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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 17 May, 2010

HOUSING AND ENVIRONMENT COMMITTEE

Members of the **HOUSING AND ENVIRONMENT COMMITTEE** are requested to meet in Committee Room 2 - Town House on **TUESDAY, 25 MAY 2010 at 2pm.**

JANE G. MACEACHRAN
HEAD OF LEGAL AND DEMOCRATIC SERVICES

BUSINESS

1 DETERMINATION OF EXEMPT ITEMS OF BUSINESS

2 MINUTES, COMMITTEE BUSINESS STATEMENT AND MOTIONS LIST

2.1 Minute of Previous Meeting of 13 April 2010 (Pages 1 - 44)

2.2 Minute of Meeting of the Housing Cases Review Sub Committee of 8 March, 2010 - for noting (Pages 45 - 52)

2.3 Committee Business Statement (Pages 53 - 70)

2.4 Motions List (Pages 71 - 72)

3 REFERRALS

- 3.1 In Boom Working Group - request to extend remit (Pages 73 - 74)
- 3.2 St Machar Outdoor Centre - referred from the Finance and Resources Committee of 11 May, 2010 (Pages 75 - 82) **Members: Please note that the minute extract relating to this item will be circulated at meeting.**

4 PERFORMANCE MANAGEMENT AND SERVICE ISSUES

- 4.1 Performance Report for Housing and Environment (Pages 83 - 140)
- 4.2 Housing and Environment Improvement Plan (Pages 141 - 154)
- 4.3 Housing and Environment Business Plan (Pages 155 - 156)
Members: Please note that copies of the Business Plan are available in the Members' Library.

5 FINANCE

- 5.1 Housing Capital and Revenue Programmes 2010/11 (Pages 157 - 166)
- 5.2 Introduction of Furnishings Service Charge (Pages 167 - 174)

6 HOUSING

- 6.1 Affordable Housing Delivery and Financial Assistance (Pages 175 - 184)
- 6.2 Refurbishment of Kepplehills Garages (Pages 185 - 192)
- 6.3 Ex Warden Accommodation (Pages 193 - 198)
- 6.4 Properties Removed from Charge (Pages 199 - 216)
- 6.5 Chartered Institute of Housing - Conference - update report (Pages 217 - 238)

7 HOMELESSNESS

- 7.1 Aberdon House (Pages 239 - 242)

8 ENVIRONMENT

8.1 Review of Public Toilets - Progress Report (Pages 243 - 268)

8.2 A Tree for Every Citizen Project - Update (Pages 269 - 274)

8.3 Air Quality Action Plan (Pages 275 - 278)

Members: Please note that copies of the draft Air Quality Action Plan are available in the Members' Library.

8.4 Replacement Cremators (Pages 279 - 282)

ITEMS WHICH THE COMMITTEE MAY WISH TO CONSIDER IN PRIVATE

9 REFERRALS

9.1 CAB - Debt Counselling - referred from Finance and Resources Committee of 11 May, 2010 - minute extract to be circulated at meeting (Pages 283 - 298) **Members: Please note that the minute extract relating to this item will be circulated at meeting.**

10 FINANCE

10.1 Auchmill Golf Club - Progress Report (Pages 299 - 302)

11 HOUSING

11.1 49 Beattie Avenue (Pages 303 - 308)

12 ENVIRONMENT

12.1 Best Value Option Appraisal Public Analyst Laboratory (Pages 309 - 314)

12.2 Procurement of Analytical Equipment - Aberdeen Scientific Services Laboratory (Pages 315 - 330)

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HOUSING AND ENVIRONMENT COMMITTEE

ABERDEEN, 13 April, 2010 - minute of meeting of the HOUSING AND ENVIRONMENT COMMITTEE. Present:- Councillor Malone, Convener; Councillor McDonald, Vice Convener; and Councillors Allan (as substitute for Councillor Young from article 13), Clark, Collie, Cooney, Corall, Dunbar, Fletcher, Hunter, Milne, Noble, Robertson, Kevin Stewart, Young (until article 13) and Yuill.

Also in attendance:- Councillor Boulton (for article 9 only).

DETERMINATION OF EXEMPT ITEMS OF BUSINESS

1. In terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973, 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 from article 42 so as to avoid disclosure of exempt information of the class described in the following paragraphs of Schedule 7(A) to the Act:- article 42 (paragraph 6); article 43 (paragraphs 8 and 9); article 44 (paragraphs 8 and 9); article 45 (paragraph 9); article 46 (paragraph 2); article 47 (paragraph 1 1 and 2); and article 48 (paragraph 1).

