequently we need to develop initiatives which will increase the supply of available houses that are suitable for these household types.
- 6.3 There are currently around 4,192 properties with 3 or more bedrooms within our stock and it is likely that some tenants, many of which may be elderly, are living in family houses which are now too large for their needs, but may be reluctant to move due to the cost implications or because they need help or assistance to do so. Some may also be struggling financially to heat and maintain these larger houses or have a medical issue which makes climbing stairs/cleaning the house difficult. These tenants may be encouraged to downsize to a more manageable home with the assistance of a suitable financial package.
- 6.4 The reduction in under occupation of Council houses helps to reduce overcrowding and homelessness in Aberdeen City.
- 6.5 A change in tenancy through transfer or exchange would also result in some existing tenants reducing their potential Right to Buy discount from the original discount of up to 70% of the value of the property to a modernised Right to Buy discount of a maximum of £15,000. This would have a potential positive impact on the stock retention. However, there may be some reduction in capital receipts from house sales.

6.6 In order to encourage under occupying tenants in areas of higher demand to downsize and to enable this incentive scheme to be successful we need to make it financially attractive and also to make an early offer of smaller more suitable property. With the current pressure of demand for smaller properties coming from statutory homeless we would need to offer those downsizing some form of priority and the best way currently to achieve this is through the discretionary transfer mechanism.

Proposed Arrangements

- A targeted marketing approach is desirable in order to encourage tenants of larger high demand properties in the high demand areas to seek to downsize.
- Tenants of 3+ bedroom properties in high demand areas, irrespective of whether they had a live transfer application will be contacted to see if they wish to apply for the downsizing grant. Marketing will begin with the oldest tenancies, since these properties are more likely to be under occupied. Tenants should not contact the Council directly since only certain properties will qualify for the grant.
- An incremental scale of payments will be made i.e. £1,000 per bedroom surrendered rising to £3,000.
- An additional like for like payment will also be made if a qualifying tenant is prepared to move to an area of less demand permitting an earlier house move.
- This policy does not apply to tenants moving through the mutual exchange scheme

The main criteria for tenants to qualify for the scheme are:-

- They must be a tenant of Aberdeen City Council (ACC) and live in a 3+ bedroom property designated as high demand and wish to move to a smaller ACC tenancy;
- No ACC housing debt;
- The house they are living in must be left in a good condition satisfactory to ACC.
- Accept an offer of alternative accommodation which excludes Sheltered Housing
- They must not have previously been awarded a downsizing grant;
- There must be a sufficiently high demand for the qualifying tenants property;
- Funding for the scheme is cash limited and will be allocated on a first come first served basis.

7. AUTHORISED SIGNATURE

Name, job title, email address and phone number

8. REPORT AUTHOR DETAILS

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9. BACKGROUND PAPERS

None

DRAFT

APPENDIX 1

Bedrooms surrendered	1 Bedroom	2 Bed	3 Bed
Main Payment	£1,000	£2,000	£3,000
Category 1 Like for Like	Nil	Nil	Nil
Category 2	£200	£400	£550
Category 3	£400	£600	£800
Category 4	£600	£850	£1,150

DRAFT

COMMITTEE Housing and Environment DATE 16th February 2009

CORPORATE DIRECTOR Pete Leonard

TITLE OF REPORT Housing Access Centre - Homelessness Accommodation
Feasibility Study

1. PURPOSE OF REPORT

The purpose of the report is to highlight the conclusions and findings of the Homelessness Accommodation feasibility study and recommend both a temporary option and a permanent option for the homelessness service to operate. The four properties below were chosen for appraisal because they are within Council ownership enabling early action.

1. Croft House, Old Croft Terrace, Aberdeen, AB16 5UD
2. Victoria House, 80 – 84 West North Street, Aberdeen, AB24 5AR
3. Aberdon House, Coningham Road, Aberdeen, AB24 2TW
4. 74 – 84 Spring Garden, Aberdeen, AB25 1GN

2. RECOMMENDATION(S)

It is recommended the Committee;

1) Approve the recommendations in the Feasibility Study by Robinson Low Francis (RLF) which would develop the preferred short term and long term options outlined in the executive summary: -

- Short term option - Provide a temporary accommodation unit at Aberdon House pending redevelopment of the property for new build housing.
- Long term option - Provide a purpose built Housing Access Centre on the site of the existing property at Victoria House

2) Make provision in the Housing Capital Programme for 2010/11 for the acquisition of Aberdon House and execute the minor repairs to meet the Housing in Multiple Occupation (HMO) licence requirements as highlighted by Robinson Low Francis (RLF).

3) Make provision in the Housing Capital Programme for 2011/12 for the acquisition and development of the Victoria House option. Bring forward detailed costs, conceptual plans, and funding mechanisms to the Housing and Environment Committee on 25th May 2010.

3. FINANCIAL IMPLICATIONS

Funding was provided through the Homelessness Strategy to carry out the option appraisal by Robinson Low Francis (RLF). The costs are on a time charge basis and are capped at £10,000.

At the present time no provision has been made within the Housing Capital Expenditure Budget under the heading; 9.3 Hostel Works – Accommodation Unit for the financial years 2010/11 or 2011/12.

4. SERVICE & COMMUNITY IMPACT

Aberdeen's City Vision, to be "a city which is vibrant, dynamic, forward looking - an even better place to live and work, where people can expect high-quality services that meet their needs", and the City Council's Vision that "we will be recognised within the city and more widely, as being a leading Council in Northern Europe by 2010". The content of this report links with the following priorities identified within Vibrant, Dynamic and Forward Looking 2007 to 2011.

- Housing
 1. Increase the number of temporary homes for homeless people across the City
 2. Retain the 24 hour contact point for homeless people.
- Environment
 1. Minimise the impact of Council activities on the environment, including a target of being carbon neutral overall by 2020 and a commitment that all new Council developments will be carbon neutral.

The content of this report links with the Housing Service Plan 2009 – 2012

Reduce homelessness by improving provision and prevention activities.

	Strategic Outcome	Operational Objectives
1.	Reduce homelessness by improving provision and prevention activities	We shall make available an adequate supply and choice of high quality temporary accommodation and reduce the overall time spent in temporary accommodation. Increase the number of temporary homes for homeless people. Working in partnership with other service providers, we will make available an adequate provision of appropriate supported temporary accommodation.

The content of this report links with Community Plan Update 2008

- Homes
1. Affordable housing - increasing the levels of affordable housing in new housing developments

The contents of the report contribute to the achievement of National Outcome 10 as outlined in the Single Outcome Agreement 2008 to 2011;

1. We live in well designed, sustainable places where we are able to access the amenities and services we need.

5. OTHER IMPLICATIONS

The Housing (Homeless Persons) Act 1977 introduced statutory duties on housing authorities to assist those who are homeless or threatened with homelessness, including the provision of temporary accommodation. The Housing (Scotland) Act 2001 now requires local authorities to provide temporary accommodation to all homeless applicants, regardless of priority need status, whilst either permanent accommodation for those in priority need is found or non priority need applicants are given advice and assistance to secure alternative accommodation.

To ensure that homeless households with children and women who are pregnant are not placed in unsuitable temporary accommodation unless exceptional circumstances apply The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2004 was introduced. Unsuitable accommodation is defined in the order as “accommodation which does not meet standards relating to the physical properties of the accommodation (the physical standard), its proximity to health and education services (the physical standard) and its suitability for use by children (the safety standard). Bed & Breakfast (B & B) accommodation for households with children is deemed unsuitable.

A Community Briefing was produced and made available through Tillydrone community representatives. Two public meetings have been (1st February and 3rd February 2010) arranged via Tillydrone Community Council/Network, and via Riverbank School Parent Council to allow accurate information to be introduced into the community.

The Housing Service has long term plans to redevelop and regenerate the area in and around Aberdon Court. Aberdon House is held on the Social Care and Well Being service account and is open to other Council Service’s for consideration and development.

The long term plans for the Housing Service would be to develop a mixed tenure new build programme to commence on site approximately 2012/13. With these time scales in mind the proposal to transfer Aberdon House in the interim period to the Housing Revenue Account (HRA) would seem prudent given that the whole area will be developed for affordable housing in the near future.

Consideration has been given to the current thinking with regard to best practice in the design and refurbishment of these sites into a potential "Housing Access Centre".

The properties at Victoria House, Aberdon House and Croft House have all been declared surplus to requirements and are currently held on the general fund.

6. REPORT

The Council requires to increase the provision of temporary accommodation to meet the 2012 deadline for the abolition of priority need, and to reduce its reliance on unsuitable Bed & Breakfast accommodation. To this end, Officers have embarked on a review of the asset management of temporary accommodation provision.

The Housing and Environment Committee on 11th January 2010, considered the proposal to use Aberdon House as a temporary accommodation unit for persons who have experienced the loss of accommodation, for an initial period of two years, subject to a more detailed report on the financial implications, the necessary statutory permissions being secured (Houses in Multiple Occupation – HMO licence) and community consultation being undertaken; In terms of Standing Order 36 (3). The report was referred to Full Council for its consideration.

The Full Council on the 10th February 2010 approved the use of Aberdon House as a temporary accommodation unit for persons who have experienced the loss of accommodation subject to the necessary statutory permissions being secured (Houses in Multiple Occupation - HMO Licence). Relets to homeless households will also be increased to 75% for a three month period.

A property consultant, Robinson Low Francis (RFL) was commissioned by Aberdeen City Council to undertake a feasibility study on four different properties under Council ownership to determine which property(s) best meet(s) the Council's needs to provide temporary accommodation to persons presenting themselves as homeless.

The feasibility report produced by the consultants (see appendix 1) recommends the use of Aberdon House as a short term solution and the redevelopment of Victoria House as a long term solution to meet the statutory requirements of the Homelessness service by increasing the supply of temporary accommodation for people who find themselves homeless in the city.

7. AUTHORISED SIGNATURE

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9. BACKGROUND PAPERS

Housing Service Plan 2009 – 2012

Chartered Institute for Housing - Action Plan December 2007
A standard for temporary accommodation for homeless households

Temporary Accommodation Strategy - 2009 – 2012 (August 2009)

Homelessness and Resettlement Strategy – 2009 – 2013 (June 2009)

Firm Foundations - The Future of Housing in Scotland (October 2007)

Scottish Government – Operation of the homelessness legislation 2008 – 2009
(September 2009)

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Housing Access Centre /
Homelessness Accommodation
Feasibility Study

for

Aberdeen City Council

CONTENTS	Page
Recommendation	1
Executive Summary	1
Introduction	
Client Brief	3
Project Objective	3
Parameters / Needs Analysis	3
Options for Study	4
Site Investigation	
Condition Reports	7
Surveys	7
Services / Utilities	8
Asbestos	
Asbestos Register	8
Asbestos Removal	8
Statutory Considerations	
Planning Permission	9
Listed Building Consent	10
Building Warrants	10
Community Engagement	11
Other Statutory Considerations	11
Options Appraisal	
Aberdon House	12
Croft House	12
Spring Garden	13
Victoria House	13
Conclusion	14
Strategy	
Methodology	15
Procurement	15
Programme	15
Order of Cost Estimates	
Minor Works	17
Repairs, Structural Alterations and Refurbishment	17
New Build	17
Temporary Provision	17
Permanent Provision	18
Early Cost Advice	19
Pricing Document for Tender	19

APPENDICES

Appendix I	Options Appraisal Matrix – Temporary Provision	21
Appendix II	Options Appraisal Matrix – Permanent Provision	22
Appendix III	Development Cost Summary	24
Appendix IV	Aberdon House Temporary facility - Outline Scope of Works	26
Appendix V	Level of Care Provision & Staffing	27

RECOMMENDATION

In order to increase temporary accommodation capacity, we seek the Council's approval to develop the preferred options outlined in the executive summary, below: -

- **Provide new temporary accommodation at Aberdon House**
- **Provide a new-build Housing Access Centre on the site of Victoria House**

We will bring forward more detailed costs, conceptual plans, and funding mechanisms to the Housing and Environment Committee meeting on 25th May 2010.

EXECUTIVE SUMMARY

Increased temporary accommodation capacity is required to reduce the City Council's reliance on Bed and Breakfast (B&B) accommodation whilst providing a higher standard of accommodation and better services for homeless clients. Having investigated the options available from within buildings in the council's ownership in terms of cost, programme and statutory requirements, we recommend the following course of action: -

1) Provide a temporary facility at Aberdon House

The temporary facility will comprise accommodation in the form of 35 number single rooms, 1 x 1 bedroom flat and 1 x 2 bedrooms flat, providing housing for up to 41-42 persons, over 80% of the accommodation requirements initially identified by the Homelessness Manager in the Specification drawn up by the Homelessness Service.

Aberdon House would be readily available if the Crown Street Temporary Accommodation Unit has to close or it could provide additional capacity for upwards of 2 years until more permanent accommodation can be developed. Aberdon House was selected as the temporary accommodation solution ahead of three other options, Croft House, Victoria House and Spring Garden, because it offered best value, the shortest development time and met virtually all of the short-term housing needs identified by the Homelessness Manager.

An initial order of cost for the refurbishment / fitting-out works has been estimated at £100,000-£150,000. Subject to Committee approval to the refurbishment / fitting-out works being carried out by either Building Services or following a fast-track competitive tender from a select list of contractors, Aberdon House could be brought into use relatively quickly, i.e. by July 2010 – on the understanding that a Housing in Multiple Occupation Licence (HMO) can be granted in a timely manner; as it would not require a great deal of repair and refurbishment work to bring it up to the required standard.

2) Provide a permanent new-build Housing Access Centre at Victoria House to comply with the Specification drawn up by the Homelessness Service

The site of Victoria House was selected as the permanent location ahead of the three other options, Croft House, Aberdon House and Spring Garden, because it offered the opportunity to provide a purpose-built facility in a city centre location and its cost offered

best value on a per-unit and per-occupant basis, whilst fulfilling the housing needs identified by the Homelessness Manager.

The new facility would incorporate the Housing Access Centre with managed accommodation and flexibility for the future. Remodelling the existing Victoria House would require extensive alteration, refurbishment and a three-storey new-build extension which would be costly to build and to maintain. A purpose-built facility would meet current standards and prove more cost-effective both in capital expenditure and over the longer term.

An order of cost estimate has calculated the construction cost for the new facility on the site of Victoria House at between £4.4 and £4.9m and, subject to preparing a design and obtaining planning approval, the new Housing Access Centre could be completed by the end of 2011. The proposals would also fulfil the Council's objectives to provide self-contained units, units with on-site support for "chaotic" families and additional "direct access" accommodation, all within walking distance of amenities.

It is intended that the development costs would be reduced by the acquisition and release of assets following closure of obsolete / surplus temporary accommodation either at 95 Bon Accord Street, 77/79 Bon Accord Street, and/or 165 Crown Street at a future date.

It is envisaged that this provision of additional accommodation at Victoria House would be cost neutral as the revenue costs would be offset by receipts from Housing Benefits and hostel deficit grant.

The options appraisal has been summarised in the tables immediately following this section which also forms Appendices I and II of this report.

INTRODUCTION

Client Brief

A summit meeting / workshop for the Homelessness Service was held on 1st October 2009, at which the “high demand for managed residential (interim) accommodation, ideally with ensuite facilities, for homeless households, particularly those who are vulnerable and with significant support needs” was highlighted. A risk of the Crown Street facility losing its HMO Licence was also identified.

Project Objective

To increase the short-term and longer term provision of bed spaces for use as temporary accommodation.

Parameters / Needs Analysis

The Council’s preferred option is for self-contained units

There is a need to provide units with on-site support for “chaotic” families

There is a need to make available additional “direct access” accommodation

Where possible, provision should be made within walking distance of amenities/facilities

The following specification was prepared by the Homelessness Service for the proposed Housing Access Centre, based on the service to be provided

- 10 en-suite residential care units, 1 room accessible for disabled persons with lift access if on more than one floor; registered to care home standards (alcohol/drugs) to include
 - two sitting areas
 - commercial kitchen to serve twelve people, including storage, dishwashing, etc.
 - laundry, mainly for staff use
 - three staff rooms including space for equipment and storage of files etc.
 - staff WC facilities
 - outside recreational space
- 20 self contained flats: – 3 x 2 bed, 1 x 4 bed, 16 x 1 bed (1 flat to be accessible) 1 x 2 bedroom staff flat. Lift access is required if accommodation is on more than one floor.
- Office accommodation for Homelessness Service staff: -
 - reception area
 - five interview rooms
 - open plan office with furniture equipment and file storage etc. for 30 staff
 - three small offices
 - staff kitchen
 - staff rest room

- staff toilets
- CCTV at entrances, master key system for all doors

Options for Study

Four potential locations were identified from properties within the council's ownership; Croft House, Aberdon House and Victoria House - three vacant properties on the Social Work Service Account; and Spring Garden, a building which is currently in use as office accommodation for Aberdeen City Council Staff. Each was considered for both short- and long-term suitability.

Aberdon House Coningham Road, Aberdeen AB24 2TW
Service Account – General Services (Declared Surplus)

Aberdon House is a former care home located in the Tillydrone area, a residential district approximately 1.5 km from the city centre but with several bus links close by. It has local healthcare facilities and a number of convenience stores within walking distance. It comprises accommodation on three floors with a gross internal floor area of 2053m². The building is vacant and has been deemed surplus to requirements however, due to the length of time that it has been unoccupied, there has been substantial deterioration of the internal and external building fabric.

Two options were considered as part of the study; firstly to create 35 individual rooms as a short-term solution with the potential to convert part of the building into a direct access supported facility. The second option was to consider, additionally, creating en-suite facilities for longer term use.

Croft House Old Croft Terrace, Aberdeen AB16 5UD
Service Account – General Services (Declared Surplus)

Croft House is a former care home located in the Stockethill area, a residential district approximately 1.5 km from the city centre but it has several bus links close by and local shopping and healthcare facilities within walking distance. Its accommodation comprises three floors with a gross internal floor area of 2217m². The building is vacant but has sustained extensive internal damage due to break-ins during its void period.



Two options were considered as part of the study; firstly a short-term solution to create individual rooms with the potential to convert part of the building into a direct access supported facility with 10 Nr. Individual units. The second, longer term option was to consider creating supported units with en-suite facilities.

Victoria House

80-84 West North Street, Aberdeen AB24 5AR.
Service Account – General Services (Declared Surplus)

Close to the City Centre in a commercial area, Victoria House is a 3/4 storey granite-faced property, with a partial basement, formerly used as a hostel. It is approximately 1km from the city centre. Being in a more commercial area the nearest health centre is ½ km away but there are supermarkets and convenience stores within a short walk. The building is vacant and has been deemed surplus to requirements however, due to the length of time that it has been unoccupied, there has been substantial deterioration of the internal and external building fabric.



Three options were considered as part of the study; firstly to identify the number of flatted supported units and assessment facilities which could be accommodated within the existing building, from the plans produced some time ago by the firm Jenkins & Marr (now part of Archial Group), with current costings; secondly to

create individual rooms with en-suite facilities and 4 Nr. flatted supported units with an assessment facility; thirdly to consider demolishing the existing building and constructing a purpose-built hostel with individual en-suite units, flatted supported accommodation units and an assessment facility. A short-term option to repair the facility and use in its existing layout was considered but proved not to be feasible.

74-84

Spring Garden

Aberdeen AB25 IGN
Service Account – General Services

Spring Garden is currently in use by Aberdeen City Council as office accommodation. It is approximately 1km from the city centre. Being in a more commercial area the nearest health centre is ½ km away but there are supermarkets and convenience stores within a short walk. It comprises accommodation on three floors, with a gross internal floor area of 1379m².

Only one option was considered as part of the study; the provision of 24 Nr. self-contained units on the upper floors, each having en-suite facilities; with an assessment facility on the ground floor.

SITE INVESTIGATION & SURVEYS

Condition Reports

The initial Client Brief for the Homelessness Study indicates that a condition report exists for Aberdon House, Croft House and Spring Garden.

Aberdon House The photographs indicate that Aberdon House has a partial flat roof which may need replacement or repair. As all windows have been boarded up their condition cannot be established. The photographs support indications that deterioration of the internal and external building fabric has occurred.

A detailed list of work required to bring Aberdon House up to standard to form temporary homeless accommodation is contained in Appendix I.

Croft House The initial Client Brief for the Homelessness Study indicates that a condition report exists for Croft House; however, it appears that the survey report for Croft House was limited due to the presence of furniture and extensive vandalism.

The condition report indicates that the building has sustained extensive internal damage due to break-ins during its void period and suggests that replacement windows will be required.

Victoria House The current state of repair of Victoria House has not been established, however, an indication of its internal condition was provided within the Jenkins & Marr Report of March 2003. Deterioration of the external fabric is evident from the recent photographs and it is envisaged that similar deterioration has taken place internally.

Spring Garden The photographs suggest that Spring Garden has had replacement windows and partial roof repairs.

The building is currently in use as office accommodation for Aberdeen City Council, which suggests that it is generally in an acceptable state of repair.

Surveys

No information has been received on the existence of any site surveys, existing records, drawings and the like; nor has any investigation of ground conditions, soil contamination etc. been undertaken.

Services/Utilities

No information has been received on availability of statutory services or utilities. Detailed investigation on the availability of services or cost of provision will need to be carried out.

ASBESTOS

Asbestos Registers

At present it appears that asbestos registers exist and that asbestos surveys have been carried out at Croft House, Aberdon House and Spring Garden.

It is likely that the survey is limited in extent. Flues, ducts, voids or any similarly concealed areas, the access to which would necessitate the use of specialist equipment, or which would have caused damage to decoration, fixtures, fittings or the structure may not have been inspected. No areas would have been inspected that would require the removal of carpets, furniture, blinds, curtains, fixtures or fittings. The report makes no allowance for the potential that asbestos may be present in those areas which had not been inspected.

There is no indication in the outline brief that any type of survey has been carried out at Victoria House.

Where the buildings are currently unoccupied it may be prudent to carry out an intrusive survey at the earliest opportunity to determine the nature and extent of asbestos.

At Spring Garden, where the building currently remains in use, an intrusive survey cannot be carried out until the building has been vacated.

Asbestos Removal

Under the duty to manage asbestos containing materials (ACMs) in the Control of Asbestos at Work Regulations 2006, existing materials that are in good condition can be left in place if they are unlikely to be disturbed. However, before any major refurbishment can proceed, the Regulations require an intrusive survey to be carried out so that the nature and extent of any asbestos can be fully determined and the relevant information included in a Pre-Construction Health and Safety Plan.

All asbestos identified in the intrusive survey would need to be removed or encapsulated by a licensed contractor before any refurbishment work could commence.

In the event that the development involves demolition work at Victoria House it is mandatory that an intrusive survey is carried out and any asbestos identified must be removed by a licensed contractor before demolition can proceed.

STATUTORY CONSIDERATIONS

Planning Permission

A Housing Access Centre would not be regarded as permitted development, and therefore, planning permission would be required. Generally, an application for planning permission is always required for material changes of use involving hostels. However, as it has been established that three of the four properties involved are already in Use Class 8 (Residential Institutions), further advice is required on whether a planning application must be made before repair and minor alteration works are permitted to proceed.

Aberdon House Under the Town and Country Planning (Use Classes) (Scotland) Order 1997, the existing Aberdon House is in Planning Use Class 8 – Residential Institutions. Advice has been sought from the Planners as to the need to seek planning permission for a change of use to provide a Homelessness / Housing Advice Centre.

The proposed Unit will fulfil the criteria for Use Class 8 in that the provide “personal care including the provision of appropriate help with physical and social needs or support both during the day and at night.

Converting Aberdon House to a homelessness unit would not alter the use class, therefore in principle, planning permission for change of use should not be required; however further clarification from the Planners is awaited.