2. ANNOUNCEMENTS

At this point, the Convener handed over to the Director of Housing and Environment in order for a number of announcements to be made. Mr Leonard introduced John Quinn, who had just taken up his new post as Head of Regeneration and Housing Investment. Mr Leonard then explained that Craig Stirrat (Head of Housing Management) and Norrie Steed (Head of Environment Services) would be leaving the Council in the next few weeks. He continued that both Mr Stirrat and Mr Steed were highly respected members of staff, who had given many years of dedicated service to the Council. He thanked Mr Stirrat and Mr Steed for their ongoing help and support in taking the Housing and Environment Service forward.

The Convener paid a personal tribute to Mr Stirrat and Mr Steed and thanked them for all of their help and support.

The Vice Convener, Councillor Hunter and Councillor Milne all thanked both Mr Stirrat and Mr Steed for their advice and assistance, and wished them the very best for their future on behalf of their political groups.

MINUTE OF MEETING OF 20 JANUARY, 2010

3. The Committee had before it the minute of its meeting of 20 January, 2010.

The Committee resolved:-

to approve the minute as a correct record.

MINUTE OF PREVIOUS MEETING

4. The Committee had before it the minute of its previous meeting of 16 February, 2010.

The Committee resolved:-

to approve the minute as a correct record.

MINUTE OF MEETING OF THE HOUSING CASES REVIEW SUB COMMITTEE

5. The Committee had before it the minute of meeting of the Housing Cases Review Sub Committee of 18 January, 2010.

The Committee resolved:-

to note the minute.

DECLARATION OF INTEREST

During discussion of item 35 of the Business Statement, Councillor Yuill declared an interest due to his employment, and withdrew from the meeting at this stage. Councillor Yuill took no part in the discussion relating to this particular item on the Business Statement.

COMMITTEE BUSINESS STATEMENT

6. The Committee had before it a statement of pending and outstanding Committee business, which had been prepared by the Director of Corporate Governance.

In relation to item 6 of the list (Modernisation of Public Space CCTV), Mr Stirrat advised that the lead officer for this project, Lesley Brown, had recently left the Council, and that her responsibilities had been realigned to Colin Walker (Community Safety Manager), who was meeting with Grampian Police in the next week to progress the project.

In relation item 17 of the list (Housing Capital Programme – Review of Outcomes – Shower Cubicles), Mr Stirrat advised that the Council was now phasing out the fitting of shower cubicles as a choice, but that level access showers were still to be fitted in Sheltered Housing as standard. He continued that if a general needs

household required a specially adapted bathroom that this would be considered by the appropriate officers.

In relation to item 27 (Performance Report – City Wardens), Mr Stirrat advised that all ten of the vacant positions had now been filled, two internally, and eight externally.

In relation to item 35 (Contractual Arrangement with Aberdeen Cyrenians Limited), Mr Stirrat confirmed that a preferred provider had been identified but that the standstill period had not yet commenced. Mr Stirrat continued that an update would be provided as soon as was possible.

The Committee resolved:-

- (i) to note that reports would be submitted at the next meeting for items 1 (Property Management – Mixed Tenure), 3 (Public Toilet Review), 4 (Replacement Cremators), 11 (Shared Services Agenda – Trading Standards), 12 (Implementation of the Approved Recommendations of the Best Value Options Appraisal of the Public Analyst Service), 13 (Housing for Varying Needs), 18 (Lift Refurbishment Contract), 19 (Procurement Method for Phase 2 of Housing New Build Programme), 20 (Property Management), 21 (A Tree for Every Citizen), 22 (Countryside Ranger Service Five Year Plan), 24 (Garden Maintenance Scheme), 25 (Modernisation of Housing Service), 28 (Chartered Institute for Housing Conference), 29 (SURF Annual Conference), 32 (Furnishings Contract) and 39 (Auchmill Golf Course – Request for Permission to Extend Current Licence to Occupy);
- (ii) to note that a report would be included in the Information Bulletin next cycle in relation to item 2 (Control of Commercial Waste Storage);
- (iii) to note the update provided by Mr Stirrat in relation to item 6 (Modernisation of Public Space CCTV);
- (iv) to delete items 7 (Achieving Our Potential - Tackling Poverty and Income Inequality in Aberdeen City), 8 (Bulk Items Uplift from Housing Revenue Account Properties), 9 (Initiatives Adopted to Improve Rent Collection), 17 (Housing Capital Programme – Review of Outcomes – Shower Cubicles), 23 (Housing Revenue Account Tied Tenancies), 26 (St Fitticks Farmhouse Site, Torry), 27 (Performance Report – City Wardens), 30 (St Machar Primary School – Transfer from General Services Account to Housing Revenue Account) (resolution (iii)), and 31 (Properties Off Charge) from the statement;
- (v) in relation to item 34, to agree to suspend Standing Order 22 in order to alter the decision taken at the previous meeting; and thereafter to instruct that cyclical updates be provided in the Information Bulletin on Croft House, Aberdon House and Victoria House only;
- (vi) to note the update provided by Mr Stirrat in relation to item 35 (Contractual Arrangements with Aberdeen Cyrenians Limited); and
- (i) to otherwise note the updates as contained within the Business Statement.

MOTIONS LIST

7. The Committee had before it a list of outstanding motions which had been prepared by the Director of Corporate Governance.

The Committee resolved:-

- (i) to request that Councillor Allan be kept informed of progress in relation to her motion; and
- (ii) to otherwise note the updates as contained within the list.

MOTION BY COUNCILLOR YOUNG

8. The Committee had before it a motion in the following terms by Councillor Young:-

“That this Council provides the residents of Clashieknow extra care housing with a detailed assessment of the approximate envisaged timescale to bring this establishment up to the Scottish Quality Housing Standard by 2015”.

The Convener proposed that this motion be incorporated into the report on Housing for Varying Needs that was due to be considered at the next meeting. Councillor Young agreed to this course of action.

The Committee resolved:-

to instruct that the terms of Councillor Young’s motion be explored within the aforementioned report, which would be considered at the next meeting of 25 May, 2010.

ABERDON HOUSE – HOMELESS SINGLE PARENTS - MOTION BY COUNCILLOR BOULTON

9. With reference to article 16 of the minute of meeting of Council of 24 March, 2010, the Committee had before it a motion in the following terms by Councillor Boulton:-

“Council agrees that Aberdon House should be utilised for homeless single parents with one child given the accommodation constraints, which would enable early engagement with parents by social services in developing their parenting and life skills prior to the family living alone”.

The Committee first heard from the Head of Housing Management who explained that on 1 December, 2004 the Scottish Parliament Communities Committee had approved the Unsuitable Accommodation (Scotland) Order 2004. This Order had been introduced as part of the Homelessness etc. (Scotland) Act 2003 which effectively banned the use of bed and breakfast accommodation for families with children, except in specific circumstances. Mr Stirrat continued that although this legislation was aimed at bed and breakfast accommodation, the Council had applied it to the temporary accommodation units (owing to the fact that they had formerly been utilised as bed and breakfast accommodation).

Mr Stirrat reminded members that the aim of utilising Aberdon House was to meet the demand associated with single homeless persons. He further advised that there was no joint agreement in place with the Social Care and Wellbeing Service that would entitle single parents to have priority need for new funded support projects.

Councillor Boulton, seconded by Councillor Milne moved:-
that the motion be adopted.

At this juncture, the Committee enquired as to whether Councillor Boulton had been provided with the advice outlined by Mr Stirrat, prior to submitting her motion. Councillor Boulton advised that whilst she had met the Director who had explained the practical difficulties that could be experienced should her motion be adopted, that she had not been made aware of the legislative issues.

It was suggested by members, that although Councillor Boulton's motion may be outwith the spirit of the legislation, that it may still be workable within the actual legislation. Mr Stirrat advised that officers would have to take advice from the Legal Team in that regard.

On hearing the above advice and comments from Mr Stirrat, Councillor Boulton chose to withdraw her motion.

The Committee resolved:-

- (i) to note the withdrawal of Councillor Boulton's motion further to the advice and comments of officers;
- (ii) to instruct a report back at the next meeting addressing the option of the Council utilising Aberdon House for homeless single parents with one child; and
- (iii) to instruct that work on the above report should not delay progress on the refurbishment work on Aberdon House.

SEASONAL ENVIRONMENTAL STAFF REPORT – H&E/10/037

10. With reference to article 24 of the minute of meeting of the Finance and Resources Committee of 11 March, 2010 and article 4 of the minute of meeting of the Finance and Resources Committee of 10 December, 2009 (Budget Line ENV1), the Committee had before it a report by the Director of Housing and Environment which proposed further budget savings against seasonal environmental staff, and requested approval to progress with this proposed additional saving. The saving proposed and accepted at the meeting of the Finance and Resources Committee of 10 December, 2009 amounted to £33,000.