Croft House The existing Croft House is also in Planning Use Class 8 – Residential Institutions. On the basis of the advice given for Aberdon House it can be surmised that converting Croft House to a homelessness unit would not alter the use class, therefore planning permission for change of use should not be required; however further clarification from the Planners is awaited.

Spring Garden The existing Spring Garden is currently in use as office accommodation for Aberdeen City Council. Planning Consent for a Change of Use from Class 4 to Class 8 would be required before any development of Spring Garden could take place. Such an application would take a minimum of 16 weeks from completion of planning drawings, which suggests that Spring Garden could not be considered as a fast-track, temporary measure.

Victoria House The existing Victoria House believed to be also in Planning Use Class 8 – Residential Institutions however confirmation is required.

On the basis of the advice given for Aberdon House it can be surmised that converting Croft House to a homelessness unit would not alter the use class, therefore planning permission for

change of use should not be required; however further clarification from the Planners is awaited.

The planners have also indicated a preference for the main frontage of the building to be located close to West North Street.

Listed Building Consent

With regard to demolition and construction of a new build Housing Access Centre, full planning permission would be required. Due to the age of Victoria House, further investigations were made to establish whether the building was subject to Listed Building Consent.

The investigations have established that Victoria House is not listed, nor is Victoria House in a conservation area. The demolition of Victoria House would not be opposed on the basis of its being an historic building. However, the Local Plan encourages the retention of granite buildings and, as Victoria House is a substantial traditional granite building, its retention would be encouraged.

The Planners have also advised that if, as is considered likely, alteration should not prove cost-effective and permission to demolish Victoria House were to be granted to enable the site to be used for a new build facility, the Planners would expect the principal elevations to be formed with granite (new or old), however, some leeway might be granted regarding the amount of granite used on the principal elevations.

The current proposal to retain and refurbish the existing building close to West North Street for the Housing Access Centre could fulfil the Conservation Officer's preference to retain a granite building on the site, with approval for the main building to be demolished and constructed without the requirement for the principal elevations to be constructed in granite.

It has been noted that adjoining new-build properties do not have granite faces to their principal elevations so it might be possible to challenge a recommendation by the Conservation Officer for potentially costly granite elevations for the new-build facility,

Building Warrant / Fire Regulations

The project team has been advised that "a formal building warrant application is required for a conversion, even if it were not necessary for building work to be undertaken". The Procedural Handbook suggests that information provided for an application to convert is the same as required for an application to erect.

The standards identified in Schedule 6 of the Building Regulations should be met as far as is reasonably practicable. Prior to approval, the team will need to assess and confirm any works that might be necessary for compliance.

Whilst Schedule 6 mentions a raft of regulations, it is likely that the team would concentrate principally on the life safety standards. For example, there could be significant

additional cost implications should a sprinkler system need to be installed as part of the fire plan. It may be necessary to install a centralised fire alarm system. The electrical installation may require upgrading to current standards.

It is likely that additional insulation may be required to external walls; windows may need to be secondary glazed or replaced with double glazed units; roof voids may require also insulation to meet energy conservation targets.

Community Engagement

As only part of the proposal would require Planning Consent, a Community Engagement initiative is required to inform the affected neighbourhoods of the proposals, in the form of an information exercise.

A briefing paper was prepared for the Community Council to explain the rationale underpinning the selection of Aberdon House for the temporary accommodation provision. The paper explains the proposed service, including the number of units and type of support that will be offered.

Other Statutory Considerations

Advice is also required as to whether any new development would be built under the Housing Act and any energy conservation criteria.

OPTIONS APPRAISAL

Outline proposals for the number of single person ensuite units which could be accommodated were based on National Care Standard spaces (refurbishment) of 10.5m² living space and 3.5m² ensuite with wc / whb / shower.

Aberdon House The initial study indicated that 40 self-contained ensuite single person occupancy units could be accommodated within the existing building.

Outline proposals based on the needs analysis have demonstrated that the following 20 units could be accommodated on the site: -

- 1 4-bed flat (5-8 person occupancy)
 - 3 2-bed flats (2-4 person occupancy)
 - 7 1-bed flats (1-2 person occupancy)
 - 9 self-contained ensuite single person occupancy
- Representing provision for between 27 and 35 Persons

A 2-bed flat for Staff accommodation would be provided on the 1st floor the above proposal represents a shortfall of one ensuite bedroom and nine 1-bed flats, compared to the specification prepared by the Homelessness Service. However, the units could be provided within a relatively short timeframe of 4-5 months subject to HMO licensing.

An alternative proposal has been developed to maximise the number of single units which could be provided within a short timeframe, by using the existing layout with no structural alterations and minimal remodelling. This is the preferred option, consisting of 35 single rooms and one 1-bed flat with staff accommodation on site.

Croft House The initial study indicated that 50 self-contained ensuite single person occupancy units could be accommodated within the existing building.

Outline proposals based on the needs analysis have indicated options for 25 or 32 units to be accommodated on the site with a 2-bed flat for staff accommodation provided on the 2nd floor.

- I 1 4-bed flat (5-8 person occupancy)
 - 14 1-bed flats (1-2 person occupancy)
 - 10 self-contained ensuite single person occupancy
- Representing provision for between 29 and 46 Persons

- OR II 1 4-bed flat (5-8 person occupancy)
 - 10 1-bed flats (1-2 person occupancy)
 - 21 self-contained ensuite single person occupancy
- Representing provision for between 36 and 49 Persons

Option I would be the preferred of the two options; however, a shortfall remains of two 1-bed flats and three 2-bed flats. Option II represents a shortfall of six 1-bed flats and three 2-bed flats and a surplus of 11 self-contained single ensuite units over the Homelessness Service specification.

Due to extensive external repair work required to the external fabric, Croft House would have a delivery timeframe substantially longer than that for Aberdon House.

Spring Garden

The initial study indicated that a maximum of 24 self-contained ensuite single person occupancy units could be accommodated within the existing building. Space for 24 self-contained ensuite units has now been identified on the upper (1st and 2nd) floors but the proposed ground floor layout has not yet been determined. It is anticipated that the ground floor space could provide the staff accommodation identified in the project brief.

The above proposal represents a surplus of eight ensuite units and a shortfall of one 4-bed, three 2-bed and 16 1-bed flats, compared to the specification prepared by the Homelessness Service.

As Spring Garden is currently in use as office accommodation for Aberdeen City Council the staff would need to be found alternative accommodation before any alteration work could commence. Further detailed design work is required to confirm the feasibility of the proposals, particularly in relation to lie-in heights in a number of rooms and drainage routes from the en-suites, so the delivery timeframe would again be substantially longer than that for Aberdon House.

Victoria House

Some time ago, Jenkins & Marr (now part of Archial Group via SMC) produced drawings which indicated that 8 Nr. flatted supported Units could be accommodated on the ground floor and 8 Nr on each of the first and second floors; a total of 24 Nr. flatted supported Units which would accommodate up to 38, mostly in 1-bedroom, 2-person configuration. The proposals, drawn up in 2003, involve major alterations to the existing building and a three storey infill extension with three flatted units on each floor, new staircases and a lift to serve the upper floors.

As extensive damage to the fabric of the building has occurred due to its having been unoccupied for some considerable time, the building would be likely to require substantial repair work before re-modelling could commence, leading to a protracted delivery timeframe. In addition the number and type of units would not meet the requirements of the homelessness service for the number and type of units

An alternative proposal would be to demolish the existing Victoria House to construct a purpose-built facility. The site has a footprint of 581 sq.m and has been shown to be of sufficient size to provide a purpose-built hostel, with the existing building on the site boundary facing West North Street being retained to accommodate the Housing Access Centre. The hostel could provide 24 flatted supported units and (a minimum of) 10 self-contained ensuite single person occupancy units with ancillary staff accommodation for the assessment centre. For the purposes of this report it has been assumed that a facility of 5 storeys in height could be constructed, with accommodation provided to National Care Standards capable of accommodating between 41 and 70 persons. Floor layouts for the above proposal have been prepared by the senior Architectural Officer.

There would be a substantial project delivery period; based on approval to develop the design in February 2010, a planning application in May 2010 and tenders being sought whilst the application for planning approval was under consideration, it is anticipated that a start on site could be made in October 2010 and completion / handover late in 2011/early 2012.

Conclusion

A new, purpose-built hostel on the site of Victoria House would provide the full specification for the permanent Housing Access Centre and exceed the accommodation requirement. In the interim, the hostel accommodation and assessment service could be provided from a facility at Aberdon House.

STRATEGY

Methodology

We recommend that a robust project management strategy and methodology, involving a Gateway Review process and incorporating Risk and Value Management principles, e.g. OGC, PRINCE2, be followed to support the new Homelessness Manager in delivering the Project.

Procurement

The procurement strategy for the project has not been confirmed, although indications are that the construction of at least one unit will require early approval to proceed. It may be necessary to look at pricing the works on a schedule of rates basis.

Options for fast-track procurement for the temporary solution include using Building Services. Alternatively in order to demonstrate best value, tenders could be sought on a schedule of rates basis from contractors on the Council's Select List of Tenderers / Framework.

Consideration should be given to the development of a procurement strategy for the longer-term provision, which may demand early contractor involvement for the redevelopment of Victoria House. Options include traditional single-stage and two-stage or design-and-build.

Programme

An outline strategic programme, incorporating design, public consultation, the committee approval cycle, procurement, construction, fit-out and commissioning, has been prepared for the project to provide an indication of the likely development timeframe for each location to inform the decision-making process.

Aberdon House (Temporary Provision)

An outline programme for the provision of temporary accommodation at Aberdon House has been established as follows:-

1. Committee approval to proceed	Feb 2010
2. Planning, Building Warrant & HMO Application	Mar/Apr 2010
3. Complete design, schedule of works and cost plan	Mar/Apr 2010
4. Procurement & Pre-Construction Lead-in period	Apr/May 2010
5. Repairs and Alterations: Operations on site	Jun/Jul 2010
6. Fit-out, fixtures and fittings	July 2010
7. Handover	End July 2010

Croft House &
Spring Garden

Outline programmes prepared for the alterations to Croft House and Spring Garden as part of the Options Appraisal suggest that the delivery period would be 5-6 months longer than for Aberdon House; at Croft House this is due to the extensive repair works required and at Spring Garden because of the need to secure alternative office accommodation for City Council staff currently occupying the building.

Once planning approval were granted we would anticipate a period of 26-30 weeks to complete the necessary repairs, alterations and fit-out works at each location, leading to a Handover date of December 2010 for Croft House and Spring Garden. This suggests that neither Croft House nor Spring Garden would be suitable for short-term provision of the Housing Access Centre if early completion, in July/August 2010 is required.

Victoria House

Early indications are that a new-build development at Victoria House, the preferred long-term option, could be completed within 15-18 months of securing planning permission, however, a substantial amount of design work is required to provide a detailed cost estimate to secure Committee approval before submitting a planning application.

Alternatively, restoration of and extension to Victoria House could be achieved within a similar timeframe although this is not the preferred option.

1. Committee approval to proceed	Feb 2010
2. Drawings for planning application	Mar/Apr 2010
3. Planning, Building Warrant & HMO Application	Apr-July 2010
4. Complete design, schedule of works and cost plan	Apr-July 2010
5. Procurement & Pre-Construction Lead-in period	July-Sep 2010
New-Build Centre at Victoria House	
6. Demolish Victoria House	July-Sep 2010
7. New Building: Operations on site	Oct 10-Jul 11
8. Fit-out, fixtures and fittings	Aug/Sep 2011
9. Handover	Sep/Oct 2011

Once the new facility on the site of Victoria House was ready for occupation, the residents at Aberdon House could be relocated and the Aberdon House site would be available for redevelopment or disposal.

ORDER OF COST ESTIMATES

Minor Works

It has been established that Aberdon House is in a good state of repair and requires only minor work to bring it up to HMO standard. The outline scope of works scheduled in Appendix 2 has been estimated to cost in the order of £100,000-£150,000.

Repairs, structural alterations and refurbishment

Indications are that the cost to refurbish a hostel or similar property would be between £650 and £900 per square metre. However the figure quoted covers internal repairs/remedial works only; the total rate will be dependent on the extent of external repair works to be carried out, which is currently unknown and can only be established by carrying out a condition survey. An indication of the possible additional cost for exterior repairs is that the total for interior and exterior refurbishment is likely to be between £900 and £1100 per square metre.

New Build

The construction cost for a purpose-built centre of the type proposed would be in the order of £1400-£1600 per square metre, based on traditional construction on a cleared level site with no abnormalities requiring substantial additional foundations and with no planning constraints on type of materials to be used. The potential planning condition requiring the principal elevations to be constructed in granite, together with the lack of certainty with regard to the site conditions in the absence of a site investigation, could add up to £200 per square metre, resulting in an overall cost of between £1600 and £1800 per square metre.

The initial order of cost for **temporary provision** each building is therefore as follows:-

<u>Aberdon House</u>	based on Gross Internal Floor Area (GIFA) of 2053m ² Minor works to provide a temporary facility: £100k-£150k
<u>Croft House</u>	based on Gross Internal Floor Area (GIFA) of 2217m ² Minor works to provide a temporary facility: £300k-£450k
<u>Victoria House</u>	The cost of repairs to bring the building in its current form back into use is estimated at £780,000-850,000. However the extent of repair works required means Victoria House could not be used as a short-term measure as it could not be brought back into service within 6 months.
<u>Spring Garden</u>	To provide a temporary facility, Spring Garden would require major internal alterations at an indicative rate of £900-1100/sq.m: which, based on the Gross Internal Floor Area (GIFA) of 1379m ² would equate to between £828k-£970k. However the number of persons which could be accommodated is less than 50% of the specified accommodation requirements of the Homelessness Manager for temporary provision. As Spring Garden is currently in use as office

accommodation for Aberdeen City Council staff, it is unsuitable for short-term provision.

On the basis of the information provided, Aberdon House offers the best value in terms of cost of repair/refurbishment works to provide a temporary facility.

The initial order of cost for **permanent provision** at each building is as follows: -

Victoria House
(Refurbishment)

An estimate of the gross internal floor of the existing buildings has been calculated, based on the original Jenkins and Marr (Archial) proposal for conversion and extension to form 24 flatted units including 9 new-build units. The estimate of the gross internal floor area (GIFA) of Victoria House is approximately 1600 sq.m (excluding the basement).

The original Jenkins and Marr (Archial) proposal gives an order of cost estimate of £2.385m at March 2003 for all alterations, repairs and the new extension. This equates to a cost per square metre of almost £1,500. However the figure in the Jenkins and Marr (Archial) proposal reflects the extensive repair and alteration works required to bring the building into use, which would involve major structural alterations and remodelling. It is possible that additional work would be required to refurbish the building to current National Care Standards.

The tender price index shows an increase of 7.7% from March 2003 to 1st Quarter (January-March) 2010. On this basis an up-to-date order of cost for the refurbishment of Victoria House to the standards pertaining in 2003 would be between £2.8 and £3.4 million.

Victoria House
(New Build)

An indicative layout for a purpose-built facility has been prepared, with new-build hostel and assessment centre and an existing building on site refurbished to form the Housing Access Centre. An indicative cost has been established, based on the indicative layout

Based on an order of cost of £1600-1800 per square metre for a combination of new construction and refurbishment works, we consider that the anticipated capital cost of developing the new facility on the site of Victoria House would be in the order of £4.4-4.95 million excluding land costs, professional fees and charges.

The order of cost estimate is based on the assumption that the new building on the site of Victoria House would be of traditional construction, of no more than 6 storeys in height, requiring no specialised foundations, with the offices, kitchen, laundry, seating

and dining accommodation on the ground floor and residents' and staff accommodation on the upper floors.

No allowance has been made for unforeseen ground conditions, compliance with planning constraints, specialist materials or construction methods or any other abnormal costs. It is assumed that the granite would be re-used or a credit obtained for it as part of the demolition contract.

Aberdon House based on Gross Internal Floor Area (GIFA) of 2053m²
Total refurbishment at £900-1100/sq.m: £1.8-£2.25 million

Croft House based on Gross Internal Floor Area (GIFA) of 2217m²
Total refurbishment at £900-1100/sq.m: £1.99-£2.5 million

Spring Garden based on Gross Internal Floor Area (GIFA) of 1379m²
Total refurbishment at £900-1100/sq.m: £1.25- £1.5million

Indicative cost per unit of accommodation and cost per occupant are contained in the options table following the Executive Summary.

On the basis of the information available, the option to redevelop the site of Victoria House with a new purpose-built facility offers best value in terms of cost per resident.

Early Cost Advice

It is particularly difficult to provide cost advice on a project where many variables remain outstanding. The order of cost estimates are based on all available design information, however unknown project and/or site constraints could still have a significant effect.

Initial cost advice was provided to the Homelessness Manager in December 2009, based on statistical analyses of prices and costs sampled from industry data on completed projects, held within a Surveying database. In an attempt to provide an improved indication of the order of cost we have consulted data from past projects in which RLF has been involved, which are more relevant to the local market conditions.

The figures indicated above can only act as a **general guide** to the level of construction costs until such time that sufficiently detailed information is available, based on detailed drawings and/or a schedule of works, to enable an elemental cost plan to be produced.

Pricing Document for Tender

Once the brief has been signed off and the decision on the option/s to pursue has been confirmed, drawings / sketches and a detailed specification / schedule of work will need to be prepared detailing the full extent of remedial / repair work and remodelling work at each location, to enable pricing to be established; initially in the form of an elemental cost

plan, leading to a schedule of works for tendering. Elements to be considered include but are not limited to:

Repairs and remedial work

- External envelope – walls
- External envelope – windows
- External envelope – external doors
- External envelope – roof
- Internal fabric – load bearing walls
- Internal fabric – partition walls
- Internal fabric – internal doors
- Internal fabric – staircases
- Internal fabric – lift
- Services – mechanical / ventilation / heating
- Services – electrical supply and distribution
- Services – waste water disposal
- Services – rainwater disposal
- Services – water supply
- Services – Gas supply

Remodelling work

- New internal partitions
- New floor, wall and ceiling finishes
- New heating system, hot and cold water distribution
- New sanitaryware
- New fitted kitchen and appliances
- New furniture, soft furnishings; bedding, curtains and the like (tbc)
- New alarm system: fire and safety/security

External Works

- Remedial work to paving
- New landscaping and planting

An indication of the works required to provide the temporary facility at Aberdon House is contained in Appendix I.

With regard to permanent provision, if the decision to demolish Victoria House and develop the site is endorsed by Council, then a detailed design with production information will form the basis of the pricing document for the works.

**APPENDIX I
OPTIONS APPRAISAL MATRIX – TEMPORARY PROVISION**

Option	Location	No of units (See note 1)	Timescales	Estimated Cost (See note 2)	Cost per unit	Cost per occupant	Community impact H/M/L (ACC assessment)	Provision to accommodate H.A.C. on site?	Conclusion / Recommendation
Aberdon House	Coningham Road, Aberdeen, AB24 2TW	36 Units 35 x single wpf* 1 x 1 bed flat (35-37 occupants) 1 x 2 bed flat (for staff use)	Completion Jul/Aug 2010	£100,000- £150,000	£2,750-£3,000	£2,000-£2,750	High	Yes	Provides 80-85% of temporary requirements. Only minor works needed to bring up to standard. Suitable for use as a temporary facility until permanent facility becomes available.
Croft House	Old Croft Terrace, Aberdeen, AB16 5UD	50 Units 50 x single wpf* 1 x 1 bed flat (50-52 occupants) 1 x 2 bed flat (for staff use)	Completion Nov/Dec 2010	£330,000- £450,000	£6,000-£9,000	£6,000-£9,000	High	No	Not recommended for the temporary facility as extensive repairs are required to bring up to current standards.
Victoria House	80-84 West North Street, Aberdeen, AB24 5AR	28 Units 28 x single rooms without private facilities (wpf)	Completion March 2011	£780,000- £850,000	£28,000- £30,000	£28,000- £30,000	Medium to Low	Yes	Not recommended due to extensive remodelling, structural alterations and repairs needed to bring up to current standards
Spring Garden	74-84 Spring Garden, Aberdeen, AB24 1GN	Currently in use as Aberdeen City Council Office accommodation. See Note 3	-	-	-	-	Medium to low	Yes in existing office space on ground floor	Unsuitable for temporary use in the short term. Extensive remodelling would be required to form permanent facility.

Notes

- (1) Units range from single rooms *without private facilities (wpf), single ensuite, 1-bed flat for 1-2 occupants, 2-bed flat for 1-2 occupants, 4-bed flat for 5-8 occupants
- (2) The above Cost Estimate is based upon 50-75/sq.m for minor alterations and fit-out works and £150-200/sq.m for more extensive fabric repairs only; major repairs, structural alterations and extensive refurbishment has been excluded from the analysis of providing a temporary facility on grounds of cost and time constraints.
- (3) The existing upper floor rooms are unsuitable for use in their current form: would require planning permission for change of use and extensive internal alteration work.
- (4) The table below for permanent works includes an estimate of the cost of permanent repairs and major refurbishment costs at between £1100-1300/sq.m for structural alterations, repairs and refurbishment: at Aberdon House the cost is likely to be lower due to considerably better state of repair. New build cost £1600-1800/sq.m.
- (5) Aberdon House cannot be converted for permanent use whilst still in use as temporary facility.

**APPENDIX 11
OPTIONS APPRAISAL MATRIX – PERMANENT PROVISION**

Option	Location	No of units (See note 1)	Timescale	Estimated Cost (See note 4)	Cost per unit	Cost per occupant	Community impact H/M/L (ACC assessment)	Provision to accommodate H.A.C. on site?	Summary
Aberdon House	Coningham Road, Aberdeen, AB24 2TW	20 Units 9 x single ensuite 7 x 1 bed flats 3 x 2 bed flats 1 x 4 bed flat (34 occupants)	Completion March 2012 (See note 5)	£1.8-£2.25m	£90,000- £112,500	£53,000- £66,000	High	Yes	Provides <u>only 65%</u> of HAC accommodation requirements and is less cost-effective than other options.
		Option I: 25 Units 10 x single ensuite 1 x 4 bed flat 14 x 1 bed flat (29-46 occupants)	Completion Nov/Dec 2010	£1.99-£2.5m	£79,600- £80,000	£43,000- £86,000	High	No	Not recommended for permanent provision. No provision for HAC on site. Option 1 offers <u>only 75%</u> of requirements. Option 2 virtually fulfils requirements but at a higher unit cost than Victoria House.
Croft House	Old Croft Terrace, Aberdeen, AB16 5UD	Option II: 32 Units 21 x single ensuite 1 x 4 bed flat 10 x 1 bed flat (35-49 occupants)	Completion Nov 2011	£2.8-3.4m (Jenkins & Marr report March 2003 @ Jan 2010)	£117,000- £142,000	£54,000- £130,750	Medium to low	Yes	Alteration and extension provides <u>75-95%</u> of HAC requirements but at a high cost per occupant. The new build facility proposed would fulfil more than <u>100%</u> HAC requirements and meet care standards more effectively than altering / extending the existing building. <u>Recommended for permanent provision</u>
		New Build 35 Units 10 x single ensuite 20 x 1 bed flats 3 x 2 bed flats 1 x 4 bed flat (41-70 occupants) 500 sq.m Staff Area + 360 sq.m HAC office	Completion Sep 2011	£4.4-4.9m Total cost incl. HAC £4.0-4.5m Accommodation only	£125,000- £140,000 incl. cost of HAC £114,000- £125,000 Accommodation only	£63,000- £119,500 incl. cost of HAC £57,500- £110,000 Accommodation only	Medium to low	Yes	Provides <u>less than 50%</u> of accommodation requirements.
Spring Garden	74-84 Spring Garden, Aberdeen, AB24 1GN	24 x single ensuite (24 occupants)	Completion Nov/Dec 2010	£1.25-1.5m	£52,000- £62,500	£52,000- £62,500	Medium to low	Yes	

APPENDIX 11 OPTIONS APPRAISAL MATRIX – PERMANENT PROVISION

Notes

Units range from single rooms *without private facilities (w/pf), single ensuite, 1-bed flat for 1-2 occupants, 2-bed flat for 1-2 occupants, 4-bed flat for 5-8 occupants

- (1) The above Cost Estimate is based upon 50-75/sq.m for minor alterations and fit-out works and £150-200/sq.m for more extensive fabric repairs only; major repairs, structural alterations and extensive refurbishment has been excluded from the analysis of providing a temporary facility on grounds of cost and time constraints.
- (2) The existing upper floor rooms are unsuitable for use in their current form: would require planning permission for change of use and extensive internal alteration work.
- (3) The table below for permanent works includes an estimate of the cost of permanent repairs and major refurbishment costs at between £1100-1300/sq.m for structural alterations, repairs and refurbishment: at Aberdon House the cost is likely to be lower due to considerably better state of repair. New build cost £1600-1800/sq.m.
- (4) Aberdon House cannot be converted for permanent use whilst still in use as temporary facility.