The report advised that environmental staff job descriptions had been redesigned to allow them to be flexible and undertake a variety of roles within Environmental Services including street cleaning, grounds maintenance and graffiti removals. This allowed current Environment Operatives to undertake a variety of work including all seasonal gardening works.

The report proposed that by using approximately 40 current staff in the seasonal role, graded as G7, it was allowing for temporary staff on a lower grade, G5, to be brought in on short term seasonal contracts to fulfil the street sweeping role, and that this shift of staff would allow for a further budget saving of £10,000.

This report had been presented to the meeting of the Finance and Resources Committee of 11 March, 2010, where its contents had been approved in principle, and referred thereafter to this Committee for decision.

The Committee resolved:-

to approve the steps being taken to achieve the additional £10,000 savings and to thank officers for their hard work in identifying these savings.

ABERDON HOUSE AND CROFT HOUSE – FUTURE USE / DISPOSAL – EPI/10/074

11. Reference was made to (1) articles 29 and 30 of the minute of meeting of the Finance and Resources Committee of 17 September, 2009 at which time it was agreed to authorise the then Head of Resources Development and Delivery to pursue the possible transfer of the former Aberdon House Care Home in Tillydrone and the former Croft House Care Home in Stockethill to the Housing Revenue Account in order to facilitate the possible future use or development of the sites/buildings for affordable accommodation purposes or as temporary or interim accommodation for the homeless; and (2) article 8 of the minute of meeting of Council of 10 February, 2010, at which time there was under consideration and approved, following a reference from this Committee of 11 January, 2010 (article 18 of the minute refers) under Standing Order 36(3), a decision on the future use of Aberdon House as a temporary accommodation unit for an initial period of 2 years for persons who were homeless. The Finance and Resources Committee of 11 March, 2010 had been presented with a report by the Director of Enterprise, Planning and Infrastructure which had sought to update members with regard to the situation of both properties. This report had thereafter been referred to this Committee for further consideration.

The report contained an outline of the process followed in declaring the two properties at Aberdon House and Croft House surplus to Council requirements and as regards the subsequent interests expressed in the future use of the sites; highlighted that the Director of Housing and Environment had since indicated that the properties be transferred to the Housing Revenue Account at a total value of £1,250,000 (being £700,000 in respect of Croft House and £550,000 in respect of Aberdon House), being a reflection of current market values as advised by the Council's external property contractors; and explained that whereas it was intended that the Croft House Building be demolished and the site redeveloped as new build affordable housing, in the case of Aberdon House it was intended that the building be brought up to Housing in Multiple Occupation (HMO) standard to facilitate its use for an initial period of two years as a temporary accommodation unit for the Homelessness team, before also being demolished and the site redeveloped into affordable housing.

The Finance and Resources Committee of 11 March, 2010 had resolved (1) that the Head of Finance be instructed to conclude the transfer of Aberdon House from the General Services Account to the Housing Revenue Account, including the obtaining of Scottish Ministerial approval under section 74 of the Local Government (Scotland) Act 1973, if necessary; (2) that the Head of Finance also be instructed, subject to approval to that course of action by the Housing and Environment Committee, to conclude the transfer of Croft House from the General Services Account to the Housing Revenue Account, including the obtaining of Scottish Ministerial approval under Section 74 of the Local Government (Scotland) Act 1973,

if necessary; and (3) that under resolution (ii) the report be referred to the Housing and Environment Committee meeting on 13 April, 2010, for consideration.

The Committee queried as to when the valuations of both Croft House and Aberdon House had been undertaken, and suggested that this should have been included within the report. Officers undertook to circulate the dates of the valuations and the valuation reports to Councillors Cooney and Young.

The Committee resolved:-

- (i) to approve the transfer of Croft House to the Housing Revenue Account from the General Services Account, and to instruct that the Head of Finance undertake this course of action, including obtaining Scottish Ministerial approval under Section 74 of the Local Government (Scotland) Act 1973, if this should be necessary; and
- (ii) to request that the dates of the valuations and the valuation reports of both Croft House and Aberdon House be circulated to Councillors Cooney and Young.