HOUSING ACCESS CENTRE - Homelessness Service and Accommodation for Homeless

Contract 6921

Order of Cost Estimate - 10 February 2010

TOTAL DEVELOPMENT COST

Description of Costs associated with the developments

	Victoria House Predominantly New Build - Permanent	Victoria House Relurb/Extension Permanent	Croft House Refurbishment Permanent	Spring Garden Refurbishment Permanent	Aberdon House Refurbishment Temporary/Short term
1- LAND COSTS	700,000	700,000	700,000	600,000	550,000
All Sept 2009 valuation except Spring Garden (2005)					
2 - ENABLING COSTS					
Demolition & Site Clearance Costs (Victoria House only)	75,000	0	0	0	0
Professional Fees and Corporate Administration costs for the demolition/ site clearance works (12% as reported to Committee)	9,000	0	0	0	0
Direct payments paid through the demolitions contracts	0	0	0	0	0
3- BUILD COSTS					
Construction cost - as figures shown in report to committee	4,500,000	2,750,000	2,500,000	1,500,000	150,000
Options:					
Victoria House New-Build accommodation & refurbished HAC					
Victoria House refurbishment and extension					
Croft House refurbishment					
Spring Garden refurbishment					
Aberdon House (Temporary) refurbishment					
4- FEES					
Professional Fees and Corporate Administration Costs on the refurb/ construction costs (allowed as 12% meantime for this cost exercise)	540,000	330,000	300,000	180,000	18,000
(notional Professional fees for the demolition and remedial works contracts shown above against the specific contracts)					
TOTAL FOR ALL COSTS SHOWN ABOVE	<u>5,824,000</u>	<u>3,780,000</u>	<u>3,500,000</u>	<u>2,280,000</u>	<u>718,000</u>
TOTAL FOR BUILD COST AND ASSOCIATED PROFESSIONAL FEES ONLY (ie items 3 and 4 only)	5,040,000	3,080,000	2,800,000	1,680,000	168,000
Deduct - for government grant allowance of 25,000 per unit	-750,000	-750,000	-625,000	-600,000	tbc
TOTAL FOR BUILD COST AND ASSOCIATED PROFESSIONAL FEES ONLY (ie items 3 and 4 only) but grant allowance deducted	4,290,000	2,330,000	2,175,000	1,080,000	168,000

HOUSING ACCESS CENTRE - Homelessness Service and Accommodation for Homeless

Contract 6921

Order of Cost Estimate - 10 February 2010

	Victoria House Predominantly New Build - Permanent	Victoria House Relurb/Extension Permanent	Croft House Relurbishment Permanent	Spring Garden Relurbishment Permanent	Aberdon House Relurbishment Temporary/Short term
Build Cost inc Fees (no grant deduction)	5,040,000	3,080,000	2,800,000	1,680,000	168,000
Unit Cost excl grant	168,000	102,667	112,000	70,000	4,667
Build Cost inc Fees (including grant deduction)	4,290,000	2,330,000	2,175,000	1,080,000	168,000
Unit Cost incl grant	143,000	77,667	87,000	45,000	4,667
Total Development Unit Cost inc Fees	194,133	126,000	129,630	95,000	19,944

Notes

Average cost of units (no differentiation between property types - strictly Total shown divided by the number of units on each site) refer to table below for average unit costs both without and with the grant deduction.

The unit costs are shown for build cost with associated professional fees allowance only.

Valuation at September 2009 for Spring Garden to be established

Demolition cost based on Order of Cost Estimate from Coleman Demolition

No direct payments have been identified / advised

Build costs shown are from RLF Order of Cost Estimates

APPENDIX IV

ABERDON HOUSE TEMPORARY HOMELESSNESS ACCOMMODATION OUTLINE SCOPE OF WORKS

GENERAL - EXISTING

Bedrooms have smoke detectors, wash hand basins and TV points
Bedroom doors (including door closers) to be retained
Most bedrooms contain furniture. Confirmation required from Social Work that all furniture to remain. Homeless unit to advise furniture to be retained.
Bedrooms do not have built-in storage

GENERAL – PROPOSED

Building warrant application for conversion of building
Supply and fit new curtain tracks and fire retardant curtains throughout
Door locks to be replaced with latch style lock with thumb turn internally – master key system
Tunstall call system to be removed
Low surface temperature covers located in main entrance area to be re-fitted to radiators
Communal doors to be replaced with half hour FR self closing doors
Generally decoration is acceptable - allowance to be made for painter work.
Signs or water penetration in a few locations – roof to be inspected
Boarding over windows to be removed
Professional clean

ELECTRICS

Check battery packs
Check emergency lighting
Check keyed switches on external fire doors

FIRE SAFETY

Arrange for emergency signage and fire fighting equipment survey by specialists
Holes to be filled with intumescent sealant (half hour protection)
Ducts in stores off commercial kitchen to be sealed
Door grilles above bedroom doors to be removed, intumescent filler installed, and grille replaced.
Joiner to check fire doors once heating on to ensure good fit

NEW KITCHENS

Building warrant approval required
Fire blanket
60 l/s extractor fan
Heat detector (smoke detector not recommended)

ASBESTOS REPORT

Undercloak to roof – cement sheet, chrysotile
Pipe box in boiler room – insulation board, amosite
(25 November 2009 – asbestos inspector requested to sample ceilings in entrance block)

01 Dec 2009

**APPENDIX V
PROPOSED HOMELESSNESS CENTRE – LEVEL OF CARE PROVISION**

	Element of Care	Nature of Support Provided
Health	Taking Medication	Prompting or reminding re medication
	Obtaining medication	Prompting or reminding re prescriptions, or collecting medication for the service user
	Smoking	Advising and reminding re safety of accommodation e.g. where there is a risk of fire due to lighted cigarettes
	Substance misuse	Advising and assisting to access rehabilitation services
Nutrition	Special diet	Reminding re special diet (e.g. when writing shopping lists/cooking etc) or referring to specialist agencies
	Ability to prepare meals	Advising and assisting with food preparation, and development of these life skills
	Using cooking facilities	Advising and assisting on how to use cooking facilities and ensuring safety of the service user in using cooker, and developing these life skills
Mental Health	Mood	General counselling as part of support package, or referring to GP/ specialist mental health agencies as appropriate
	Motivation	General counselling - motivation may impact on various housing support tasks e.g. ability to prepare food, motivation to clean, getting out and about, shopping etc
	Disturbance/ Disruption	Advising service user re strategies for dealing with instances of disturbance or disruption - minimising impact of this on neighbours
	Aggression (verbal or physical)	General counselling and devising strategies for dealing with aggression, or referring to specialist agencies as appropriate
	Making decisions and planning ahead	Assisting to plan ahead and making decisions regarding housing related issues
	Memory/cognition	Assisting to devise memory aids for housing related issues (e.g. memory cards re locking doors/keeping appointments etc), or reminding service user re various housing related tasks
	Behaviour	General counselling re behaviour in and around accommodation (e.g. advising re acceptable behaviour in order to avoid anti-social behaviour complaints etc)
	Awareness of danger/risks	General counselling and reminding re areas of danger/risk within accommodation (e.g. controlling access to accommodation, security of home, fire/flood awareness, how to safely use appliances etc)
Social Behaviour / Community Living	Communication	General counselling and advice around how to communicate with others, including various methods of communication (e.g. making telephone calls/ developing relationships with others - including other service users within shared accommodation/ professionals/ neighbours etc)
	Socialising	Assisting to develop social networks/link into social activities (including residents within sheltered housing complexes)
	Taking part in social activities	Encouraging and enabling to participate in social activities, including introducing to these, and ensuring regular attendance
	Pursuit of personal interests	General counselling and advice re personal interests, including gathering information, linking in to activities etc
	Maintaining relationships	Encouraging and enabling relationships to be developed/ sustained, at various levels, including professional, social, family and neighbour relationships

	Using the telephone	Assisting and supervising the use of a telephone - developing confidence and encouraging to make telephone calls with regard to housing or personal circumstances (to prevent social isolation)
	Transport (for outings, appointments etc)	General counselling and advice around the use of transport to get to important appointments/get to social events etc
Life Skills/ Opportunities	Literacy / Numeracy	General counselling, getting advice or information, or referral to agencies for assistance with literacy/numeracy
	Education	General counselling and assistance getting advice or information re education opportunities (college courses, informal local courses etc)
	Training	General counselling, getting advice or information, or referral to agencies re training opportunities, and encouragement/assistance to attend training as necessary
	Employment	General counselling, getting advice or information, or referral to agencies re employment opportunities, and encouragement/assistance to attend
	Engaging with services / professionals	Assisting/encouraging individuals to engage with a wide variety of services and professionals, appropriate to the setting up or sustaining of accommodation, keeping medical appointments, attending benefits appointments etc
	Summoning help/alerting others	General counselling and advice about who to contact, and when, in the case of an emergency; this may also cover raising the alarm through community alarm systems/dispersed alarms etc
	Arranging and keeping appointments	General counselling about and assistance to make appointments (with a variety of individuals and professionals), and reminding to keep them, as required
Maintaining the Accommodation	Doing housework (inc window cleaning)	General counselling and advice/doing the housework or window cleaning, where the service user is unable to do this for themselves (e.g. physical disability etc)
	Doing laundry	General counselling and assistance or supervision with laundry
	Using heating	Advising the service user re the safe use of heating facilities, e.g. electric/gas fires, central heating systems etc; ensuring that safety is addressed and advising how to arrange repairs to heating systems, if required
	Using appliances	Advising and supervising the service user re the use of appliances, and addressing how to arrange repairs, if required
	Using gas	Advising and supervising the service user re the safe use of gas, including fires, cookers, central heating systems etc; referring for an assessment, where the service user is at risk using gas themselves; assisting to or advising how to arrange repairs to be carried out as required
	Maintaining a safe and secure home (inc minor repairs)	Advising and assisting re how to keep accommodation safe and secure e.g. ensuring locks are safe, arranging additional security measures if required e.g. door chains etc; advising re smoke alarms; assisting or supporting the service user to report any repairs required to the tenancy, as required; this may also include controlling access to the accommodation

	Shopping and general errands	Advising and assisting the service user re shopping and general errands (e.g. collecting benefits money; dealing with prescriptions etc); going shopping or errands for the client, where they are unable to do this for themselves (e.g. due to physical/ mental health problems etc),
	Managing household and personal affairs	Advising and assisting the service user to manage household and personal affairs e.g.: making referrals for income maximisation; assisting with benefits/grant applications; advising re budgeting; setting up payment plans for utility bills; money management; dealing with correspondence; etc
	Moving to other accommodation or resettlement	Advising or assisting the service user to move into other accommodation; this may be helping someone that is currently homeless to access accommodation for the first time; it might involve moving from supported accommodation to less supported accommodation, or vice versa; the tasks included in this element of support can be quite varied; examples of these are: completing an application for housing; making regular bids/applications for housing; actually moving in to the accommodation; ensuring that the accommodation is habitable (in terms of repairs, décor etc); ensuring that the accommodation is adequately furnished; ensuring that there are heating/ cooking facilities in place; ensuring that utilities are connected; assisting client to register with local GP/ dentist etc

STAFFING

Accommodation Details of the level of care which the staff will provide at the Centre are contained within Appendix 2. Care will be provided during the day and at night. As staff will be required to provide care at all times, provision must be made within the Housing Access Centre for staff welfare facilities as well as office accommodation.

The Office accommodation requirement for Homelessness Service staff has been established within the Specification prepared by the Homelessness Manager: -

- reception area
- 5 interview rooms
- open plan office for 30 staff
- space for equipment and storage of files etc.
- 3 small offices
- staff kitchen
- staff rest room
- toilets

Staffing Levels

The Specification prepared by the Homelessness Manager indicates that the staff team would number 25, working shifts, with a maximum of 8 staff on duty at the Housing Access Centre at any one time.

The staffing levels for the temporary and permanent provision of homeless accommodation are the subject of a separate report being prepared by the Homelessness Manager.

ABERDEEN CITY COUNCIL

COMMITTEE -	Housing & Environment
DATE –	16 th February 2010
DIRECTOR –	Pete Leonard
TITLE OF REPORT –	Contractual Arrangements with Aberdeen Cyrenians Limited (ACL)

1. PURPOSE OF REPORT

The purpose of this report is to request approval to extend the housing element of the current time limited contract with Aberdeen Cyrenians Ltd. until the 31 July 2010 (or such earlier date as required). Delegated powers are also sought to award contracts to the preferred bidder as a result of the current procurement process.

The current contract arrangements were agreed by the Urgent Business Committee on 5th August 2009. The future service provision relating to the services are currently the subject of tendering for new contracts however these will not be in place by 1 April 2010 which is the date the current contract with Aberdeen Cyrenians Ltd expires.

2. RECOMMENDATION(S)

It is recommended that Committee

1. agree to the extension to 31 July 2010, or such earlier date as required, the housing element of the contract for housing support services with Aberdeen Cyrenians Ltd.
2. delegates to the Director of Housing & Environment, in conjunction with the Director of Corporate Governance, the powers to award a contract to the preferred Bidder as a result of the current procurement process if it is not possible to report to the 13th April 2010 Housing & Environment Committee. Such delegated powers will only be used after consultation with the Convener and Vice Convener of the Housing & Environment Committee.

3. FINANCIAL IMPLICATIONS

Committee should note that as the services have been included in the budget for 2010/11 there is therefore the finance available to cover the costs of the extension and no additional costs are involved.

Following the decommissioning and realignment of ACL services during 2008/09 the services funded by the housing budgets are Community Supported Accommodation Service, Community Resettlement, Advice & Support Service and Margaret House. The service at Margaret House is a jointly funded service with Social Care & Wellbeing.

4. SERVICE & COMMUNITY IMPACT

The Community Plan sets out our vision for the future of the City. Our vision is a City which is Vibrant, Dynamic and Forward Looking an even better place to live and work, where people can expect high quality services that meet their needs. The current policy aims to fulfil the following Vibrant Dynamic and Forward Looking objective:

Work in partnership with other public bodies to deliver maximum efficiencies.

ACC's Single Outcome Agreement is contained within the Community Plan Update 2008 and the Single Outcome Agreement 2008-2011. This links national outcomes with local outcomes and priorities that in turn support the administration's policy document. Those matters specifically related (either directly or indirectly) to participation and consultation are:

1. Improve the quality of life in our most deprived areas, taking advantage of regeneration opportunities city wide as they present themselves and identify in consultation with the local communities.
2. Tackle the significant inequalities in Scottish Society, and agree to wider participation of partners from TACA on the equalities Action Network.

5. OTHER IMPLICATIONS

Legal Implications

The currently tendering and commissioning of new services will ensure that all legal issues arising from contracts and commissioning are complied with.

Personnel Implications

There are no direct Personnel issues arising from this report.

There are no direct equipment implications arising from the report.

There are no direct Health and Safety implications arising from the report.

Resource Implications

The funding to cover the extension is contained within the budget. These funds would have been used to fund the new contracts but can be used to fund the extension of this contract until such time as the new contracts comes into effect.

Property Implications

There are no direct property implications arising from the report.

6. IMPLEMENTATION

Subject to the decision of the Committee, matters will be taken forward by the Director of Housing and Environment in consultation with the City Solicitor.

7. CURRENT POSITION

- 7.1 The Urgent Business Committee on 5th August 2009 agreed to the issuing of temporary contracts to ACL to 31st March 2010. They also agreed that the Council disengage from ACL on a phased basis ending on 31st March 2010 with an open and competitive procurement process for new services to be taken forward.
- 7.2 This procurement exercise is now well under way, covering both the Social Care & Wellbeing and Housing and Environment requirements. The contract was advertised on 6th January 2010 with a closing date for submission of 16th February 2010. It will not be possible for tenders to be assessed, contracts entered into and services to be operational from 1st April 2010. It is envisaged that the new contracts will be operational in June 2010.
- 7.3 For this reason Committee are asked that the contracts for the Community Supported Accommodation Service, Community Resettlement, Advice & Support Service and Margaret House can be extended beyond 31st March 2010. It is proposed that 31st July 2010 is the final date to ensure sufficient time to have the new contracts operational. This should be before 31st July but until such time as the tender submissions are received and scrutinised it is requested that some flexibility around the date is provided.
- 7.4 Tender submissions are due to be received on 16th February. Tender evaluation and interviews will then be undertaken with the outcomes to be reported to the Housing & Environment Committee on 13th April 2010. It is anticipated that the time line to achieve this is in place however in case this can not be achieve Committee is asked to agree that the Director of Housing & Environment, in conjunction with the Director of Corporate Governance, can use delegated powers to award a contract to the preferred Bidders. Such

delegated powers will only be used after consultation with the Convener and Vice Convener of Housing & Environment.

6. BACKGROUND PAPERS

None

7. REPORT AUTHOR DETAILS

Graeme Stuart
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Tel – (53)8038

ABERDEEN CITY COUNCIL

COMMITTEE Housing and Environment DATE 16th February 2010

DIRECTOR Pete Leonard

TITLE OF REPORT Aberdeen's Animal Policy

REPORT NUMBER: H&E/10/006.

1. PURPOSE OF REPORT

To seek Committee's approval to instigate a review of the Council's Animal Policy.

2. RECOMMENDATION(S)

That Committee:

- (a) notes the existing Policy
- (b) notes the recommendations and
- (c) instructs the Director of Housing and Environment to report back with a draft updated Animal Policy at the earliest opportunity.

3. FINANCIAL IMPLICATIONS

A limited print run only of the Policy will be made as it will be available on the Council website. It is anticipated 500 leaflets will satisfy initial demand for one year. Cost of printing 150-£200 from the Commercial (Housing and Environment) budget.

4. SERVICE & COMMUNITY IMPACT

The subject of this report is in keeping with the Community Plan challenges of a clean and healthy environment.

There are no implications with respect to Equalities & Human Rights Impact.

4. OTHER IMPLICATIONS

May have implications for other Council policies , e.g. ethical purchasing .

5. REPORT

In 1998 the Council produced its Animal Policy (links at Appendix A) This set out the Council's policy on a range of animal welfare issues and aimed to provide elected members, council officials and the general public with information and guidance on these issues. A copy of the Policy is included. Provision was made when the Policy was created to review and update it periodically. Certain circumstances would trigger a review –

- relevant legislation being introduced,or
- any Council decision having the effect of creating an anomaly or
- there has been a significant advance in an animal welfare issue which should be reflected in the policy ,or
- any other situation arises whereby failure to make changes to the Policy would adversely effect the Council's image.

As there has been the introduction of the Animal Health and Welfare (Scotland) Act 2006 signifying a major change in the legislative controls on animal welfare , it is considered that a review of the Policy is long overdue.

In preparation of this report it was intended to refer to documents produced for the original policy in order to understand its development. However very little could be located, and consists of the report to the Environmental and Consumer Protection Services of 7th December 1998. which merely ratified the conclusions of the short life Animal Charter Working Group of which no documentation could be found.

The position has therefore been taken that the original concept was sound and rather than go “back to basics”, it is considered that enhancement and amendment of the Policy would be appropriate.

The Policy need not cover every aspect of animal health and welfare but should address the circumstances where the Council's duties and functions can influence the treatment of animals. For example, Officers are concerned about the increasing variety of exotic animals being sold from pet shops and the ability of the buying public to adequately care for them.

Arguably, there is little point in including contentious issues in the Policy that are outside the scope of the authority's control.

An online consultation exercise involving interested parties, animal welfare charities and other enforcement agencies will be undertaken before a revised Policy is adopted. This will also include canvassing the views of Services within the Council to ensure that the Policy aligns with housing policies regarding pet ownership and purchasing guidelines on cruelty-free, 'animal-friendly' products, for example. The Council also has a role to play as a major landowner, being in a position to prevent certain activities involving animals taking place on its land and in its buildings.

It is anticipated that the most significant change will be the incorporation of the principles of the Animal Health and Welfare (Scotland) Act 2006 that:

- enhances the ability to respond to exotic disease outbreaks,
- makes provision to minimise the risk of disease spread,
- introduces a duty of care on keeping animals, and
- allow animals either suffering or in danger of suffering to be seized.

Suggested topic headings are detailed at Appendix B although these could very well be expanded upon as a result of consultation.

REPORT AUTHOR DETAILS

Andrew Gilchrist , Principal Environmental Health Officer, (01224)522720
agilchrist@aberdeencity.gov.uk

6. BACKGROUND PAPERS

- Aberdeen's Animal Policy 1998
- Report to the meeting of the Environmental and Consumer Protection Committee 7 December 1998

Appendix A – Existing Animal Policy

<http://www.aberdeencity.gov.uk/web/files/AnimalWelfare/AnimalPolicy.pdf>

COMPANION ANIMALS

POLICY 1	<p>• Responsible Ownership</p> <p>The Council recognises the positive health benefit to many people of keeping pets and have taken this into account in considering this policy. However whilst not wishing to be unduly restrictive, the Council will take every opportunity to raise public awareness of the responsibilities and potential problems that go with pet ownership.</p> <p>Reasons People who do not have the facilities, time, financial means or level of interest necessary to ensure a satisfactory standard of care should be discouraged from keeping pets unsuited to their circumstances. Where domestic cats and dogs are concerned, the owners have a responsibility to control unwanted breeding. Early neutering of the animals in consultation with a veterinary surgeon is advised. An added benefit in the case of male dogs is that neutering generally results in the lessening of aggressive behaviour, a disinclination to stray and an increased responsiveness to training.</p>
POLICY 2	<p>• Responsible Dog Ownership</p> <p>The Council will promote responsible dog ownership.</p> <p>Reasons Dog fouling, abandonment of unwanted animals, aggressive behaviour and nuisance caused by excessive barking are all faults of irresponsible ownership. Council Dog Wardens are actively involved in promoting responsible dog ownership amongst school children and are also able to offer useful advice on the proper care of dogs to any owner. Note: The Environmental Services Section, Neighbourhood Services (Central) can be contacted on Tel: 523737, Fax: 522605 or Email: poll@aberdeencity.gov.uk for full details of these services. A leaflet 'Living With Dogs' published by the Council is available free on request.</p>
POLICY 3	<p>• Dog Registration</p> <p>All dog owners resident in the city will be actively encouraged to join the local Dog Registration Scheme run by the Council. Dogs owned by occupiers of Council property are required, as a condition of let to have their dogs registered under the scheme.</p> <p>Reasons The Council employs Dog Wardens to uplift stray dogs and to deal with dog related problems. Where a dog has been registered, a name and address of the owner can be readily accessed and the animal returned with the minimum delay.</p>

PETS IN COUNCIL HOUSES

POLICY 1	<p>• Conditions of Let</p> <p>All tenants of Council houses are required as a condition of let to obtain the prior consent of the Head of Shelter and Environment to keep an animal on the property. Permission to keep a dog is dependent on the dog being registered with the Council's Dog Registration Scheme. Permission to keep an exotic species will be referred to the Animal Health Service of Neighbourhood Services (Central). No animal listed in the Schedule of the Dangerous Wild Animals Act 1976 and (amendment) Order 1984 will be permitted in Council owned housing.</p> <p>In any other circumstances permission will only be granted where the Council is satisfied that:</p> <p>[a] It is not contrary to public interest on the grounds of safety, nuisance or otherwise;</p> <p>[b] The applicant is a suitable person in respect of knowledge, experience or training of keeping the animal concerned;</p> <p>[c] The condition and facilities provided are adequate to meet with the requirements of the 5 freedoms;</p> <p>[d] The animal's diet does not include other live animals, insects etc. The Council may require a certificate relating to any or all of the above conditions from an authorised veterinary surgeon the fee for which will be paid by the applicant.</p> <p>These conditions are not intended to be unnecessarily restrictive but serve the twin purposes of ensuring control over the welfare of animals whilst, at the same time, recognising the rights of others to enjoy a quality of life not unduly affected by neighbours' pets.</p> <p>Experience has shown that the keeping of certain exotic species which for example are fed on live insects, has led to infestations of neighbouring houses by escaped insects. Apart from the general nuisance and disruption this causes the infestations are difficult and expensive to eradicate.</p>
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PET SHOPS

POLICY 1	<p>• Model Standards</p> <p>The Council has adopted the model standards for Pet Shop Licence Conditions recommended by the Local Authorities Association, the British Veterinary Association and the Pet Trade and Industry Association joint working group.</p> <p>Reason</p> <p>Annual licensing of pet shops is required by the Pet Animals Act 1951 (as amended). The model standards set out a nationally recognised best practice code which is reasonable and practicable. Information and advice on current requirements for training of pet shop staff can be obtained from the Animal Health Service.</p>
POLICY 2	<p>• Infectious Diseases</p> <p>As a condition of the licence pet shop operators will be required to report any occurrence of infectious disease amongst animals on their establishment to the Animal health Service of this</p>

	<p>Council.</p> <p>Reason Section 1(3(d) of the Pet Animals Act 1951 provides for local authorities to ensure ‘that all reasonable precautions will be taken to prevent the spread among animals of infectious diseases’. These conditions shall be specified in the licence. The Council considers that notification of diseases to the licensing authority is a necessary control measure. This requirement is in addition to the pet shop operator’s responsibility to ensure veterinary care of the animals. Note: The Animal Health Service can be contacted on Tel: 523800, Email: Commercial@aberdeencity.gov.uk for full details of these services.</p>
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ANIMALS AS PRIZES

POLICY 1	<p>• Prohibition The giving of live animals as prizes is prohibited at events on Council owned premises and in other circumstances this prohibition will be made a condition of any public entertainment licence issued by the Council.</p> <p>Reasons Live animals, usually fish but occasionally puppies, kittens etc are offered as prizes at fairs, fetes and other events. Even if the donor of the prize attempts to impose conditions there is a very real risk that the recipient will not be able to provide facilities and other requirements for the continued well-being of the animal.</p>
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FERAL CATS

POLICY 1	<p>• Control Criteria Where the Council is involved in the trapping of feral cats the cats will not be destroyed except where: [a] an authorised veterinary surgeon advises such a course because of disease or injury; or [b] an Environmental Health Officer considers there is a risk to public health; or [c] relevant organisations are unable to house or feed the cat and it is not appropriate to neuter adult cats and return them to their home area.</p> <p>Reasons True feral cats are wild mammals and should be left unmolested unless they are creating a real health problem. Whilst it is possible to ‘home’ feral kittens and redomesticate abandoned or stray cats which have previously lived in households, long established feral cats do not respond to attempts to domesticate them.</p>
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PERFORMING ANIMALS

POLICY 1	<p>• Controls and Monitoring</p> <p>As a condition of lease, the Council will not permit on Council land any circuses or other activities which include performing acts by captive wild animals.</p> <p>Council staff will monitor performing animal acts on private land and will use their statutory powers where it is found that the health or well-being of the animals are being compromised.</p> <p>Where normally domesticated animals such as dogs, horses etc are used in performance activities such as theatre plays, shows, exhibitions of skill or trials, the Council will use its statutory powers to ensure that the animals are not caused suffering or distress.</p> <p>Where necessary the enforcing officers will consult with or seek specialist advice from a qualified veterinary surgeon, the Scottish Society for the Prevention of Cruelty to Animals or any other recognised authority on the particular animals involved.</p> <p>Reasons</p> <p>The Council believes that there is no educative value in the use of captive wild animals in performing acts for entertainment.</p>
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WILDLIFE

POLICY 1	<p>• Controls on Hunting The unnecessary taking or killing of wild animals or the infliction of any pain or suffering upon them is prohibited on land owned by the Council.</p> <p>Reason The Council takes the view that fox hunting, hare coursing, stag hunting or similar activities, particularly where dogs are used to pursue the prey, and the primary purpose of the activity is for sport or amusement, is both unnecessary and cruel.</p>
POLICY 2	<p>• Species Control Where it becomes necessary for a particular species to be controlled, minimum distress should be caused to the animals and trained personnel using acceptable methods and equipment should be used. Killing should be avoided where appropriate alternative methods are available. Prior permission of the Council will be required for any control measures proposed.</p> <p>Reasons In some instances wildlife conflicts with the interests of human activity such as on farms or in peoples homes etc. On district Wildlife Sites an animal or a group of animals may cause unacceptable damage to habitats or adversely affect populations of other species. In such instances, the animals can be considered to be pests. A balance must be struck between these situations and the normal natural controls on population by predation, natural deaths or road kills. It is for this reason that prior permission of the Council will be required. Permission will be granted only where: [a] There is compelling evidence that the taking or killing of wild animals is necessary in this instance. [b] A case can be made for the taking or killing of particular animals for food purposes; or [c] There is evidence that control is necessary and that alternative methods of control are inappropriate or unavailable.</p> <p>The Council has adopted a number of policies for the protection of wildlife. These policies are described in the Nature Conservation Strategy for Aberdeen (1991). Of particular relevance are the policies providing for:</p> <ul style="list-style-type: none"> • The protection of sites of existing wildlife interest; • The general consideration of wildlife interests; • The protection of species; and • The control of pollution <p>These policies and those in future amendments to the nature Conservation Strategy are therefore incorporated into Aberdeen's Animal Policy. Note 2 References should also be made to the Scottish Natural Heritage in conjunction with the Scottish Executive when considering matters relating to this Policy.</p>

ANGLING

POLICY 1	<p>• Code of Practice The Council endorses the recommendations of the panel of enquiry into shooting and angling (the Medway report) and, so far as angling is concerned, will impose the following Code of Practice based on those recommendations as conditions of lease of fishing rights on Council controlled waters:</p> <p>[a] The use of double and treble hooks should be avoided especially when the intention is to return the fish alive to the water.</p> <p>[b] Fish that have swallowed the hook and those intended for food should be killed humanely before any attempt is made to unhook them.</p>
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	<p>[c] To assist in removing hooks all anglers should possess suitable 'disgorgers' appropriate to the size and species of fish they are likely to catch.</p> <p>[d] The use of unsuitable 'gag's to hold open the jaws to facilitate the safe removal of the hook may cause considerable damage to the mouth. Care should therefore be taken to use only gags of appropriate size and without sharp points,</p> <p>[e] The use of barbless hooks is likely to cause less injury to the fish's mouth and, being easier to remove, reduce the amount of handling required.</p> <p>[f] If keep-nets are used, fish should be confined for the shortest time possible, to reduce the risk of injury.</p> <p>[g] Great care should be taken when handling fish to minimise damage to the thin protective layer of skin and mucus covering the scales. Damage to this layer will increase the chance of infection and reduce the ability of the fish to survive. A dry cloth should never be used to handle live fish.</p> <p>[h] Prolonged 'playing' of fish, especially those destined to be returned to the water, and the use of ultra-fine tackle which necessitates such 'playing' should be avoided.</p> <p>[i] Never use vertebrae animals as live bait.</p> <p>[j] Fish which are to be killed following capture should be despatched as quickly as possible. Anglers should know how to kill a fish humanely.</p> <p>[k] In view of the dangers posed to wildlife and other animals by discarded fishing tackle anglers should take the greatest care to ensure that all litter is disposed of safely.</p>
POLICY 2	<p>• Information Leaflet Each Fishing Licence will be accompanied by a leaflet on the welfare of fish. Reason This will fulfil the purpose of the General Policy to inform the public on animal welfare issues and will explain the importance of following the Angling Code of Practice.</p>
POLICY 3	<p>• Use of Lead Weights The use of lead weights in any form will be prohibited on Council owned waters.</p> <p>Reasons The use of lead weights has resulted in the suffering and death of waterfowl particularly swans. Although the importation and sale of most sizes of lead weights is prohibited by law they are still being used by some anglers.</p>

SHOOTING

POLICY 1	<p>• Code of Practice The Council endorses the recommendations of the panel of enquiry into shooting and angling (the Medway report) and, so far as shooting is concerned, will impose the following Code of Practice based on those recommendations as conditions of any permission to shoot animals on Council owned land.</p> <p>[a] Shooters must be competent at estimating ranges and aware of the limitations of their equipment and themselves, having been subjected to an assessment of their competence in handling the firearm and ammunition and their ability to fire accurately at an inanimate object.</p>
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POLICY 2	<p>[b] Shooters must be able to recognise legitimate quarry and be fully conversant with protective legislation.</p> <p>[c] Shooters should always be accompanied by or have immediate call upon a trained dog to find and retrieve wounded game.</p> <p>[d] Shooters should ensure that they know how and are suitably equipped to dispatch wounded quarry humanely. In addition: No lead gunshot will be permitted in circumstances where the spent pellets are likely to be ingested by waterfowl. Steel shot would be an acceptable alternative.</p> <p>Reason Where the Council have given permission for the shooting of animals on Council owned land for the reasons outlined in Appendix 7 – Wildlife, some control of the methods used are required to reduce suffering to a minimum. The Code of Practice is widely accepted as being both reasonable and practicable.</p> <p>• Prohibited Methods The use of any type of bow or air powered weapons for the killing of animals on Council owned land is prohibited.</p> <p>Reasons</p> <ul style="list-style-type: none"> • Bows are not considered to be an acceptable method of killing animals and are therefore prohibited for this purpose on council owned land as is the indiscriminate use of air powered weapons. • Even in the hands of experts these weapons are less efficient than an appropriately selected firearm for the killing of animals instantaneously.
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ZOOS

POLICY 1	<p>• Standards of Practice The Council is committed to rigorous enforcement and monitoring of the provisions of the Zoo Licensing Act 1981 (as amended) particularly Section 9 – Standards of Modern Zoo Practice.</p> <p>• Licensing Conditions Future applications for zoo licences on Council owned property will only be granted where the purpose of the proposed zoo is to:</p> <ul style="list-style-type: none"> [a] Establish a sanctuary for unwanted captive wild animals from other defunct zoological collections, from circuses or from experimental and research institutions; and/or [b] Provide specialised environments for the protection of rare or endangered species; [c] Undertake a breeding programme registered by an approved national or international organisation.
POLICY 2	<p>• Licensing Conditions Future applications for zoo licences on Council owned property will only be granted where the purpose of the proposed zoo is to:</p> <ul style="list-style-type: none"> [a] Establish a sanctuary for unwanted captive wild animals from other defunct zoological collections, from circuses or from experimental and research institutions; and/or [b] Provide specialised environments for the protection of rare or endangered species; [c] Undertake a breeding programme registered by an approved national or international organisation.

	<p>Reasons Many authorities on animal welfare consider that the traditional role of zoos as an educative resource is now outdated and unnecessary. Instead, their future role is seen as providing a sanctuary or unwanted animals from a variety of sources which would otherwise have to be destroyed or be vulnerable to exploitation an abuse if sold on. Such animals would not be replaced following their natural death. The long term aim would be to provide space and the opportunity for the provision of specialised environments and habitats for rare or endangered species, and approved breeding</p>
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ANIMALS IN EDUCATION

POLICY 1	<p>• Keeping Animals in Schools No mammals, birds or cold water fish will be kept in schools except for tropical fish and invertebrates. Tropical fish and invertebrates may be kept subject to the provisions of proper facilities for their well-being and in particular: [a] That nominated persons are responsible for the welfare and veterinary care of the fish or invertebrates [f] Invertebrates will only be kept for the minimum period required for the purposes of a planned study, subject to the above conditions and to the return of the creatures to their normal habitat at the end of the study period. [b] That a suitable environment is provided. [c] That proper provision is made for care at all times including term time, weekends and during holidays. [d] That any contact between pupils and fish or invertebrates is a supervised and controlled activity. [e] That the fish or invertebrates are given adequate periods free from disturbance.</p> <p>Reasons Following a comprehensive consultation with all interested parties the consensus opinion was that the objections to keeping animals in schools were more compelling than the perceive benefits. One of the difficulties identified was achieving consistency in the provision of proper facilities and arrangements for the welfare of the animals at all times. It was also felt that the case for educational benefits was insufficiently compelling. A crucial element in animal studies is their natural habitat and this cannot be adequately replicated in the classroom. However whilst it is possible to teach biology without access to mammals, the banning of invertebrates would have resulted in severe educational disadvantages. Invertebrates are therefore exempted from the ban subject to the conditions laid down. In the case of tropical fish the view that their therapeutic effects were of greater importance than the practical difficulties of keeping them prevailed.</p>
POLICY 2	<p>• Dissection The dissection of animals in schools will be discontinued. Reasons The current curriculum precludes the necessity for dissection of animals.</p>
POLICY 3	<p>• Animal Welfare Education Animal welfare issues will be included in the curriculum.</p> <p>Reasons The Council believe that wide discussion and consideration of animal welfare and animal habitat issues should be provided for in the curriculum. Use may be made of local facilities such as wildlife sites and other council run initiatives for the purpose and the Learning Service will continue to develop the animal welfare component of the curriculum.</p>

ANIMAL EXPERIMENTATION

POLICY 1	<p>• Adoption of Principles</p> <p>The Council recognises that the use of animals for experimental purposes is still an essential and unavoidable component of some research and statutory testing procedures. In accepting this situation the Council nevertheless is opposed to unnecessary experiments and endorses the principles of replacement, reduction or refinement of animal experimentation techniques.</p> <p>Reasons</p> <p>Animal experimentation is subject to the provision of the Animals (Scientific Procedures) Act 1986 which sets out animal welfare requirements at establishments where research using animals is carried out. All experiments have to be licensed by the Home Office.</p> <p>The Council shares the public concern about unnecessary experimentation, for example for the testing of cosmetic products, but take the view that, encouraging the development of new methods and techniques which will eventually lead to the replacement of live animals, to the reduction of the number of animals involved and to the refinement of methods to reduce pain and suffering in the short term, is the most realistic way of achieving the complete discontinuance of the practice in time.</p>
POLICY 2	<p>• Ethical Committees</p> <p>The Council will offer its services for the establishment of ethical committees to review applications for all new experiment or testing protocols.</p> <p>Reasons</p> <p>In accepting the understandable public concerns over animal experimentation and recognising that these concerns are open to exploitation, the Council believe that the best way of addressing these concerns is by the setting up of an unbiased body made up of qualified representatives of the public and animal welfare organisations to work with local research establishments and the universities. The purpose of these ethical committees would be to:</p> <ul style="list-style-type: none">[a] Review animal experimentation activities.[b] To provide factual and balanced information on the necessity for such experimentation and[c] To re-assure the public that the welfare of the animals involved is being protected. <p>To assist in the establishment of these ethical committees the Council will provide, at least initially, administration and secretarial resources.</p>

APPENDIX B

OUTLINE OF CONTENTS OF DRAFT REVISED ANIMAL WELFARE POLICY

May include:

1. Explanation of status and scope of Policy
2. Statement of Council's commitment to enforcing the Animal Welfare (Scotland) Act 2006 and secondary legislation.
3. Description of animal protection legislation enforced by the Environmental Health service. Explanation of advisory and enforcement roles.
4. Description of animal-related licences, registrations and permissions issued by the Council and procedures for administering and enforcing these schemes.
5. Arrangements for the appointment of inspectors and veterinary consultants, the extent of duties and use of their powers.
6. Principles of good regulation
7. Commitment to partnership working. Liaison with Scottish Government Animal Health, SSPCA and other animal charities, trade associations and animal societies.
8. Inter- service co-operation, sharing information and intelligence.
9. Methods of promoting consistency of enforcement and good practice
10. Statement of the commitment by the local authority and its officers to themselves comply with all animal protection legislation (i.e. as duty-holders).
11. Statement of the Council's attitude to the use of its land or property for events involving circuses with performing animals and funfairs where animals are given as prizes.
12. Encouraging the general promotion of animal welfare in the community, such as responsible pet ownership. Participation in local and national campaigns.
13. Procedures for establishing and maintaining staff competency.
14. Routines for establishing the frequency and types of inspection.
15. Investigation of service requests. Answering enquiries and requests for information. Reference to Council complaints procedures.
16. Blood sports on Council land including fishing and shooting/trapping game.
17. Policies on the keeping of companion animals – including those kept in Council accommodation.
18. Arrangements for stray animals – principally dogs and policy on re-homing.
19. Guidelines where animals have to be destroyed.
20. Environmental planning and wildlife/habitat conservation.
21. Procurement policies e.g. school meals.
25. Pest control.
26. Support for other legislative requirements and enforcement agencies where the direct responsibility is not necessarily the Council's e.g. CITES preservation of endangered species.
27. List of useful contacts relevant to animal health and welfare.
28. Arrangements for the periodic review of the policy and means of achieving amendments.

29. Regard to the “Five Freedoms” when exercising statutory powers.

- **Freedom from Hunger and Thirst** - by ready access to fresh water and a diet to maintain full health and vigour.
- **Freedom from Discomfort** - by providing an appropriate environment including shelter and a comfortable resting area.
- **Freedom from Pain, Injury or Disease** - by prevention or rapid diagnosis and treatment.
- **Freedom to Express Normal Behaviour** - by providing sufficient space, proper facilities and company of the animal's own kind.
- **Freedom from Fear and Distress** - by ensuring conditions and treatment which avoid mental suffering.

ABERDEEN CITY COUNCIL

COMMITTEE Housing and Environment **DATE** 16th February 2010

DIRECTOR Pete Leonard

TITLE OF REPORT Household Waste and Recycling Containers Policy

REPORT NUMBER H&E/10/001

1. PURPOSE OF REPORT

To clarify Council policies relating to household waste and recycling containers and to bring all existing Council policies relating to waste and recycling containers into one document.

2. RECOMMENDATION(S)

- 2.1 Committee approves the Household Waste and Recycling Containers Policy at Appendix 1 and refers the report to the Finance and Resources Committee for consideration of the financial issues arising from the Policy.
- 2.2 Committee instructs officers to undertake a full review of enforcement policy and practice relating to all waste issues including litter, fly-tipping and issues arising from this policy including side waste. Full and costed proposals for implementation of enforcement policy should be presented to the Housing and Environment Committee on 24 August 2010.

3. FINANCIAL IMPLICATIONS

- 3.1 The proposed policy is an aggregation of existing policies and practices within the waste collection service. As a consequence, there are no significant resource implications, either positive or negative. There are some changes proposed to the Additional and Replacement Bin policies, which are detailed below.
- 3.2 Due to significant difficulties experienced in implementation and administration, the requirement to make a charge for a replacement bin has been removed from the policy: the proposed solution will therefore be a continuation of existing practice. There is a nominal loss of revenue associated with this change however, there will be no actual loss experienced in comparison with existing practice which is to replace bins free of charge.
- 3.3 Following legal advice, the levying of an annual collection charge for additional bins has been removed from the policy due to possible conflict with the Environmental Protection Act (1990). The revised policy seeks to set eligibility criteria for provision of additional bins and continues with the delivery charge of £35. There is a nominal loss of revenue associated with this change however,

there will be no actual loss experienced in comparison with existing practice as no annual collection charge is currently levied.

4. SERVICE & COMMUNITY IMPACT

- 4.1 There is unlikely to be any adverse service or community impact resulting from this report since the proposed policy document contains only current policies and practises. The amendments to the additional bins section of the proposed document will facilitate implementation and therefore have a positive service impact.
- 4.2 The report does not introduce any new policies or practices, however enforcement of the policy has the potential for negative impact on street cleansing through an increase in fly-tipping that may occur, a problem that the move to alternate weekly collection of refuse is also likely to exacerbate. These issues will be thoroughly considered in the subsequent report on Enforcement Policy (see recommendation 2.2).
- 4.3 Implementation of the additional bins section of the policy will encourage more recycling which links with the Vibrant, Dynamic and Forward Looking aim to achieve 40% household recycling by 2011.
- 4.4 An Equalities and Human Rights Impact Assessment has been carried out and the actions/outcomes can be summarised as follows:
 - Ensure that assisted uplifts are include in the policy to prevent negative impacts on elderly or disabled
 - Amending the replacement bin policy will positively affect those in poverty and those who are victims of theft.
 - There will be no delivery charge for those with disabilities or medical conditions that cause them to produce excess waste in order to ease any negative impact on the disabled.
 - There will be a 50% discount on the delivery charge for those on Council Tax or Housing benefit in order to ease any negative impact on those in poverty.

5. OTHER IMPLICATIONS

- 5.1 The legal department has been consulted on the policy which has been amended to address the response received.
- 5.3 There are no resource, personnel or equipment implications from this report other than those already identified.
- 5.4 Without this report it will be difficult to implement the move to alternate weekly collections and this would result in less positive behavioural change in terms of moving away from a disposal culture towards increased recycling. The implementation of this policy will therefore have a positive impact on the environment and sustainability.

6. REPORT

6.1 BACKGROUND

- 6.1.1 Aberdeen City Council operates household waste collection services across the city and provides advice to residents on how, where and when their waste and recycling should be presented. The Council also offers assisted uplifts, additional containers and replacement containers.
- 6.1.2 While some of the information regarding the above is made available on the website and information leaflets, there is no single policy document that sets out what residents with individual wheeled refuse bins, kerbside recycling and the garden & food waste collections can expect to receive from the Council and how the Council requires these waste containers to be presented.
- 6.1.3 Given the significant change to the waste collection regime due to be implemented in the near future, we are presented with the opportunity to bring together all existing practises and policies relating to household waste and recycling containers into one, clear and simple document. This Household Waste and Recycling Containers Policy is included at Appendix 1.

6.2 CURRENT WASTE INFRASTRUCTURE AND ADVICE TO RESIDENTS

6.2.1 General refuse

- 6.2.1.1 In accordance with the Environmental Protection Act, a Local Authority has a duty to collect household waste. To facilitate these collections, and within reason, the Local Authority can either provide free of charge or sell to the householder a bin or can insist that the householder supplies the container at their own expense. In the late 1990s and following an extended pilot scheme to approximately 5000 properties, Aberdeen City Council took the decision to move to a containerised collection of general refuse and provide a 240 litre wheeled bin free of charge with an alternative 140 litre bin available on request.
- 6.2.1.2 Materials that should not be put into a black domestic waste bin include:
- Hot ashes and heavy materials such as large amounts of soil, hardcore or rubble
 - Car parts
 - Business waste even if generated from a business operating from home
 - Corrosive materials and liquids such as oil and paint
- 6.2.1.3 Guidance that was given to householders when bins introduced was that all waste must be within wheeled bin with lid closed. Residents are also required to present their bin for collection, on the kerbside, by 7:00am on their collection day, remove the bin as soon as possible after collection and store it within the boundary of their property wherever practical.