PERFORMANCE REPORT FOR HOUSING AND ENVIRONMENT SERVICE

12. With reference to article 9 of the minute of its previous meeting, the Committee had before it a report by the Director of Housing and Environment which presented key management information and performance indicators for the Housing and Environment Service which consisted of two sections, namely (1) a progress report by the Director; and (2) a summary in the format of a performance indicator balanced scorecard with detailed information supporting those indicators being considered this cycle.

In relation to page 71 of the report (housing mutual repairs scheme), the Committee queried as to whether there had been much interest in this scheme. Mr Stirrat responded that there had been significant interest to date.

In relation to page 74 of the report (response repairs completed in target), Councillor Hunter enquired as to whether it was the case that agency staff were being utilised more than required, which was resulting in some Council staff having unproductive periods of work. The Director for Housing and Environment did not believe this to be the case, and intimated that he would welcome any information which indicated otherwise.

With further reference page 74 (response repairs completed in target), concern was raised with regard to the icons used throughout the report, with the icon for this particular outcome indicating that the attainment was within 5% of the target, wherein fact this was not the case. The Director advised that the Service was using new reporting methods and they would be improved for the next cycle.

The Committee resolved:-

- (i) to request that in relation to the mutual exchange programme, that tenants who were on the waiting list for an exchange of property be made aware of the new system;

- (ii) to request that the icons be investigated (specifically regarding pages 74 and 82) and corrected for the next meeting of the Committee to illustrate the accurate position; and
- (iii) to otherwise note the information contained within the report.

HOUSING CASES REVIEW SUB COMMITTEE - H&E/10/036

13. With reference to article 2 of the minute of its meeting of 26 August, 2010, the Committee had before it a report by the Director of Housing and Environment which requested approval for officers to amend the protocol for referring housing cases to the Housing Cases Review Sub Committee.

By way of background the report advised that the Housing Cases Review Sub Committee was formed to deliberate and make decisions with regards to individual housing cases. The report outlined the terms of reference of the Sub Committee as follows:-

“to act with delegated powers to deal with all matters relative to the allocation and management of individual Council houses including the leasing and management of pitches at Clinterty Caravan Site, with the exception of matters which have already been delegated to the Director of Housing and Environment”.

The report highlighted that the terms of reference did not provide any indication as to who could refer a case to the Sub Committee, but advised that through custom and practice, Councillors and Council officers, and very occasionally, MSPs and MPs, referred cases to the Sub Committee for its consideration.

The report continued that referral of cases by MSPs or MPs could result in local members being unaware of a particular constituent’s case being heard by the Sub Committee, and therefore in order to provide consistency and equity, it was recommended that all future referrals to the Sub Committee be initiated by a local member.

The report concluded that Council officers who submit housing cases to the Sub Committee were required to seek the authorisation of their service manager. In order to provide additional quality assurance and to ensure that it was appropriate to refer a particular case, the report suggested that in future, the Head of Housing Management and Community Safety should scrutinise and approve all officer referrals to the Sub Committee.

The Committee resolved:-

- (i) to agree that Members of the Scottish Parliament (MSPs) and Members of Parliament (MPs) wishing to refer a case on behalf of a constituent to the Housing Cases Review Sub Committee, must in future advise the constituent to contact one of their local Councillors who may refer the case to the Sub Committee on their behalf;
- (ii) to instruct that this be included on the agenda for the next MPs/MSPs briefing meeting so that MPs and MSPs can be made aware of this new procedure ; and

- (ii) to instruct that all referrals to the Housing Cases Review Sub Committee by Council officers must be approved by the Head of Housing and Community Safety to ensure that all the necessary criteria are met.

ANTI POVERTY STRATEGY - PRACTICAL MEASURES BEING ADOPTED BY HOUSING AND ENVIRONMENT IN SUPPORTING THE COUNCIL'S DRAFT ANTI POVERTY STRATEGY - H&E/10/013

14. With reference to article 9 of the minute of meeting of the Corporate Policy and Performance Committee of 10 September, 2009, the Committee had before it a report by the Director of Housing and Environment which provided an update on the practical measures being adopted by the Housing and Environment Service in supporting the Council's draft Anti Poverty Strategy – 'Achieving our Potential, Tackling Poverty and Income Inequality in Aberdeen City'.

The report advised that the Housing and Environment Service played a key role in supporting the aims of the draft Anti Poverty Strategy within a number of strategic objective areas, and outlined these in detail.