6.2.2 Kerbside Recycling

- 6.2.2.1 Aberdeen City Council offers a kerbside recycling service to over 72,000 properties in the city. Eligible households that wish to use the service are issued with a 55 litre black box and a 35 litre white bag. Additional containers are available free of charge upon request and the Council

operates a network of Recycling Points that can be used to dispose of excess recycling.

6.2.2.2 Materials that can be accepted as part of the kerbside recycling scheme:

- Plastic bottles
- Glass bottles and jars
- Food and drink cans
- Paper
- Cardboard

6.2.2.3 Residents are advised that all materials must be presented within a Council container on the kerbside by 7:00am on the collection day. Containers should be removed as soon as possible after collection and stored within the boundary of the property. Any material that is not suitable for collection will not be uplifted.

6.2.3 Garden and Food Waste Collections

6.2.3.1 Co-mingled collections of garden and food waste are now offered to over 60,000 properties within the city. Eligible households receive a 240 litre brown bin and if they wish to participate in the food waste collections, a 7 litre kitchen caddy and supply of corn starch liners. 140 litre brown bins are available upon request.

6.2.3.2 Materials that can be accepted as part of the garden and food waste collection scheme include:

- leaves
- grass clippings
- small branches (less than 6" by 2")
- hedge trimmings
- fruit and vegetables
- bread, pasta, rice
- meat and fish

A more detailed list of what can and cannot be accepted was issued to householders when they received their brown bin and kitchen caddy.

6.2.3.3 Residents are advised that all materials must be presented within a Council brown bin, on the kerbside by 7:00am on the collection day. Containers should be removed as soon as possible after collection and stored within the boundary of the property. If the brown bin is contaminated with material that cannot be collected then the bin will not be uplifted. The householder must then remove the contaminating material and present the bin for collection on the next uplift day.

6.3 HOUSEHOLD WASTE AND RECYCLING CONTAINERS POLICY

6.3.1 To improve customer service, it is proposed that all existing practises and expectations are compiled into one document which is easy to find and clear to understand. The proposed Household Waste and Recycling Containers Policy is attached at Appendix 1.

6.3.2 The proposed document represents a consolidation of Council policies relating to household waste and recycling containers. The only exceptions to this

relate to the Additional and Replacement bins sections. Since the existing policies were adopted in 2008, officers have sought to implement these policies, however, it is apparent that some of the detail of the original policies is incompatible with Council systems. The substantive changes to these policies relate to the charging mechanisms and are detailed in section 6.4 below.

- 6.3.3 The management of 'side waste', being waste left for collection outwith the approved container, is a significant issue for which existing policy and practice is unclear. Since the introduction of wheeled bins, it is understood that the Council's position is that householders should not put out side waste along with their approved container and this is the stated position in Appendix 1. In practice, where side waste is presented, refuse collection crews, within the bounds of good health and safety practice, collected this waste in order to prevent littering or encouragement of fly-tipping. To change from this practice at this time requires a major change of enforcement emphasis, for which there is insufficient allocated resource. The enforcement of the policy position on side waste will therefore be a major element of the review of enforcement policy and practice included in recommendation 2.2 above. Through this review, a clear case can be made for the investment in additional enforcement resource to support changes in service delivery.
- 6.3.4 The Environment Manager has raised concerns that without a clear enforcement policy and associated resource, there is likely to be an adverse impact on street cleansing, as this service will be affected by any increase in fly-tipping, litter from overfilled bins and side waste that occurs after the move to alternate week collection of refuse.

6.4 ADDITIONAL AND REPLACEMENT BIN POLICIES

- 6.4.1 The Additional and Replacement Bin policies were approved by the Waste Management Working Group in September 2008 and then ratified by the Policy and Strategy Committee on 7 October 2008. Since that time it has become apparent that several procedural amendments and clarifications are required before they can be successfully implemented and at present, neither represents existing practice.
- 6.4.2 The majority of amendments to the additional bins policy do not fundamentally change the policy but rather provide clarity and simplify procedural issues which will allow for successful implementation. The one substantive change is the removal of the £60 annual collection charge due to possible conflict with the Environmental Protection Act (1990) as advised by the legal team. The proposed additional bins policy has been included as part of the Household Waste and Recycling Containers Policy attached at Appendix 1. For comparison, the existing policy has been attached at Appendix 3. As outlined in the Financial Considerations, there is a nominal loss of revenue associated with this change, however, there will be no actual loss experienced in comparison with existing practice as no annual collection charge is currently levied.
- 6.4.3 There is a significant change to the replacement bins policy within the proposed Household Waste and Recycling Containers Policy document,

attached at Appendix 1. The revised policy does not require the levying of a charge for issuing replacement bins. This amendment is required due to significant difficulties experienced in implementing and administering such a charge, not least establishing a fair mechanism to identify fault for the loss of the bin. As outlined in the Financial Considerations, there is a nominal loss of revenue associated with this change, however, there will be no actual loss experienced in comparison with existing practice which is to replace bins free of charge. For comparison, the existing policy has been attached at Appendix 4.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

Additional Bins Policy – Attached at Appendix 3
Replacement Bins Policy – Attached at Appendix 4

9. APPENDIX 1

Aberdeen City Council Household Waste and Recycling Containers Policy

This policy document does not relate to the use of communal or on-street general refuse bins, on-street paper recycling facilities, recycling points or trade waste customers unless specifically stated.

1. Provision of Containers

- 1.1 The Council's policy is, where routes and capacity exist, to provide suitable households with;
- (i) One 240 litre gray/black wheeled bin for general/non-recyclable waste
 - (ii) One 240 litre brown wheeled bin for garden waste and food waste
 - (iii) One 7 litre kitchen caddy for indoor storage of food waste before transfer to the brown wheeled bin with a supply of biodegradable corn starch liners

- (v) One 55 litre black box for plastic bottles, food and drink cans, glass bottles and jars.
 - (vi) One 35 litre white bag for paper and cardboard
 - (vii) Additional brown bins or black boxes or white bags will be provided to householders, with a genuine need for extra capacity, on request
- 1.2 Containers that have been stolen, damaged or gone missing will be replaced free of charge.
- 1.3 Upon delivery of a replacement bin, if there is already a residual waste bin at the property, the replacement will not be left and it will be reported to the Waste Team/Environmental Services. The householder will be informed that they need to apply for an additional bin as below.
- 1.4 Exceptions
- 1.4.1 140 litre Gray/black bins for general refuse are available in place of a 240 litre bin upon request. The original 240 litre bin will be removed when the 140 litre bin is delivered.
 - 1.4.2 140 litre brown bins for garden/food waste are available in place of a 240 litre bin upon request. The original 240 litre bin will be removed when the 140 litre bin is delivered.
 - 1.4.3 Additional general refuse bins:
 - (i) Households with 5+ permanent residents or with 1+ permanent residents with special circumstances which cause them to produce excess waste, will be entitled to apply for an additional general refuse bin where there is a genuine capacity need.
 - (ii) These households must make use of the kerbside recycling service and the garden/food waste service where these are available before an application will be accepted.
 - (iii) A maximum of one additional bin will be available to eligible households
 - (iv) There will be a charge of £35 (inc. VAT) for provision/delivery.
 - (v) Additional bins will only be delivered once payment has been received
 - (vi) Residents with a medical condition or disability that causes them to produce excess waste, will not be charged.
 - (vii) A 50% discount will be available for those in receipt of Council Tax benefit and/or Housing Benefit.
 - (viii) All applicants will be offered a visit from the Waste Aware Team
 - (ix) Additional bins will be easily identifiable
 - (x) Additional bins should also be used as per Aberdeen City Council Household Waste and Recycling Containers Policy.
 - (xi) The Council reserves the right to remove the service if there is no genuine capacity requirement, households no longer meet the eligibility criteria, if the fees are not paid or if provision is abused. Full terms and conditions will be issued with application forms.

2. Ownership and Storage of Containers

- 2.1 The containers remain the property of Aberdeen City Council unless purchased under the previous additional bin policy
- 2.2 Containers must be stored where possible within the boundary of the property i.e. bin store etc.
- 2.3 Containers must be removed from pavement/collection point by the householder and returned to within the boundary of the property as soon as reasonably practical after emptying.
- 2.4 The cleanliness of containers remains the responsibility of the resident and they should be maintained in a clean and hygienic condition at all times. Unclean or unhygienic bins may not be emptied.

3. Presentation and Collection of Containers

- 3.1 The householder is required to present the appropriate container on the kerbside by 7:00am on the morning of collection.
- 3.2 Only containers supplied to householders by Aberdeen City Council will be emptied/uplifted.
- 3.3 Containers should be replaced after emptying by collectors to the original collection point or within one refuse collection vehicle length from the collection point but not to cause obstruction to driveways, unless left in this manner by the householder
- 3.4 All waste and recycling should be presented for collection in an authorised container. Waste or recycling which is not presented in this manner will be considered fly-tipping and the householder may be subject to enforcement action.
- 3.5 Bins with items wedged inside, which are too heavy to reasonably move, or which are presented with raised lids due to excess waste will be left as they present health and safety implications to operatives. The resident should correctly re-present their bin on the following uplift day or can dispose of the waste at a Recycling Centre.
- 3.6 Only those materials acceptable for recycling or composting will be uplifted from black boxes, white bags and brown bins. Further information on the materials that can and cannot be collected as part of the kerbside recycling and garden/food waste services can be obtained via the Council website, from the Waste Aware Line (08456 080 919) or the Waste Aware Guide. Contamination in black boxes and white bags will not be uplifted. Contamination in brown bins will result in the bin not being uplifted. Residents

should then remove the problematic material(s) and place their bin out for collection on the next uplift day.

3.7 Household Waste and Recycling Containers should not be used to dispose of business waste even if this waste is generated from a business operating from the household.

3.8 Exceptions

3.8.1 Provision of Assisted Uplifts:

- (i) Assisted uplifts will be offered where the occupant(s) of a household is/are sufficiently infirm or disabled and as a result they cannot put the bin out themselves nor retrieve it themselves and there is no-one else who can complete this task for them reliably.
- (ii) Containers will be uplifted from within the boundary of the property from a specified location and return it to the same place
- (iii) Council staff will not uplift from inside the property itself.

3.8.2 Where there is an established collection point other than the kerbside, residents may place containers at this location for collection and collection crews will return containers to the same site.

3.8.3 Where there is no pavement or other suitable place (roadside, communal area, bin store, verge) on which to present the containers, householders should present them at a location agreed with the Council. Collection crews will return containers to the same site.

3.8.4 Where the property opens directly onto the street, there is no front garden or area in which to store bins, and no direct access to the back or side of the house (or other communal area) such that the bin has to be brought through the house, residents may request permission from the Council to keep their bin on the pavement provided this does not cause a health and safety problem.

3.8.5 Where the collection vehicle cannot gain access to the street because of width, height, turning or other restrictions out with our control, containers may not be uplifted on the usual collection day.

3.8.6 Side waste which results from the Council's failure to collect (eg as a result of adverse weather, industrial action) will not be subject to enforcement action.

3.8.7 Missed collections:

Where containers have been placed for collection in line with the policy but are not uplifted, residents should contact the Waste Aware Line (08456 08 09 19). The collections team will arrange for the container(s) to be uplifted as soon as practically possible.

10. APPENDIX 2

Aberdeen City Council Additional Wheeled General Refuse Bin - Application Form		
DATA PROTECTION The information collected on this form is recorded manually and on computer, stored securely and processed for the purposes of assessing your application for an additional wheeled bin. Aberdeen City Council (ACC) will process your information fairly and lawfully and in accordance with the principles of the Data Protection Act 1998. The information you provide not be made available to anyone outside of ACC. If your application is successful ACC will keep the information on record in order to raise the invoices required for the use of an additional wheeled bin and for service monitoring purposes. For the purposes of processing your personal information, ACC is the Data Controller. The nominated representative of the Data Controller is the City Solicitor. You have a right to obtain details of the personal information which ACC holds about you. Such a request should be made in writing to: <i>to be confirmed</i> Kittybrewster Office, 38 Powis Terrace, Aberdeen, AB25 3RF		
Name:	Mr/Mrs/Miss/Ms/Dr	
Address:		
Postcode:		
Telephone No:		
1.	Do you have 5 or more permanent residents in the household?	Yes/No
	If Yes, please provide the names and dates of birth of all permanent residents:	
2.	Do you have a particular Medical need that requires a second general waste bin?	Yes/No
	If Yes, please provide further information below:	
	All information provided will be held in the strictest of confidence.	
3.	Are you in receipt of Council Tax Benefit and/or Housing Benefit? :	Yes/No
	If Yes, please provide your Council Tax Benefit and/or Housing benefit reference	

	number(s) below:	
4.	Please state below the reasons why you require a second general waste bin.	
5.	Do you use the kerbside recycling service (black box and white bag) to recycle your: paper and cardboard, glass bottles and jars, food and drink cans, plastic bottles?	Yes/No
	If No, please explain why not:	
6.	Do you use the garden waste collection service	Yes/No
	If No, please explain why not:	
	If Yes, do you also use the service to dispose of your food waste?	Yes/No
	If No, please explain why not:	

I confirm that all information in this application is correct, and I understand that Aberdeen City Council may make further enquiries as needed.

Householder/Occupier (as above):

Signed.....

Print Name.....

Date.....

Please return completed application form and signed Terms and Conditions to:

**Waste Aware Team/
Environmental Services**
Aberdeen City Council
Kittybrewster Office
38 Powis Terrace
Aberdeen

AB25 3RF

Please do not send any payment with your application, if your application is successful you will be advised of the payment methods.

Please contact us on the telephone number below if you want this document in Braille, large print or on an audio CD, or if you want the document translated into another language.

إذا كنت تود الحصول على هذه الوثيقة بالخط العريض أو البريلا أو الأشرطة الصوتية المدمجة أو كنت تود ترجمتها الى لغة أخرى فالرجاء الاتصال بنا على الهاتف أدناه.

আপনি যদি এই দলিলটি ব্রেইলে, বড় ছাপার অক্ষরে বা শোনার জন্য সিডি, অথবা দলিলটি অন্য কোন ভাষায় অনুদিত চান তবে অনুগ্রহ করে নীচের টেলিফোন নম্বরে ফোন করে আমাদের সাথে যোগাযোগ করুন।

如欲索取此文件的凸字版、大字版、語音光碟，或其他語文翻譯本，請致電下列號碼。

Proszę się skontaktować z nami pod poniższym numerem telefonu jeśli ten dokument jest wymagany w alfabecie Brajla, w dużym druku, na płycie kompaktowej CD lub przetłumaczony na inny język.

Пожалуйста, свяжитесь с нами по номеру телефона, указанному ниже, если Вы хотите получить этот документ шрифтом Брайля, крупным шрифтом или на компактном аудио диске, а также если Вам нужен перевод этого документа на другой язык.



08456 08 09 19

Aberdeen City Council Provision of a Second Domestic General Waste 240 Litre Wheeled Bin Terms and Conditions

If your application is successful the Council will provide, on a lease basis, 1 x 240 litre wheeled general refuse bin. The bin will remain the property of Aberdeen City Council.

At the time of writing the delivery charge for an additional refuse bin is £35 inc. VAT.

If confirmation is received that you are in receipt of Council Tax Benefit and/or Housing benefit you will be eligible for a 50% discount on the delivery charge. Details should be provided on the application form.

If confirmation is received that a permanent resident of the household has a medical condition or disability that causes them to produce excess waste, there will be no delivery charge. Details should be provided on the application form.

The container will be emptied on the standard general waste collection day for your property, at the pre-agreed collection point and should be used as per Aberdeen City Council Household Waste and Recycling Containers Policy.

You are required to contact the Council to cancel the lease if you no longer meet the eligibility criteria (5+ permanent residents, special circumstances) or if you no longer require an additional bin.

If you move home within the Aberdeen City Council area you must advise the Council of your new address. If you move home to outside of the Aberdeen City Council area, you must advise the Council and arrange for the Council to collect your additional bin.

Upon cancellation of the Lease Agreement by either party no refund will be provided by Aberdeen City Council.

Aberdeen City Council reserves the right to carry out random checks to ensure that only non-recyclable/non-compostable material is presented for collection and to remove the additional bin from your property if there is no genuine capacity requirement, if your household no longer meets the eligibility criteria or if provision is abused.

Declaration:

I confirm there are 5 or more permanent residents living at the above address or that 1 or more permanent residents of this property have special circumstances which cause them to produce excess waste as detailed on the application form.

I confirm that I will contact the Council if circumstances within the household change and I am no longer eligible for an additional bin.

Agreed by Householder/Occupier (as above):

Signed.....

Print Name.....

Date.....

11. APPENDIX 3

The following is the previously agreed additional bin policy which has now been amended in the Household Waste and Recycling Containers Policy (Appendix 1).

ABERDEEN CITY COUNCIL

Name of Committee	: Members Waste Working Group
Date of Meeting	: 3 rd September 2008
Title of Report	: Proposed Formalisation and Amendments to Additional Domestic Wheeled Bin Policy
Lead Officer	: Belinda Miller
Author of Report	: Clare Neely, Waste Minimisation Officer ☎ 814612 ✉ cneely@aberdeencity.gov.uk
Other Involvement	: Peter Lawrence, Graham Walker
Consultation undertaken with	: Angus Sefton, George Saunders, Neil Taylor City Voice Panellists

Summary of Report

The Waste Management Transformation Strategy, approved by Full Council in February 2008, included a recommendation to '*establish a clear policy on wheeled refuse bin replacement and provision of additional refuse bins based on an annual charge*'.

This briefing note outlines proposals to formalise Aberdeen City Council's policy on the provision of additional / larger bins. Although Aberdeen City Council can charge a one-off fee for the provision of an additional bin, any proposals to introduce an annual rental fee would require further clarification of any legal implications of introducing variable charging.

Recommendations

- It is recommended that the Group formalises the additional bin request policy

Links to the Community Plan/SOA and to Vibrant, Dynamic & Forward Looking

This report links to the Community Plan to 'Manage and treat waste in accordance with best practice standards'

There are no links to the Vibrant, Dynamic & Forward Looking policy.

Implementation

Implementation of the proposals would be carried out by the Waste Operations Team based under Neighbourhood (North) and the Authorised Officers in each Neighbourhood Service area.

Resource Implications

People	:	The proposals would affect existing staff in the Corporate Contact Centre and existing staff in Authorisation Officer roles. Additional enforcement staff may be required.
Finance	:	Charges will be made to householders for additional wheeled bins. Additional costs of cleansing / litter clearance Additional enforcement staff
Systems & Technology	:	Reporting of additional wheeled bins will be recorded on the appropriate system. Financial charging systems will be used to raise invoices to householders.
Property	:	None
Other Equipment	:	None
Other	:	

Other Implications

Health & Safety

: People
Staff in the Corporate Contact Centre and Authorised Officers may be subject to abusive behaviour.

Property

None

Risk Management

: If this proposal is not formalised, Aberdeen City Council will continue to allow householders to pay a one-off charge for a larger / additional bin when genuine capacity needs have not been established. This is especially relevant to the planned introduction of alternate weekly collections of refuse.

**Human Rights/
Equalities/Diversity
Equalities Impact
Assessment
Sustainability
Environmental**

: Discounted bins will be available to households in receipt of Council Tax Benefit or Housing Benefit
: An Equalities and Human Rights Impact Assessment (EHRIA) will be carried out.
: None
: Residents who do not pay for an additional bin may present excess refuse for collection in refuse sacks. Aberdeen City Council has a duty to collect this waste. Problems with vermin / litter and the associated cleansing costs may arise.

Social

: None

Economic

: None

Construction

: None

Signature

:

Main Considerations

The Waste Management Transformation Strategy, approved by Full Council in February 2008, included a recommendation to *'establish a clear policy on wheeled refuse bin replacement and provision of additional refuse bins based on an annual charge'*.

This annual charge could be viewed as 'variable charging' whereby residents pay different amounts depending on the amount of waste they create.

The Household Waste Prevention Action Plan (Scotland) published in February 2007 states that *'Any moves to introduce direct variable charging for household waste will not take place without further full and detailed consultation. SEPA has commissioned a research study on Direct Variable Charging for Waste which will examine issues such as enforcement, impact, cost and technologies.'* However, West Lothian Council has had an annual additional bin rental programme since 2005 without any legal challenges.

This briefing note outlines proposals to formalise Aberdeen City Council's policy on the provision of additional / larger bins. Although Aberdeen City Council can charge a one-off fee for the provision of an additional bin, any proposals to introduce an annual rental fee would require further clarification of any legal implications of introducing variable charging.

1. INTRODUCTION

To fulfil its obligation to provide all householders with a suitable receptacle for the disposal of household waste, Aberdeen City Council provides a bin with a 240-litre capacity to all households (with the capacity to store a wheeled bin) as standard.

Some residents do not feel this capacity is sufficient, and the process of providing larger / additional wheeled bins needs to be formalised to ensure that householders cannot pay a one-off charge for a larger / additional bin when genuine capacity needs have not been established.

It is especially important to approve and formalise this policy before the introduction of alternate weekly collections (AWC) of residual waste, also approved as part of the Waste Transformation Strategy. As part of this service, residual waste from individual 240L wheeled bins will be collected fortnightly instead of weekly, encouraging residents to adopt waste minimisation and recycling activities. Allowing residents to procure an additional bin without verifying genuine capacity requirements is likely to negate the introduction of this service. Instead of having 240L of capacity emptied on a weekly basis, households will have 480L of capacity emptied on a fortnightly basis.

SUMMARY OF CHANGES

1. Householders requesting additional capacity will be asked to complete an application form
2. On receipt of the completed application form, additional / larger bins will be authorised subject to set criteria
3. Residents will be charged for the delivery and provision of a larger / additional bin
4. Residents will pay an annual charge for the rental of their larger / additional bin.

2. BACKGROUND

- 2.1. Aberdeen City Council moved to a containerised collection of waste from a twice-weekly black refuse sack collection in the late 1990s. Households were provided with a 240 litre black wheeled bin (equivalent of four to five full black refuse sacks) for the weekly collection of household waste.
 - 2.2. A 240L-sized wheeled bin was chosen as it is more than adequate to securely hold the waste generated by an average family over the collection period. 120L wheeled bins are available on request.
 - 2.3. Materials that should not be put into a black domestic waste bin include:
 - Hot ashes and heavy materials such as large amounts of soil, hardcore or rubble
 - Car parts
 - Business waste even if generated from a business operating from home
 - Corrosive materials and liquids such as oil and paint
- Aberdeen City Council also offers the majority of residents a kerbside collection of paper, cardboard, glass bottles and jars, food and drink cans and plastic bottles. Brown 240L wheeled bins are provided for the collection of garden waste allowing residents to recycle a large proportion of their general refuse.
- 2.4. Guidance that was given to householders when bins introduced was that all waste must be within wheeled bin with lid closed.

3. WASTE COLLECTION INFRASTRUCTURE

- 3.1. In accordance with the Environmental Protection Act, a Local Authority has a duty to collect household waste. To facilitate these collections, and with in reason, the Local Authority can either provide free of charge or sell to the householder a bin or can insist that the householder supplies the container at their own expense. Aberdeen City Council took the decision to provide a 240 litre wheeled bin free of charge with a 120 litre bin available on request.

- 3.2. Since 2004, Aberdeen City Council has been providing extensive kerbside recycling collection services. Residents are able to present paper, cardboard, glass bottles and jars, plastic bottles, food and drink cans and garden waste separately for collection. Food waste can be composted in a home compost unit or from March 2009, will be collected as part of the garden waste collection service. Around 60% of an average bin can now be easily recycled at the kerbside. Utilising the network of Recycling Centres and Points to recycle textiles, electrical items, scrap metal, chemicals, paints and batteries increases this figure even further.
- 3.3. These easy waste minimisation and recycling activities can impact the amount of waste that large families present for collection. In the Dyce area, where AWC together with weekly kerbside collections of recycling have been operating since September 2006, results from the customer satisfaction survey show that 25% of households of 6 or more residents manage with one wheeled bin over the fortnightly residual collection period. 62% of households of five residents manage with one wheeled bin over the fortnightly collection period. The same survey shows that just 15% of households with a child in disposable nappies require an additional wheeled bin and of these, 69% had two children in nappies.
- 3.4. However, it is recognised that even with intensive waste minimisation and recycling activities, there are some instances when one 240L bin is still not large enough for the waste generated in a household.

4. EXISTING ADDITIONAL WHEELED BIN POLICY

- 4.1. There is currently no formal policy, agreed by the Council, in place to deal with requests for additional waste capacity. At the present time, requests from householders for additional wheeled bins to deal with their excess waste are dealt with according to the number of residents in the property.
- If customers indicate that there are five or more residents within the household, an additional wheeled bin is automatically delivered to them. No checks are made to verify claims, determine if there is a genuine capacity need or check if business waste is being presented for collection.
 - If customers indicate that there are less than five residents in the household, an additional wheeled bin can be delivered for a one-off charge of £26.52 plus vat. Again, no checks are made to determine if there is a genuine capacity need or if business waste is being presented for collection.

5. PROPOSED CHANGES TO ADDITIONAL WHEELED BIN POLICY

- 5.1. The current policy, whilst not automatically entitling residents to receive additional waste capacity, does allow them to make a request for an extra bin. The criteria above has been used by staff to assess any requests for an additional wheeled bin that have been submitted
- 5.2. This report seeks to formalise these criteria as the accepted means of assessment so that all requests are dealt with on a fair and consistent basis. This will ensure householders cannot pay a one-off charge for an additional / larger bin when genuine capacity need has not been established.
- 5.3. It is proposed that when requests for an additional bin are received, residents are asked to complete an application form. This will ensure that we have a signed written record of the number of residents within the household and a record of any genuine need (for example medical need) for additional waste capacity. All data collected will comply with the Data Protection Act.
- 5.4. The application will also require residents to complete a week-long 'waste diary' to identify the materials they are throwing away on a daily basis. This aims to encourage residents to think about their waste and to consider if steps could be taken to reduce it, reuse it or recycle it and to consider if they really do require an additional bin. See Appendix 1.
- 5.5. Members of the Community Waste Team will be available to visit residents to provide advice and guidance on reducing and recycling their waste.
- 5.6. On receipt of the completed application form, additional bins will be authorised if:
- There are 5 or more permanent residents in the household.
 - A resident within the household has any special circumstances creating an unusual amount of waste on a regular basis
 - A household can prove that after using all possible measures (recycling and composting as much as possible, as determined by an Officer carrying out a waste audit), they still have more residual waste than can be contained in a standard 240L wheeled bin.
- 5.7. A permanent resident comprises a family member that resides in the household on a full-time basis. It does not include students living away from home for example.
- 5.8. Each application will be dealt with on an individual basis. This policy is not intended to discriminate against residents who have a genuine capacity need and struggle to securely present their waste for collection in one wheeled bin but to tighten the existing policy to prevent misuse, and to encourage waste minimisation and recycling activities.

6. CHANGES TO CHARGING POLICY

- 6.1. Aberdeen City Council is facing increasing costs for the collection and disposal of household waste. In 2007/08, these costs were £7,489,940 for waste collection and £7,274,213 for waste disposal.
- 6.2. Under the Environmental Protection Act, Local Authorities cannot make a charge for disposal of household waste, but a charge can be made for collection of additional household waste.
- 6.3. At the present time, households of 5 or more residents are provided with an additional wheeled bin free of charge. A one-off delivery charge of £26.52 plus vat is made for households of less than 5 residents.
- 6.4. It is proposed to increase this delivery charge to £35. This represents the cost to the Council of providing a new bin plus the costs of delivery.
- 6.5. It is proposed to charge residents an annual fee for the collection of waste in their additional wheeled bin. This ensures that householders creating and presenting additional waste are not being subsidised by householders adopting waste minimisation activities.
- 6.6. Many other Local Authorities in the UK make an annual charge for the collection of additional waste. Examples are shown in Appendix 2.
- 6.7. This annual charge could be viewed as 'variable charging' whereby residents pay different amounts depending on the amount of waste they create.

The Household Waste Prevention Action Plan (Scotland) published in February 2007 states that *'Any moves to introduce direct variable charging for household waste will not take place without further full and detailed consultation. SEPA has commissioned a research study on Direct Variable Charging for Waste which will examine issues such as enforcement, impact, cost and technologies.'* However, West Lothian Council has had an annual additional bin rental programme since 2005 without any legal challenges.
- 6.8. Currently (2007/08) the average cost of refuse collection from each property is £1.28 per week or £66.63 each year. It is proposed to set the annual rental cost for an additional / larger wheeled bin at £60 per annum.
- 6.9. In order not to exclude low-income families from this service, the annual payment of could be collected 6-twice a year (£30). As the cost to Aberdeen City Council of raising an invoice is £10, a charge below this level cannot be considered.
- 6.10. No annual charge will be made for residents requiring an additional bin due to special circumstances / medical conditions although the charge for supply and delivery of their additional / larger bin will still be payable.

6.11. Excess waste can be disposed of free-of-charge at any of the four Household Waste Recycling Centres within the City.

6.12. City Voice panel members are currently being consulted over these proposals.

7. IMPLEMENTATION

A draft sample formal written policy is offered in Appendix 3.

7.1 Three options for additional waste capacity are available:

OPTION A: provide an additional 240-litre capacity bin

OPTON B: provide an alternative larger capacity bin

OPTION C: provide no additional capacity

	OPTION A	OPTION B	OPTION C
<i>Council storage</i>	No additional storage required	Storage space required for stock of larger bins	No additional storage required
Delivery	No change to existing actions	Crews to be given clear instructions as to the size of bin to be delivered	None required
Householder storage	Household required to store two bins	Household required to store one bin	Household required to store one bin but may also have to store excess refuse
Collection	Crews required to empty two bins	Crews required to empty one bin	Crews required to empty one bin but could excess sacks may also be present
Monitoring	Householders may be tempted to 'acquire' an additional bin, especially to deal with AWC. Cases of bin theft will be difficult to monitor	Most householders present one bin for collection so cases where two bins are presented can be investigated to determine the origin of the additional bin	Most householders present one bin for collection so cases where two bins are presented can be investigated to determine the origin of the additional bin
<i>Size</i>	Householders are given extra 240L capacity	Householders are given additional capacity. Additional capacity is provided but is limited to encourage waste minimisation and	Householders are not offered any additional waste capacity,

Appendix 1

Application for additional Household Wheeled bin



Your Details

Title First Name(s).....
 Surname

 Address
 Postcode.....
 Daytime Telephone Evening Telephone.....
 Mobile Email.....

Factors that will be taken into account when assessing your application

Number of Residents in your property:
 Name and age of permanent residents: (i.e. full time members of the household - this does not included students living away from home.)

 Other factors that may affect amount of waste produced:.....

DRAFT

Please answer the following questions

Do you use a Kerbside Black Box to recycle Glass bottles & Jars, Food & Drink Cans, Plastic Bottles? Yes No

Do you use a Kerbside White Bag to recycle all your paper and cardboard Yes No

Do you use a Garden Waste Brown Bin? Yes No

Do you use your local Recycling Centre or Point to recycle any large packaging and or excess recycling Yes No

Please state any other ways you recycle or reduce your waste if applicable.....
.....

Please state how many side bags of waste a week you are producing.....

Please confirm how you are currently disposing of this additional waste.....
.....

Do you have access to transport? Yes No

Please state clearly the reasons you are applying for an additional wheeled bin.....
.....

DECLARATION

I confirm that we fully use the kerbside recycling collection services, including food waste, and, where possible, we use other facilities to recycle additional materials. We have also tried to reduce the waste we produce. Despite this, a 240-litre wheeled bin is not sufficient each collection to contain the remaining refuse for the permanent residents of this household.

I confirm that all information in this application is correct, and understand that you may make further enquiries as needed.

Signed:

Dated:

Please return to:
Community Waste Team
Aberdeen City Council
38 Powis Terrace
Kittybrewster
AB25 3RF

DRAFT

OFFICE USE ONLY		
Date Received:		
Refuse Day:		
Recycling Week	1	2
Approved	Yes	No
Visit Date		
Time		

PAYMENT

- The charge for an additional 240L wheeled bin is £XX plus an annual charge of £xx
- Payment should be made to: xxx
- Both charges include VAT and delivery charges.
- Delivery will not be made until payment has been received.
- Please allow 7 days for delivery.

TERMS AND CONDITIONS FOR RENTAL OF ADDITIONAL WHEELED BIN

1. The fee for the use of an additional wheeled bin is a rental fee. This entitles you to use the additional bin for as long as you meet the criteria set out in the policy.

2. If the above circumstances change at anytime (i.e. if you move home, if the number of permanent occupants fall below 5, or if you no longer use disposable nappies, etc), you will inform Aberdeen City Council
3. The additional bin is only to be used for non-recyclable household rubbish only
4. Checks will be made to ensure that only non-recyclable waste is presented for collection in the larger / additional wheeled bin. It may be removed if its provision is abused.

Waste Diary



ABERDEEN
CITY COUNCIL

- Mark down every item of rubbish that you put in your black-wheeled bin for 1 week.
- You will be able to see which items you throw away the most. Target these first to reduce your rubbish.
- Look at the amount of rubbish that you put in your black-wheeled bin and try to reduce this amount.

Week Commencing: _____

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Paper/ cardboard							
Glass Bottles & Jars							
Other Glass e.g.: light bulbs, Pyrex							
Food & Drink Cans							
Metals (inc foil)							
Plastic Bottles							
Plastic Packaging							
Food Waste							
Garden waste							
Nappies/ incontinence waste							
Textiles and Clothes / Toys / Shoes / Books (These could be donated to charity)							
Other: e.g. electrical							

DRAFT

Appendix 2.

Many other Local Authorities in the UK make an annual charge for the collection of additional wheeled bins. A range of the other charges is detailed in the Table below:

Council	Hire charge for additional 240L bin
Epsom & Ewell Borough Council	£104 per annum
Harborough District Council	One off charge £39.01 plus annual fee of £38.74
Bolton Metropolitan Borough Council	£120 per annum
Hinckley & Bosworth Council	£50 per annum
Kettering Borough	£196.04 per annum
South Northamptonshire Council	£55 per annum + VAT
Caerphilly County Borough Council	£70 plus VAT per annum
West Lothian Council	£52 (inc VAT) per annum

Blaby District Council, for example, offers residents a 140-litre capacity bin for general refuse collected weekly, plus a 140L bin for paper recycling and boxes for glass, cans and plastic bottles collected fortnightly. If householders require additional capacity for their general refuse, an additional charge is incurred. Rates for larger wheeled bins are designed to deter householders from using them and are not based on actual operational costs. As a result, only 8.3% of residents of Blaby District requested a larger bin.

Appendix 3.

DOMESTIC WHEELED BIN SIZING POLICY

Black wheeled bin waste is waste from domestic households that cannot be recycled, composted, reused or disposed of by other means.

All households are delivered one 240-litre black wheeled bin as standard. In the event that the household feels that the 240-litre bin is too large or too small, they may request an alternative size. Alternatives will only be made available following an assessment of individual need.

THE ISSUING OF LARGER/SMALLER BINS

- Alternative sized bins of 120-litre capacity are available, free of charge, on request.
- Residents can exchange a 120-litre bin for a standard 240-litre bin, free of charge, on request.

- Any household experiencing ongoing difficulty in reducing their waste to fit into a single bin may request an additional / larger wheeled bin.
- All requests for additional / larger bins will be individually assessed and provision of these will be based on identified need. The following policies apply:

ADDITIONAL / LARGER BIN POLICY

- On receipt of request for an additional / larger wheeled bin, the household will be asked to complete an application form and a week long waste diary.
- On receipt of the completed application form, additional / larger wheeled bins will be authorised, subject to applicable terms and conditions, if:
 - There are 5 or more permanent residents in the household.
 - A resident within the household has any special circumstances creating an unusual amount of waste which is produced on a regular basis
 - Any resident can prove that after using all possible measures (waste minimisation activities, recycling and composting as much as possible, determined by an officer carrying out a waste audit), they still have more residual waste than can be contained in a standard 240-ltr wheeled bin.

Authorisation for a larger bin will be refused when:

- The application form is returned and the household does not fall under the first two categories mentioned above
- Residents do not utilise the recycling / composting services offered
- Following a visit and a waste audit, it is evident that the household are not reducing waste / recycling as much as possible
- On visiting a household they have no excess waste

A permanent resident comprises a family member that resides in the household on a full-time basis.

OFFICER VISIT & WASTE AUDIT

- This is to be offered to any resident requesting an additional / larger bin who does not fall into one of the immediate authorisation categories.
- If the resident requests such a visit, it will be scheduled to take place on, or the day before, their next black bin collection.
- Waste will be sifted to identify dry recyclables, garden waste and non-recyclable residual waste.
- If there appears to be large amounts of dry recyclables or garden waste within the bin, then the resident will be offered additional recycling containers or garden waste bin accordingly.
- If there is more residual waste than will fit into the 240L wheeled bin after such an exercise, then an additional / larger refuse bin will be authorised, subject to the terms and conditions.

LARGER BIN RENTAL CHARGES

- Delivery of a larger bin is subject to a one-off charge of £35. This represents the cost to the Council of providing a new bin plus the costs of delivery.
- An annual rental charge will be made for households with an additional / larger bin.

These charges will be reviewed on an annual basis. Administration of the scheme would need to be done on an annual basis and is likely to require an additional administrative resource.

TERMS AND CONDITIONS FOR PROVISION OF ADDITIONAL / LARGER WHEELED BIN

1. The bin remains the property of Aberdeen City Council
2. The fee for the use of an additional / larger wheeled bin is a rental fee. This entitles you to use the additional / larger bin for as long as you meet the criteria set out in the policy.
3. If your circumstances change at any time (eg: the number of permanent members of your household change) you will inform Aberdeen City Council to assess your new waste capacity needs.
4. If you move home within the Aberdeen City Council area you must advise the Council of your new address.
5. If you move home to outside the Aberdeen City Council area, you must advise the Council and arrange for the Council to replace your larger bin with one of a standard size. There will be no charge for this.
6. The larger bin is provided on the condition that it is used for non-recyclable / non- compostable household waste only.
7. Aberdeen City Council reserves the right to carry out random checks to ensure that only non-recyclable / compostable household waste is presented for collection. The additional capacity may be withdrawn if its provision is abused.

12. APPENDIX 4.

The following is the previously agreed replacement bin policy which has now been amended in the Household Waste and Recycling Containers Policy (Appendix 1).

ABERDEEN CITY COUNCIL

Name of Committee	: Members Waste Working Group
Date of Meeting	: 3 rd September 2008
Title of Report	: Proposed Amendments to Domestic Wheeled Bin Replacement Policy
Lead Officer	: Belinda Miller
Author of Report	: Clare Neely, Waste Minimisation Officer ☎ 814612 ✉ cneely@aberdeencity.gov.uk
Other Involvement	: Peter Lawrence, Graham Walker
Consultation undertaken with	: Angus Sefton, George Saunders, Neil Taylor

Summary of Report

The Waste Management Transformation Strategy, approved by Full Council in February 2008 included a recommendation to '*establish a clear policy on wheeled refuse bin replacement and provision of additional refuse bins based on an annual charge*'.

This briefing note intends to formalise Aberdeen City Council's wheeled bin replacement policy.

Residents will be charged £30 for a replacement wheeled bin instead of their lost/missing bin being replaced for free. This intends to encourage all residents to store their wheeled bin securely within the boundary of their own property between collections.

Recommendations

- It is recommended that the Group formalises the wheeled bin replacement policy

Links to the Community Plan/SOA and to Vibrant, Dynamic & Forward Looking

This report links to the Community Plan to 'Manage and treat waste in accordance with best practice standards'

There are no links to the Vibrant, Dynamic & Forward Looking policy.

Implementation

Implementation of the proposals would be carried out by the Waste Operations Team based under Neighbourhood (North) and the Authorised Officers in each Neighbourhood Service area.

Resource Implications

People	: The proposals would affect existing staff in the Corporate Contact Centre and existing staff in Authorisation Officer roles. Additional enforcement staff may be required.
Finance	: Potential additional charges to householders for replacement wheeled bins. Additional costs of cleansing / litter clearance Additional enforcement staff
Systems & Technology	: Reporting of lost / missing wheeled bins will be recorded on the appropriate system. Financial charging systems will be used to raise invoices to householders.
Property	: None
Other Equipment	: None
Other	:

Other Implications

Health & Safety : People
Staff in the Corporate Contact Centre and Authorised Officers are likely to be subject to aggressive behaviour.

Property
None

Risk Management : If this proposal is not formalised, Aberdeen City Council will continue to replace wheeled bins free of charge where residents have not taken adequate action to ensure the safe keeping of their bin,

**Human Rights/
Equalities/Diversity
Equalities Impact
Assessment
Sustainability
Environmental** : Discounted bins will be available to households in receipt of Council Tax Benefit or Housing Benefit
: An Equalities and Human Rights Impact Assessment (EHRIA) will be carried out.
: None
: Residents who do not pay for a replacement bin may still present refuse for collection in refuse sacks. Aberdeen City Council has a duty to collect this waste. Problems with vermin / litter and the associated cleansing costs may arise.

Social : None
Economic : None

Construction : None

Signature :

Main Considerations

INTRODUCTION

The Waste Management Transformation Strategy, approved by Full Council in February 2008 included a recommendation to '*establish a clear policy on wheeled refuse bin replacement and provision of additional refuse bins based on an annual charge*'. This briefing note intends to formalise Aberdeen City Council's wheeled bin replacement policy.

Residents will be charged £30 for a replacement wheeled bin instead of their lost/missing bin being replaced for free. This intends to encourage all residents to take responsibility for the safe-keeping of their bins and to store their wheeled bin securely within the boundary of their own property between collections.

1. Background

- 1.1. Aberdeen City Council provides 240L wheeled bins to residents (with the capacity to store a wheeled bin) as standard. Although at all times, wheeled bins remain the property of Aberdeen City Council, householders are expected to take appropriate steps to ensure the safe keeping of their bin as bins are effectively '*leased*' to residents for their refuse collection.
- 1.2. Preventative steps include marking the bin with a property number/ name for easy identification, storing the bin securely within the boundary of a property between collections and not filling the bin with heavy materials that could damage the bin as it is lifted on the vehicle for emptying.
- 1.3. A lack of household responsibility in looking after wheeled bins, especially between collections, can result in bins ending up lost, abandoned or fired.
- 1.4. Wheeled bins generally need replacing because they are:
 - Blown away or lost as a consequence of being left unattended between collections
 - Removed by the previous home owners when residents move home
 - Stolen
 - Lost as a consequence of being left unattended during the day when presented for emptying
 - Damaged by the refuse collection service
 - Damaged by the occupier

2. Current policy

At the present time, when a request is made for a replacement wheeled bin, this request is recorded and a job ticket is raised for delivery of a replacement bin. Limited checks are made to determine how, when and potentially why the bin was lost. Replacement bins are provided free of charge.

3. Proposed amendments to policy

- 3.1. While most householders look after their bin, some abandon it out in the street for days following collection, leaving it open to being stolen, set on fire or damaged in other ways.
- 3.2. It is proposed to change the existing wheeled bin replacement policy to encourage residents to take the appropriate steps to look after their bin. This will include a charge of £30 for a replacement bin. This represents the cost to the Council of providing a new bin plus a small delivery charge.
- 3.3. If second-hand bins are available, these will be charged at £20.
- 3.4. This charge is likely to be less than the costs a householder would incur in buying a replacement bin privately. Bins provided by a third party also offer no guarantee that they are compatible with our vehicle's lifting equipment and therefore no guarantee that they can be emptied.
- 3.5. Residents in receipt of Council Tax Benefit or Housing Benefit will receive a discount of 50% on submission of proof on entitlement.
- 3.6. Charges will NOT be applied when:
- Bins are lost on collection day
 - Bins are stolen from within the boundary of a property and a Police Incident Number is obtained and provided
 - Bins are 'eaten' by the collection vehicle.
- Charges will also not apply where:
- A resident has moved to a new home within the last four weeks and there is no bin at the property
 - Damage is caused to the bin by the collection vehicle
 - Brown wheeled bins for the collection of garden waste are lost or damaged
- 3.7. Replacement bins will only be delivered on receipt of payment. In line with other home delivery services, a signature will be required in order to provide proof of delivery.
- 3.8. Aberdeen City Council will remove damaged or broken wheeled bins when the replacement bin is delivered, if appropriate.
- 3.9. If householders refuse to pay the charge for a replacement bin, they are entitled to take their general waste, free-of-charge, to one of the four Household Waste Recycling Centres within Aberdeen.
- 3.10. Householder's house insurance may cover the cost of replacing fire damaged or stolen bins. In such cases, replacement bins should be purchased and then a claim made under the insurance policy.
- 3.11. The bin replacement charge will be reviewed on an annual basis.

3.12. The proposed policy will affect domestic (household) wheeled bins only.

Separate charges apply to trade / commercial waste collection containers.

4. Examples from other areas.

Many other Local Authorities already make a charge for replacement wheeled bins. Most notably, Aberdeenshire Council makes a charge of £46.30 for any new or replacement bin required for any reason. Discounts are only available in cases of financial hardship. Details are shown in Appendix 1.

5. Monitoring / Enforcement

Members should be aware that there will be instances when a resident may not wish to pay for a replacement bin and may not have appropriate transport to take their waste to a Household Waste Recycling Centre. Aggressive behaviour may be directed towards Corporate Contact Centre staff or Authorised Officers.

In addition, Aberdeen City Council would still be required to pick up refuse sacks placed out by a householder under our duty as a Principal Litter Authority. Wheeled bins / communal bins were introduced to contain waste, and waste placed out for collection in refuse sacks are likely to attract vermin and lead to a spread of litter. Additional resources would be required to deal with any enforcement activity as well as clearing any mess caused by non-containerisation of waste.

Appendix 1.
Replacement Bin Costs

Council	Cost of replacement bin	Additional info
Aberdeenshire Council	New or replacement wheeled bins are charged at £46.30	Discounted bins are available in cases of financial hardship.
Bournemouth Borough Council	If wheeled bins are damaged or stolen the resident has to pay £40 for a replacement	If wheeled bins are damaged by Council collection crews they are replaced free of charge
Burnley	Replacement bins are £20	
Cambridge City Council	Lost or stolen refuse wheeled bins are charged at £50	
East Riding of Yorkshire	Replacement of a lost or stolen bin: £30	If the bin goes missing on the day of collection it is replaced free of charge
Kingston upon Hull City Council	£21 per bin (includes delivery cost) for the replacement of a lost or stolen bin	Council Operatives record when a bin goes into the vehicle or when damage is caused. In these cases the bin is replaced free of charge
South Northamptonshire Council	Replacement of damaged bins: £40	If a bin is stolen on collection day the bin is replaced free of charge. Existing bins that are split and beyond repair through old age are replaced free of charge.
Stockton-on-Tees	Replacement of lost or stolen bins: £25	
Waveney	Replacement of lost or stolen bins: £25	
Welwyn Hatfield Borough Council	Replacement of lost or stolen bins: £43.50	
West Lindsey	Replacement of lost or stolen bins: £25	

COMMITTEE : Housing and Environment 16 February 2010

CORPORATE DIRECTOR: Pete Leonard

TITLE OF REPORT: Biomass heating at Duthie Park Winter Gardens

REPORT NUMBER: H&E/10/012

1. PURPOSE OF REPORT

To propose to Committee that the existing oil and gas heating systems at Duthie Park Winter Gardens are replaced with a biomass system, and, to include in the biomass fuel supply contract the use of surplus wood from our local parks, with a view to developing in the future a woodfuel production base in Aberdeen, as an income generating project, managed by our Arboricultural Service.

2. RECOMMENDATION(S)

That the Committee:

- a) approves a tender being issued for the installation of a biomass heating system at Duthie Park Winter Gardens at an estimated capital cost of £423,000, based on the recommendations in the Feasibility Report, subject to the full capital funding having been secured;
- b) instructs the Director of Housing and Environment Services to arrange for the preparation of a non-housing capital bid for £125,000 in respect of the biomass heating system;
- c) instructs the Director of Housing and Environment Services to submit the aforesaid non-housing capital bid to the next appropriate meeting of the Finance and Resources Committee with a recommendation that they approve said bid; and
- d) approves a tender being issued for the supply of biomass fuel at an estimated annual cost of £58,340, subject to the full capital funding having been secured for the biomass heating system, and include in the tender a requirement that surplus wood from the Council's parks will be purchased by the successful company for inclusion in the biomass supply chain.

3. FINANCIAL IMPLICATIONS

The capital cost of £423,000 would be covered through a combination of external grant, non-housing capital grant funding of £125,000 and Central Energy Efficiency Fund (CEEF) funding.

Revenue savings of £65,090 per annum are expected. The savings would be repaid to the CEEF over the first 3 years, after which this annual saving would accrue to the Council as a result of reduced fuel costs.

4. SERVICE & COMMUNITY IMPACT

This report supports the following National Outcomes from the Single Outcome Agreement (SOA) 2008-2011 and Aberdeen City's Community Plan. Specifically from the SOA:

- **12.** We value and enjoy our built and natural environment and protect it and enhance it for future generations;
- **14.** We reduce the local and global environmental impact of our consumption and production;

and it also links generally to the Council's policy statement, Vibrant, Dynamic and Forward Looking, in terms of its declared intention to be an efficient Council.

5. OTHER IMPLICATIONS

Development of a woodfuel production base in Aberdeen will require the direct involvement of the Council's Arboricultural Officer.

The CO2 saving, estimated to be 697.9 tonnes per annum, will contribute to our future Carbon Reduction Commitment targets as required to be monitored and reported under UK legislation.

6. REPORT

6.1. Background and Feasibility Report

The Duthie Park Winter Gardens are currently heated by a combination of two boilers, one oil and the other gas. A detailed Feasibility Study was carried out in November 2009 to determine:

- Whether the two existing heat circuits could be combined into one, fuelled by a biomass boiler
- The optimum size of a biomass boiler and related heat store
- Whether a wood boiler should be used for base load, with the peaks taken by the existing fossil fuel boilers, or whether to retain the existing oil and gas boilers for back up only
- The controls implications of having 2 or 3 systems (biomass, oil and gas) on the same heating circuit.
- Whether a wood boiler, plus heat store, could cope with the fast changing heat demand as the level of solar insolation changes
- The type of fuel to be used: wood chip or wood pellet
- Location of a wood boiler
- Specification and location of associated biomass store
- Number of fuel deliveries required per month
- A specification for wood supply and quantity to be used in a future tender for the fuel supply
- Availability of local suppliers and indicative prices for the wood fuel
- Capital costs; indicative running costs; payback period; likely access to grants.

The Feasibility Study was carried out by David Palmer of The Campbell Palmer Partnership Ltd, an acknowledged expert in the biomass field, and was arranged and funded by The Carbon Trust. The Executive Summary is attached at Appendix One. A copy of the full report is available by contacting the author of this report.

6.2 Findings and recommendations:

Technically there are no constraints on changing the heating system at Duthie Park Winter Gardens to biomass.

The estimated total capital cost would be £423,000. The estimated annual savings on running costs would be £65,090. It is recommended that the capital costs are covered through a combination of grant, expected to be around £126,700, a non-housing capital contribution of £125,000 from the Council, plus funding from the Central Energy Efficiency Fund (CEEF) of the balance which would be expected to be around £171,300.

CEEF is a revolving loan fund provided by the Scottish Government to public bodies to assist in funding the capital costs of carbon saving measures. Savings on running costs are used to repay CEEF so ensuring that value of the loan fund is retained for other energy saving measures in future. We have sufficient CEEF funding available for this recommended project. The payback period would be less than 3 years, after which the annual savings to the Council would be the estimated £65,090 per annum.

6.3 If the recommendations are approved, the following actions will be taken:

- Apply for grant funding, with an initial application to the Community and Renewable Energy Scotland (CARES) scheme, and with the fall back position of applying to the Scottish Biomass Support Grant or a Low Carbon Buildings Fund
- Tender for the supply and installation of the biomass boiler; the necessary works to link the two exiting heat circuits into one; the required changes and additions to the control systems; supply and installation of the biomass store. The successful company would be responsible for applying for Planning Permission and Building Warrant.
- Tender for the supply of woodchip for a five year period, with performance reviews built in to enable the contract to be ended earlier performance standards are not met.

6.4 Feeding surplus wood from local parks into biomass supply chain

The parks in Aberdeen produce wood from fallen trees, thinning, cuttings and brush. At present some of this wood is sold as logs at Hazlehead Park, and some of the remaining wood is chipped to top-dress park pathways. The amount of such wood is expected to increase in future as the Council owned woods are more actively managed.

It is proposed that we use our purchasing power to enter into a contract with a biomass supplier for Duthie Park to ensure the surplus woody material from our parks is fed into the biomass supply chain. This would involve the successful biomass supply company agreeing to buy this surplus woody material from the Council, chip it within a location in Aberdeen such as the Hazlehead Nursery, and sell it locally, potentially as part of their supply to Duthie Park.

Such a development could be used to pump prime the establishment of a woodfuel production base within Aberdeen, initially using woody materials from Council land and forests, but with the potential of developing this into a wider scheme to make use of surplus and waste wood from throughout the City. It is proposed this could be built up to become an income generating scheme, managed by the Council's Arboricultural Service. A separate report on this proposed development of a woodfuel production base in the City will be submitted for Committee's consideration at a later date.

7. REPORT AUTHORS DETAILS

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8. BACKGROUND PAPERS

- Carbon Management Energy Efficiency Report: Assessment Of Energy Saving Opportunities For Duthie Park Winter Gardens, Aberdeen City Council 2009
- Best Practice Case Study – Pentland Plants, Loanhead, Midlothian. Forestry Commission Scotland (May 2009)

Appendix 1

Carbon Management Energy Efficiency Report: Assessment Of Energy Saving Opportunities For Duthie Park Winter Gardens, Aberdeen City Council - Feasibility Study, by The Campbell Palmer Partnership Ltd, Funded by The Carbon Trust. (2009)

Executive Summary

This report presents the results of a CMEE Single survey of the Winter Gardens, Duthie Park, Aberdeen carried out by The Campbell Palmer Partnership Ltd. This survey and report are provided by the Carbon Trust, whose activities are grant funded by the Department for Environment, Food and Rural Affairs, the Department for Business, Enterprise and Regulatory Reform, the Scottish Government, the Welsh Assembly Government and Invest Northern Ireland.

The agreed scope of work was to carry out a feasibility study to answer key questions about the conversion of the oil and gas heating systems for the Winter Gardens to a biomass heating system. All of the specific objectives agreed with the Carbon Trust and the Manager of the Winter Gardens were addressed with positive outcomes for all of them.

The study identified that it would be feasible to operate the heating for all the glasshouses, including those currently heated by the gas boiler, from a biomass boiler which should be rated at 500kW. A 13,000 litre thermal store is required to enable this boiler to provide up to 94% of the annual heat energy required. It is possible to interconnect a biomass system with both the existing gas-oil and gas boilerhouses, and to configure the entire system so that the existing boilers would provide both peak load lopping and 100% back-up without major hydraulic or control system changes. The remaining 6% of annual energy required would be supplied by the existing oil and gas boilers.

It is proposed that a new biomass boilerhouse be constructed on the north edge of the site adjacent to the recently constructed storage sheds. An underground fuel silo could be located next to the boilerhouse taking advantage of the higher ground level at this point to minimise the amount of excavation required for the fuel store. A new ramp for a fuel delivery vehicle would be required up to the fuel store. Both planning permission and a building warrant would be required; as Duthie Park is not located in an air quality management area no issues with air quality should arise from the proposed installation.

Three local fuel suppliers were contacted and quotations for woodchip fuel at 30% moisture content of £88 per tonne and £90 per tonne were obtained. Fuel would be delivered by articulated vehicle at 140m³ (or 25 tonnes) a time. A delivery of this size would provide 7 days' fuel supply when the boiler is operating continuously in cold weather. As there are a number of suppliers able to supply reasonably dry woodchip the use of wood pellets was not considered. A maximum of 4 fuel deliveries per month would be required in winter, with one delivery or less per month in the summer. A total of 660 tonnes of woodchip at 30% moisture content per year would be required. The recommended fuel specification is woodchips with a moisture content of 30% and the majority of chips not exceeding a 35mm dimension.

Currently, the Winter Gardens spend an estimated £131,200 per year on gas-oil and gas for heating the glasshouses. The estimated future cost of heating by biomass is £58,340 which together with residual fossil fuel costs of £7,770 makes a future fuel cost of £66,110 and an annual fuel cost saving of £65,090. The Renewable Heat Incentive (RHI) is likely to come into force in 2011, and an incentive of 1p/kWh would increase the effective annual saving by £22,860 to £83,540.

The estimated capital cost for the system is £422,310 which includes the biomass equipment, new boilerhouse and fuel store, and district heating connections to the existing boilerhouses together with minor pipework and control changes. This site should be eligible for a Community and Renewable Energy Scotland (CARES) grant of about 30% which would reduce the capital outlay to just below £300,000. Without a grant or the RHI taken into account the simple payback on the project would be 6.9 years, but this would fall to 3.5 years if both the CARES grant and the RHI are taken into account.

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COMMITTEE : **Housing And Environment** DATE: 16 February 2010

CORPORATE DIRECTOR: Pete Leonard

TITLE OF REPORT: – Progress with approved savings for the Countryside Ranger Service and Hazlehead Golf Course for 2009/10

REPORT No. H&E/09/083

1. PURPOSE OF REPORT

To provide the Committee with a **regular** update of progress towards making the approved budget savings for 2009/10 in respect of the Ranger Service and the Hazlehead Golf Transfer. **Changes from the previous reports to this Committee are presented in bold type for ease of reference.**

2. RECOMMENDATION(S)

That the Committee:

- (i) approves the steps being taken to achieve these savings;
- (ii) notes that the required savings for the Ranger Service have been achieved ; and
- (iii) instructs the Corporate Director for Housing & Environment to report back with a further progress report at its meeting on 16 February 2010.

3. FINANCIAL IMPLICATIONS

The approved 2009/10 budget saving for the Ranger Service is £82,000, and, for the **Hazlehead Golf Course, £236,000.**

4. SERVICE & COMMUNITY IMPACT

This report supports the Community Plan's vision for land use and the environment, namely, for Aberdeen to be a City that protects, enhances and values its environment. It also links generally to the Council's policy statement, Vibrant, Dynamic and Forward Looking, in terms of its declared intention to be an efficient Council.

5. OTHER IMPLICATIONS

The Countryside Ranger Service is a cost effective means for ACC to deliver Many of its statutory functions relating to the natural environment under the EC Habitats Directive, Wildlife and Countryside Act 1981, Nature Conservation

(Scotland) Act 2004 and Land Reform Scotland Act 2003, as well as promoting outdoor access, learning in the outdoors which supports the Curriculum for Excellence, encourages an active and more carbon neutral lifestyle which helps to improve the overall health and wellbeing of the people of Aberdeen and its environment. The Service also delivers many of the Council's obligations for the UK, Scottish and Local Biodiversity Action Plans and the Water Framework Directive.

If the Countryside Ranger Service was to be discontinued as a result of not achieving the additional level of income or equivalent savings then ACC would lose the expertise to manage its countryside sites (c.1800hectares) for nature conservation, recreation and education. ACC has a statutory obligation to manage the two Sites of Special Scientific Interest in its ownership, which the Countryside Ranger Service currently undertakes. The Countryside Ranger Service is also a key part of the development, promotion, implementation and management of the proposed Core Path network and other non-motorised outdoor access routes. This is a function identified in the legislation for Ranger Services to undertake.

Hazlehead Golf Course is maintained to a high standard, as befits a course which is a major attraction for golfers due to its location and McKenzie design. Failure to make the required savings would result in a poorer standard of maintenance and ultimately a loss in prestige and income for the City.

6. REPORT

(i) The Ranger Service

The current total of definite savings for 2009/10 stands at £85695, £3695 in excess of the required savings for 2009/10.

The Ranger Service savings have therefore been met.

Housing and Environment Committee has, at its meeting on 26th August 2009, given full approval for any excess savings made by the Ranger Service to be used to help fund the unforeseen savings required for Hazlehead Golf Course.

(ii) Hazlehead Golf Course.

This was a saving which was unforeseen when the budget challenge meetings were setting the Environment savings for 2009/10, and which was allocated against the Service after the budget was set. This section gives an account of progress towards achieving the savings,

The required savings for 2009/10 for the Hazlehead Golf Course are £236,000. This has reduced from the original £260,000 previously reported as a result of budgets and accounts being corrected.

To date, a total of £233,000 has been identified, £100,000 of which will be generated by the contract for Roundabout Sponsorship, and £68,000 from the continued vacancy for an Interim lead Environment Manager (the post was approved by the full Council on 20th May 2009 as part of the £250,000

restructuring of the management of the Grounds Maintenance and Street Cleansing Services).

A further £25,000 has been allocated from the cleansing budget. This budget was primarily set aside for the redevelopment of a works depot. This work is no longer required for 2009/10 and therefore allows the funds to be used as a saving.

Approval has already been given to use surplus savings generated by the Ranger Service against Hazlehead Golf Course. This added to a staff vacancy within the current structure that is not to be filled amounts to a further £40,000 saving.

The remaining saving of £3,000 will be achieved through continued careful weekly monitoring of the grounds maintenance and street sweeping labour costs. Vacancies within the team are not currently being filled.

These overall labour costs are now well within budget at the time of writing and it will be possible to manage staff numbers and vacancies so as to allow a saving against budget.

The non filling of staff vacancies for a 4 week period will allow for the remaining saving to be met.

Therefore, as of 5th January 2009 the remaining savings are on track to be made.

7.REPORT AUTHOR DETAILS

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8.BACKGROUND PAPERS

None

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COMMITTEE: **Housing and Environment Committee** 16th February 2010

CORPORATE DIRECTOR: Pete Leonard

TITLE OF REPORT: Street Cleanliness Report : Street cleanliness in deprived and better off neighbourhoods - closing the gap.

REPORT No. H&E/10/....

1. PURPOSE OF REPORT

Update the Committee on the findings of recent research and a report completed by the Joseph Rowntree Foundation which explores why affluent neighbourhoods tend to have higher levels of street cleanliness than deprived neighbourhoods and how local authorities can close this gap, improve performance and achieve desired standards in all areas.

To provide the Committee with an update on the progress made since 2004 by the Street Cleaning Service in closing the gap and compare the recommendations of that report with the strategies and actions already in place in Aberdeen City.

2. RECOMMENDATION(S)

It is recommended that the Committee:

- (i) notes that the Street Cleansing Service has made considerable and sustained progress towards reducing the gap in the standard of street cleanliness between less affluent and more affluent areas of the City, while continuing to find efficiency savings.
- (ii) instructs the Director of Housing and Environment Services to provide a further report on progress at the beginning of the calendar year 2011.

3. FINANCIAL IMPLICATIONS

There are no financial implications in this report.

4. SERVICE & COMMUNITY IMPACT

This report links directly to the Aberdeen City Council draft Single Outcome Agreement 2009-12 in terms of National Outcome 15- *Our public services are high quality, continually improving, efficient and responsive to local people's needs*

5. OTHER IMPLICATIONS

There are no other implications in this report.

6. REPORT

6.1 Background

In November 2009, the Joseph Rowntree Foundation published a report on “Street Cleanliness in deprived and better –off neighbourhoods.” This research was aimed at finding out why affluent neighbourhoods tended to have higher levels of street cleanliness than deprived neighbourhoods and how local authorities could reduce this gap.

6.2 The position in Aberdeen City

Service redesign has been ongoing over the last few years and will continue to move forward and develop, continuing to plan core service provision relative to neighbourhood and area needs.

This type of provision and has proved to be very successful in recent years in terms of improved performance and cost effectiveness.

(i) Savings and cleanliness scores

In common with other services within the public sector, the Street Cleaning Service has had to make substantial savings (approximately £250,000 over the last two years) to help the Council achieve a balanced budget and still provide best value.

The adoption of planning and targeting resources relative to needs has not only led to a dramatic narrowing of the gap in street cleanliness levels between the more affluent and less affluent areas of Aberdeen City, but a high absolute level of performance has also been achieved.

Aberdeen’s street cleanliness SPI (LEAMS) has shown continued improvement over the last few years, leading to the most recent peer review score of 76, well above the Scottish benchmark of 67 and in fact out best score to date.

The services own internal PAC rating has also shown continuous improvement in recent years improving from an average of 82 in 2004 to the present average score of 94 as of December 2009.

Appendix 1 charts the improvement over the last 5 years.

(ii) Mechanical equipment vs. the manually operated barrow.

One of the points made in the report is that local Authorities should ask the opinions and views of their frontline staff when working out how best to target and deploy resources. This is a commonsense approach, as it recognises the fact that frontline staff have an extremely detailed and valuable knowledge of the

areas they keep clean and are therefore in an excellent position to suggest any improvements in the methods used. This is an approach which has been taken by Aberdeen City Council and has led to the use of mechanical sweeping equipment only in areas where it can be used without hindrance and to the best effect. We have taken the staff's advice when they have recommended manual barrow litter picking be applied to a route, rather than mechanical sweeping methods and this has brought benefits, as can be seen by the significant reduction in the gap between affluent and less affluent areas in the City

Appendix 2 which shows the improvement since 2007/08.

Chart 1 highlights neighbourhoods with the lowest PAC rating in 2007/08. All these neighbourhoods would be classed as less affluent areas.

The chart show that directing more resources and in particular more manual beats in to the less affluent areas has brought about a significant improvement in the PAC rating / cleanliness of the areas.

In order to sustain the resource in the less affluent areas it is necessary to withdraw and reduce the resources employed in the more affluent areas. Chart 2 highlights that despite reducing resources the cleanliness rating has not been affected and in all cases remains well above target.

The work undertaken to reduce the cleanliness gap between less affluent and affluent areas has brought about real success and continued improvement in the cleanliness of all neighbourhoods.

Lowest Neighbourhood Pac: 2007/08 – 64, 2009/2010 – 84
Highest Neighbourhood Pac: 2007/08 – 98, 2009/2010 – 100

Chart 3 plots the average PAC rating for the 6 lowest scoring area (areas which can be seen as less affluent) and 6 highest scoring areas (areas which can be seen as affluent) for the last 2 years and this clearly highlights the closing of the gap.

(iii) Environmental walkabouts and involving the community.

As Members will be aware, the Service has been running Environmental Walkabouts for approximately three years, developing them to the point where the local Elected Members and the local Community Representatives are advised of the next scheduled event and provided with a detailed report thereafter. This report can be revisited when the next walkabout in that area takes place, so that improvements can be measured, together, by both the Council and the Community, as they walk around the area.

A recent development which has been received with enthusiasm by local Communities is the provision of litter picking equipment, free of charge, to the Community representatives who then have the means to keep the area well cared for between routine cleans and Environmental Walkabouts. This means that, once a high standard is achieved, the "snowball effect" takes place whereby

the local residents help to maintain their local area. They rightly feel involved and jointly responsible with the Council for the maintenance of their area.

This is in line with one of the conclusions of the report which states that *“The national and case study evidence confirms the views of environmental service providers that environmental problems are not simply caused by the carelessness of residents.”*

(iv) Differences in the LEAMS scoring system between Scotland and England.

The Joseph Rowntree report makes reference to the fact that there are slight but potentially significant differences between the ways in which area transects are scored in Scotland and England, which effectively mean that a good overall score can be achieved in Scotland by concentrating on the more affluent areas and ensuring they have a high average level of attention. This is not possible using the English system as the overall score takes into account the proportion of transects which fail to meet the acceptable standard (below grade B).

The report goes on to say that *“There is a suggestion that the policy signals in Scotland do allow for performance targets to be achieved and improvement made without targeting the least clean areas, whereas in England, the target indirectly encourages a focus on deprived areas.”*

However, in Aberdeen City at least, this potential effect of the scoring system has been accounted for by means of the City Council’s internal PAC (percentage achieving cleanliness) system. All neighbourhoods undergo a programme of inspection which allows for each neighbourhood to have its PAC recorded and monitored.

Street cleaning operations regularly review neighbourhood PAC ratings with resources progressively targeted towards any improvements needed.

This is considerably aided by the Environmental Walkabout system which embeds good practice in the community and demonstrates to it that it is as important as any other area within the City. The fact that this works can be demonstrated by the graphs in Appendix 2.

(v) The next steps?

As mentioned above, the Service has had to make considerable savings in recent years. This situation will continue and the Service will continue to seek efficiencies in the way that street cleansing is provided to the city of Aberdeen.

Accordingly, work has begun on a root and branch review of where we are at the moment, with the aim of building upon what works well for us. It will also involve looking at further community involvement to and deciding on what areas of work we should be concentrating on in the future. This will necessarily involve a large amount of work which will be completed by the end of the calendar year 2010.

In order that this work has a set of quantitative as well as qualitative parameters, the Service is committed to make a further £78,000 of savings in the last quarter of the financial year 2010/11 and £313,000 in the subsequent full financial years.

Work done and lessons learned by the Environment Service in the 2009 tendering process for the grounds maintenance of sports grounds and playing fields will be used to help achieve these savings, while maintaining the absolute standards and reduced gaps between affluent and less affluent areas.

6.3 The Joseph Rowntree Foundation Report

The report looks in more detail at the varying experiences and outcomes achieved of three local authorities: Lewisham, Leeds and Fife, in the context of a set of central questions which it poses. These questions and the main findings of the report, in relation to each, are given below.

Q 1 Is there a gap in cleanliness between deprived and better-off neighbourhoods?

Finding: YES For each authority, there is a tendency for more deprived streets to have lower grades although this is more pronounced in **Leeds** and **Fife** than in **Lewisham**

Q 2(a) If there is a gap, is it closing?

Finding: YES –In the English Authorities. There is some evidence from national household surveys in England that there has been a narrowing between 2003 and 2007). The gap is slightly widening in **Fife**, however.

Q 2(b) If so, in what ways and to what extent?

Finding: In Scotland, performance is measured by taking the average score for all the transects surveyed.

In England, performance is measured in terms of the proportion of transects which fail to meet the acceptable standard (those below grade B). –more indirect emphasis on the areas with a poorer standard.

Under the Scottish scoring system, **Fife** improved its performance measure by improving standards in better-off areas. Under the English system, **Lewisham** has secured improvements by reducing the proportions below standard in deprived areas as fast as in other areas while **Leeds** has focused improvements almost exclusively on the most deprived neighbourhoods.

This is not to imply that a deliberate strategy was in place in **Fife** to target 'easier wins' for improvement. However, there is a suggestion that the policy signals in Scotland do allow for performance targets to be achieved and improvement made without targeting the least clean areas, whereas in England the target indirectly encourages a focus on deprived areas.

Q.3 Given that ‘deprivation’ captures a broad basket of indicators, what are the more specific social and physical characteristics of neighbourhoods which predict higher levels of need for environmental services?

Finding: Certain neighbourhood characteristics make some residential areas more difficult to maintain than others. These ‘risk factors’ are partly about the social composition of the population but also about the physical environment and how it is used.

- The presence of low-income households is consistently identified as a risk factor but so is higher-density housing (irrespective of who lives there).
- There is significant variation between local authorities in the risk factors identified. This suggests that authorities should carry out their own investigations locally where possible, informed by these results. They might consider how they could investigate physical environmental factors as well as socio-demographic issues.

Across the three case studies, the proportion of low-income households in the area is the most important factor but its influence varies: it is far stronger in **Leeds** than in either of the other two. In one case study, **Fife**, housing density has a stronger influence on outcomes than low income. The national and case study evidence confirms the views of environmental service providers that environmental problems are not simply caused by the carelessness of residents. The national-level analysis in particular suggests that a range of neighbourhood characteristics are associated with environmental problems. The case study evidence also suggests some important socio-economic factors are important, along with density (of housing).

Interestingly, however, low-income households emerge as a strong predictor of problems in all three case studies, although it should be emphasised that it is not *just* low income which has these associations. Arguably, the research has not managed to explain what it is about low income that is related to problems.

Q.4 Do resources and services follow need, and to what extent?

Finding: In both the national and the local analysis, there did appear to be a skewing of resources towards the more deprived neighbourhoods. The strength of skewing clearly varied between authorities.

- In spite of this skewing, outcomes were worse in more deprived streets, suggesting that the nature or level of services there was still not sufficient.
- In all three local authorities, resources were clearly skewed towards streets with higher densities but only in Leeds was there consistently higher expenditure in streets with lower-income groups. Yet the earlier analysis showed that it was that measure that was the single most significant indicator of poor standards. Local authorities may need more encouragement to use measures of social composition as the basis for targeting, rather than physical form.

- The analysis does not show that more expenditure is associated with better outcomes, although there is some evidence for this from some parts of the analysis which follow.

Q 5 What is the effect on street cleanliness when service levels are adjusted such that they are provided more in line with need?

Finding : Key messages from the **Fife Story**

- Standardised services at the level of a twice-weekly manual sweep may be insufficient to meet the street cleansing needs of more deprived streets.
- Local operatives are a key source of intelligence about the actual work involved in individual streets to meet cleanliness standards.
- To understand the true nature of programmed service provision, there is a need to look beyond service frequencies to take account of actual workloads. It is critical that authorities assess how relative workload sizes relate to neighbourhood needs and cleanliness outcomes.
- The imperatives of national performance auditing may encourage locally based staff to – at least in part – target their effort in relation to need.
- Using responsive modes of service to target need is an expensive option and can make deprived areas appear more costly than they would under a different system.

Service changes in Fife

As part of a Best Value review process and in response to the findings of this research, **Fife** Council introduced a new model of service provision for the year 2008/9. This model uses 'local service teams' to work generically and holistically in an area. It also incorporates a provision for a 'local factor' to be applied in areas of particular need which leads to the adjustment of the level of servicing accordingly. In addition, non-mainstream resources (from the Fairer Scotland Fund) are being used to pilot the use and impact of further additional services in such areas. If these resources are found to have a positive impact on cleanliness, this should lead to further targeting of mainstream service provision when the Fairer Scotland Fund comes to an end in April 2010.

. Service provision in Lewisham appears very similar to that provided in **Fife** (see box). A key question is therefore: how does **Lewisham** achieve its relative equality in outcomes?

Finding: Key messages from the **Lewisham story**

- Mainstream service provision can be engineered to produce broadly equal cleanliness outcomes in the context of neighbourhood diversity.
- A focus on the distribution of 'work', which takes account of variations in neighbourhood needs, will have a positive effect on equality in comparison with a focus on service frequency.

- Again locally based staff are key sources of information when workloads are being devised such that they recognise the diverse needs of neighbourhoods.
- Whereas authorities with high levels of deprivation face substantial challenges in achieving good outcomes, *equality* is likely to be easier to achieve in authorities with less of a range of deprivation between their neighbourhoods. A lack of ‘demanding’ affluent neighbourhoods may allow authorities more latitude to pursue equality.
- In this context, an additional expenditure of around 35 per cent in the more challenging contexts appears to produce similar outcomes to those achieved in a context with an average deprivation profile.
- However, the **Lewisham** case shows that equality across neighbourhoods does not necessarily have to constrain effectiveness for the council as a whole, particularly where there is an aim to maximise ‘acceptable’ as opposed to ‘excellent’ outcomes.

Finding: Key messages from the Leeds story

- It is the balance between the needs of an area and the service provided to it which matters for outcomes. A key question to ask in relation to any neighbourhood context may be: is the neighbourhood getting enough of the right kind of service?
- Non-mainstream resources can be used to deliver top-up services to address acute needs, with demonstrable improvements in outcomes. However, care should be taken to ensure that this form of provision does not mask deficiencies in core service provision.
- Mechanical sweeping systems can be highly effective in less challenging contexts, delivering good outcomes without intensive resource. However, this mode of provision can be inappropriate for denser, busier and more disadvantaged areas.

6.4 A comparison of possible actions

Toward the end of the report, the researchers provide an excellent table which looks at a number of ways to address these complex issues, within the context of service user and political/ economic factors, in a bid to determine the relationship between neighbourhood contexts, service inputs and cleanliness outcomes.

Table 1: Achieving a clean sweep: aspects and issues.

Aspects of a clean sweep	Pathways to a clean sweep		
	Standardised services topped up to meet	Augmenting mainstream services with	Programming core service provision relative to needs.

	diverse needs.	non-mainstream provision.	
Achieving equality of outcomes.	<u>Yes</u> Can adjust service top-ups according to wide range of levels of needs. However, requires to be the underlying rationale for this way of working.	<u>Yes</u> Can give intensive help to designated areas. But areas in need, but outside the designation, can miss out.	<u>Yes, strongly</u> However, only when enough of the right kind of service is provided. It is important that 'bending the spend' is commensurate with need.
Able to be sustained in the face of management, political or financial change.	<u>Can be difficult</u> Easier to trim top-up services than reconfigure programmed, so susceptible to any of these changes.	<u>Not really</u> Dependent on the availability of 'special' funds and on the political will and management capacity to both win and use these.	<u>Yes</u> The aim to provide a clean sweep should be strongly embedded in service allocation and working practices.
Cost-effective (i.e. not achieved at undue cost).	<u>No</u> May be a more expensive mode of provision as responsive services more expensive than programmed.	<u>Possibly</u> Likely to be closely costed and may support mainstream services in working effectively. However, additional costs involved in bidding for and managing any additional resource.	<u>Yes</u> Likely to be cost-effective, where programming reduces the need for responsive or special resources.
Flexibility (capable of strategic adjustment and development).	<u>Yes</u> Top-up services can be readily adjusted to tackle needs.	<u>Possibly</u> Flexibility tends to be limited to the designated areas, but additional funding sources may allow for new approaches to be devised and rolled out.	<u>Possibly</u> Flexibility needs to be built into the system, in order that adjustments can be made as necessary.
Responsiveness (to ad hoc needs and demands).	<u>Yes</u> A very responsive way of working which allows new or unforeseen needs and demands to be met almost as they arise.	<u>Yes</u> Can be highly responsive to needs in designated areas. May be possible for short-run redeployment of these resources in other areas to cope	<u>Possibly</u> Needs to be supplemented with some responsive provision in order that unforeseen needs and demands can be met.

		with unforeseen needs.	
Transparency (reveals the 'true' relationships between neighbourhood contexts, service inputs and outcomes).	<u>No</u> Reliance on expensive top-up services may make the outcomes in more challenging areas appear more costly than they actually are.	<u>Possibly</u> Likely that the additional resources and services being provided will be obvious and impacts auditable. However, beware of mainstream services being withdrawn from initiative areas (i.e. substitution), making them appear more costly.	<u>Yes</u> Should give an accurate assessment of the relative service costs of achieving a given outcome in diverse neighbourhoods. Can be packaged in ways which address political sensitivities over targeting need.

In terms of table 1 above, Aberdeen City Council is already programming core service provision relative to needs.

6.5 Effective Strategies

The report summarises a number of possible strategies and states:

- The most straightforward targeting strategy is to vary cleansing frequency with need. This approach is already adopted in all authorities to some degree: it is standard, for example, for city and town centres to be cleansed more often than other kinds of area. However, political and local sensitivities can be provoked when frequencies are varied between different kinds of residential neighbourhood. A final but important point is that the capacity of operational staff to provide a particular street with a specific actual frequency of service will be determined by the overall size of their workload.
- A complementary strategy to varying service frequency is, therefore, the engineering of the apparent workload of operatives. Thus, the distribution of dwellings and street length between operative workloads should reflect the distribution of 'risk factors' and the actual level of effort required to maintain acceptable cleanliness thresholds. This approach to targeting can be more attuned to political sensitivities as it need not draw attention to the fact that targeting is taking place.
- For some authorities, rebalancing expenditure between responsive and programmed service could result in an approach targeted more towards need. Indeed, providing more programmed service in deprived areas might be more cost-effective than deploying significant levels of catch-up responsive service.
- Operational staff need to have a certain degree of flexibility so that they can deploy their efforts where they are needed. This might mean ensuring that the

right operative is in the right beat, as not all might be willing or able to use their discretion in order to improve outcomes. There is a need to balance top-down planning and organisation with a system which recognises the value of local and experiential knowledge.

- Use manual sweeping where it is necessary and mechanised sweeping where there are scale advantages. Indeed, as machines become obsolete, the strategic use of manual sweeping in areas of higher need may be more effective than mechanical systems.

All these effective strategies have been incorporated into Aberdeen's street cleaning plans and programmes as described in section 6.2 and have ultimately led to the success shown in 'closing the gap'.

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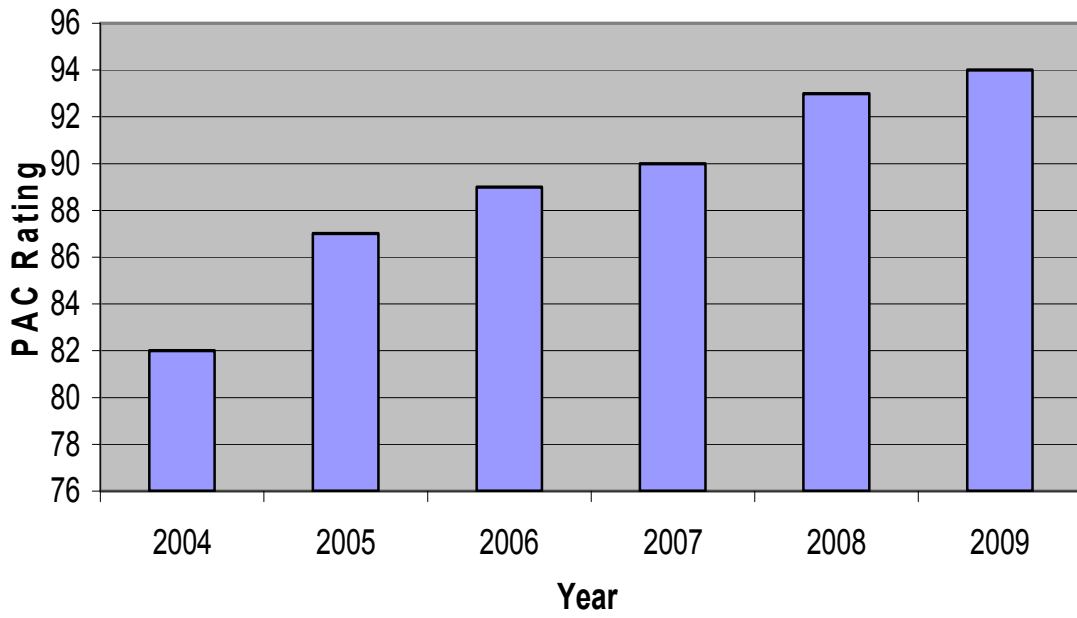
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8.BACKGROUND PAPERS

- (i) Appendix 1 – Chart showing average Pac since 2004.
- (ii) Appendix 2 – Charts showing comparative levels of street cleanliness between affluent and less affluent areas since 2007/08.
- (iii) “Street Cleanliness In Deprived and Better –Off Neighbourhoods” : (November 2009 –Joseph Rowntree Foundation)

PAC Rating 2004 - 2009



Appendix 2

Chart 1 - Less Affluent Areas

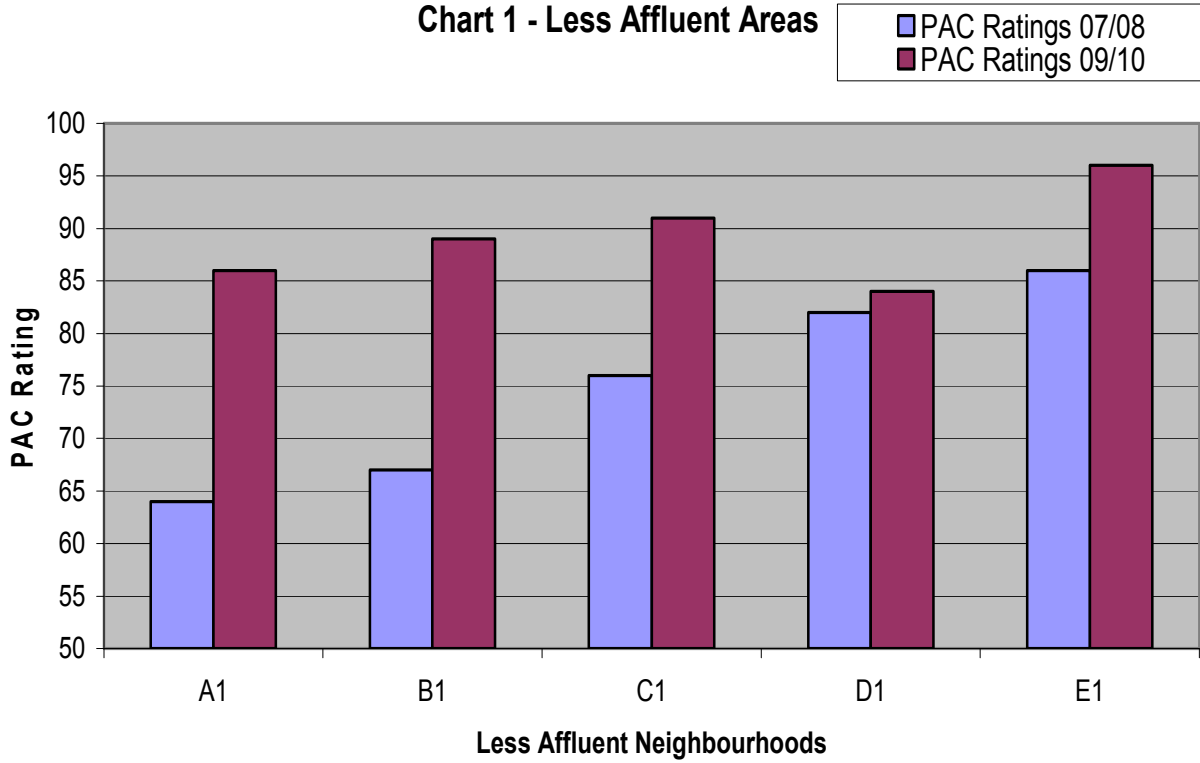


Chart 2 - Affluent Areas

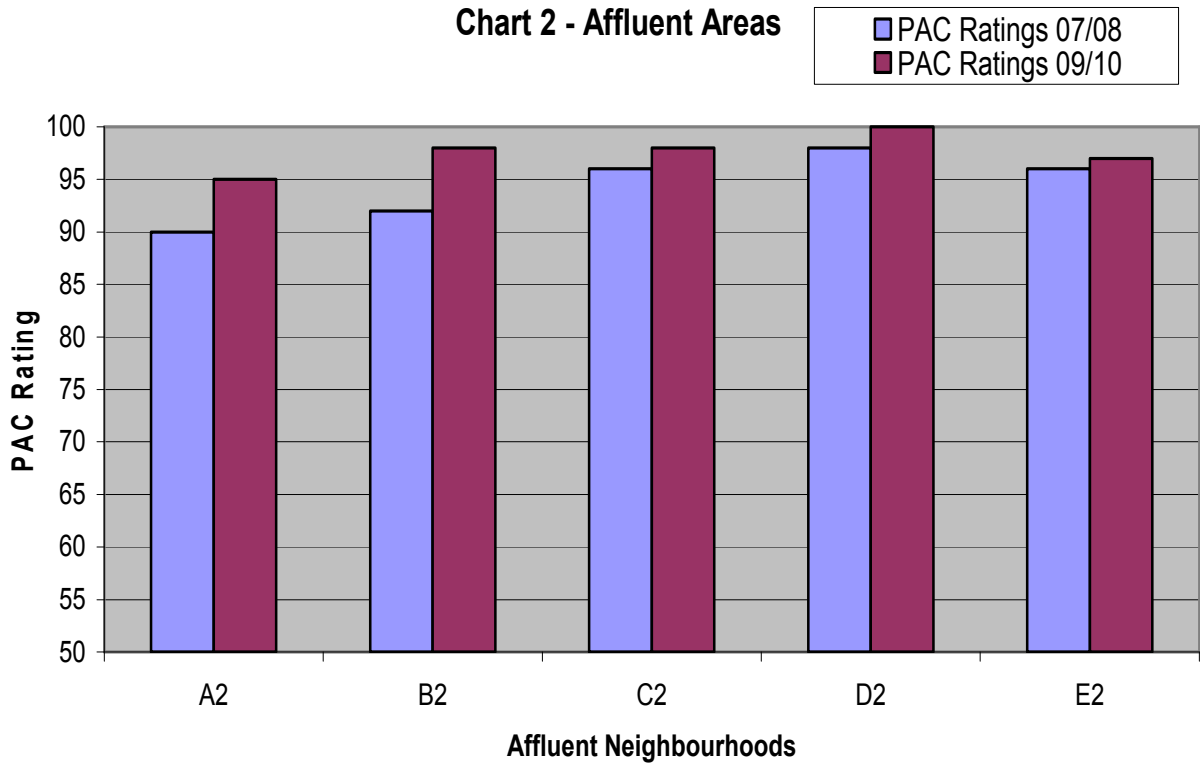
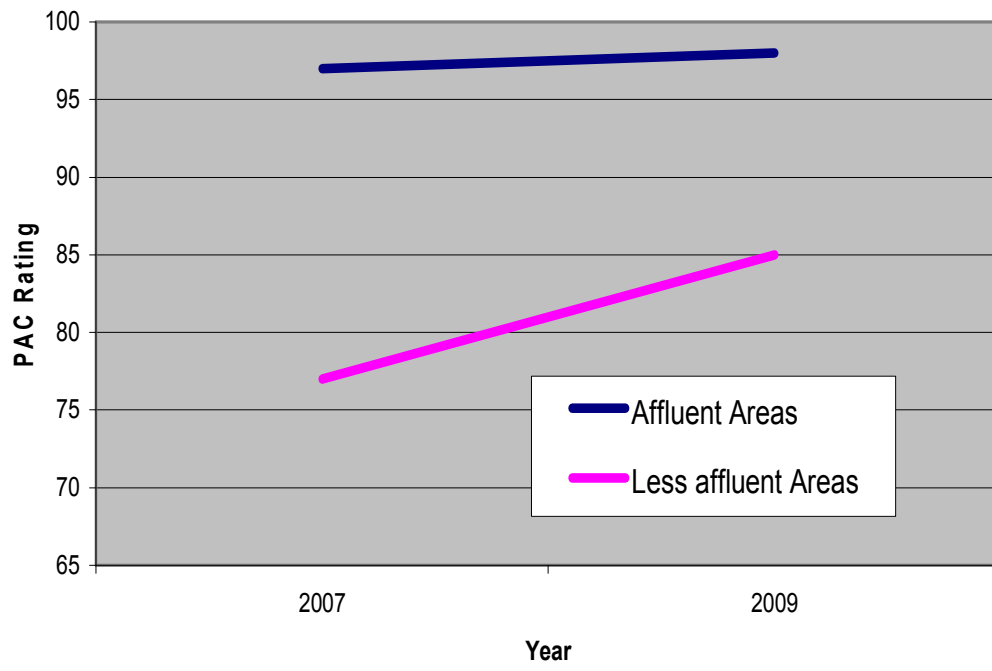


Chart 3 - Closing the Gap Aberdeen



ABERDEEN CITY COUNCIL

COMMITTEE :	Housing & Environment
DATE:	16 th February 2010
DIRECTOR:	Pete Leonard
TITLE OF REPORT:	Replacement Cremators – progress report
REPORT NUMBER :	H&E/10/002

1. PURPOSE OF REPORT

To provide the Committee with an update of progress with the replacement of the cremators at Hazlehead Crematorium. **All changes from previous reports to this Committee are in bold type for ease of reference.**

2. RECOMMENDATION(S)

That the Committee:

- (i) notes the progress made to date on replacing the out of date and unreliable cremators at Hazlehead Crematorium ; and
- (ii) instructs the Director of Housing & Environment to report back on progress at the Committee's meeting in **April** 2010.

3. FINANCIAL IMPLICATIONS

As Members will be aware from the last progress report on 19th November 2009, the capital spend profile for the project is as follows:

08/09 - £560,000
09/10 - £1,900,000
10/11 - £1,400,000
11/12 - £100,000

At the time of writing, the actual spend against the current financial year was £510,687, or 26.9 % of the projected figure. The anticipated spend this financial year is still expected to be around the £1.9 million pound mark.

The anticipated spend for 09/10 on the project to replace the cremators at the Crematorium is therefore still on target to achieve £1.9 million.

4. SERVICE & COMMUNITY IMPACT

This report supports the Community Plan's vision for land use and the environment, namely, for Aberdeen to be a City that protects, enhances and

values its environment. It also links generally to the Council's policy statement, Vibrant, Dynamic and Forward Looking, in terms of its declared intention to be an efficient Council.

5. OTHER IMPLICATIONS

This project is being undertaken to replace outdated, worn and unreliable cremators which have cost increasingly high amounts to maintain, year on year. The level of maintenance and repair causes delays in cremation services and consequent distress to bereaved relatives and friends. The unreliability of the cremators and their operating /monitoring equipment also causes undue stress to the dedicated staff at the Crematorium, as well as putting the Council at risk of contravening Environmental protection legislation on a regular basis. The new system will have appropriate backups systems as well as being reliable and more energy efficient.

6. REPORT

As members will be aware from previous progress reports, the work started on schedule and all Funeral Directors had been briefed on the traffic management and other implications well in advance.

This has proved very successful, as no complaints have been received as a result of the works to date. The Crematorium Superintendent and his staff have done, and are doing, an excellent job of continuing to provide a demanding service to the public in the midst of considerable upheaval.

The following progress had been made as of 13th January 2010.

Main Extension

The copper cladding and waterproof membrane to the roof is virtually complete and has now been completed.

The mechanical and electrical installation is progressing well.

Link Corridor Structure

The joinery works on the roof have been delayed due to the recent adverse weather, these recommenced in the week beginning 25th January 2010.

Cremator Delivery and Installation

These works were originally planned to commence on 9/01/10, but due to snow were put on hold and re-programmed to start on 16/01/10. This work has been satisfactorily completed.

Gas Main & Meter

The completion of the gas main and the installation of the meter commenced in the week beginning 25/01/10.

Overall Progress Assessment

With the roofing works and installation of the cremators on the critical path, as a consequence of the recent adverse weather, works are now 1 week behind programme.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

- (i) Replacement Cremators: Progress Report.
(Resources Management Committee 5th May 2009)
- (ii) Replacement Cremators –Progress Report
(Housing and Environment Committee 6th October 2009)
- (iii) Replacement Cremators –Progress Report
(Housing and Environment Committee 19th November 2009)
- (iv) **Replacement Cremators –Progress Report**
(Housing and Environment Committee 11th January 2010)

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