The report first made reference to the aim of 'reducing income inequality', and advised that the Service was currently taking a number of practical measures to support this, namely:

- (1) establishing a partnership with Aberdeen Foyer, through the social firm Foyer Works, to provide employment opportunities for severely disadvantaged young people. The Service and Foyer Works were working in partnership to provide a property maintenance service to the Council's void properties. The Foyer's employability programmes, of which this initiative was an example, could help to support young people who would otherwise struggle to find mainstream employment. Trainees on the programme all lived in areas of multiple deprivation within Aberdeen. Young people on the Housing and Environment supported programme were provided with experience in property cleaning, painting and decorating, joinery repairs, removals, and basic ground maintenance. The scheme had been in operation since January, 2008, and in that time twenty four young people had been through the programme, three of whom had gone on to permanent employment.
- (2) The Service also supported measures to boost employment opportunities within the city by providing employment for twenty four apprentices in the Contract Services team each year.
- (3) The Trades Project, which was run by the Social Care and Well Being service annually for twelve pupils between the ages of thirteen to sixteen and normally took pupils from the more deprived areas of the city also helped to boost employment opportunities for young people. The project ran over two years; with pupils attending two days a week and going to school for the remaining three days. This was due to change to pupils attending the project on only one day per week from the 2010 intake, so that more pupils could get the opportunity to attend and benefit from the project. The project enabled pupils to work towards the SQA (Scottish Qualification Authority) Construction Award. The course covered units in trades including painting and decorating, bricklaying, plumbing, joinery, and roof tiling. The Housing and Environment Service provided a joiner to teach the pupils the joinery

element of the course, paid for by the project, and had donated wood and paint.

On further expansion of this aim. the report advised that income maximisation could make a contribution to addressing poverty by ensuring available sources of income like welfare benefits, and tax credits were pursued and controlling money going out through budgetary and debt advice; and continued that the Service was addressing this in a number of ways, namely:

- (1) Trading Standards, who were part of the Housing and Environment Service, regularly looked at ways of increasing people's incomes through uptake of benefits and application to charities through their Money Advice Service.
- (2) The Fairer Scotland Funded Cash in Your Pocket Partnership was also regularly used by money advice staff and they received referrals to their service through the system. Staff also took part in financial awareness sessions for communities and citizens in Aberdeen organised by the Partnership.
- (3) The Homelessness team operated a furnished tenancy grant scheme which provided previously homeless households with basic essential household items to assist in settling in to their new tenancy. It was hoped that this would prevent people taking on additional debt when they could least afford it. The scheme currently received £100, 000 per year and operated through services commissioned from the Instant Neighbour charity and directly.
- (4) The Care and Repair service was aimed at assisting older and/or disabled homeowners to maintain independence by keeping their homes in a good state of repair and suitable to their needs. The service was funded from the Private Sector Housing Grant through the Housing and Environment Service and in 2009/10 received £280,000. Public Sector Housing Grant funding provided a total budget of £750,000 for adaptations to properties in the private housing sector to make them suitable for use by owners who had disabilities.

The report further explained that the aim of 'supporting those experiencing or are at risk of poverty' was being tackled by the Housing and Environment Service through its fuel poverty schemes. Fuel poverty was determined by a combination of factors, most notably low household income and the high cost of fuel, but poor energy efficiency in the home also contributed significantly to this. The Housing and Environment were taking a number of measures in this area in support of the Council's draft Anti Poverty Strategy as follows:

- (1) The Combined Heat and Power (CHP) Scheme, a system where electricity was generated locally for sale and the heat produced by the generator is captured and used to heat properties instead of being released into the atmosphere, had been operating in Aberdeen since 2003. Currently 850 flats within multi storey blocks were linked in to CHP heating networks, and as a result, were fuel poverty proofed. The previous heating systems in the blocks had been expensive to run, causing the majority of occupants to be identified in 2002 as being in fuel poverty (by definition, having to spend more than 10% of their income on fuel bills). In contrast CHP was a very efficient method of producing heat and power and keeping the costs to users low. Fuel costs were now approximately half what they were before the blocks were linked into the CHP scheme which was a reduction from £20 per week to £9 per week on average. In addition to being linked into the scheme, work to improve energy efficiency in the blocks, improved insulation and cladding of buildings, was being carried out at this time. Funding for the

CHP scheme had come from the Housing Revenue Account Capital Programme, and also from external bids to a fund established by energy companies. The Capital budget provided a contribution of £1.02M to support Aberdeen Heat and Power in the creation of Combined Heat and Power Plants. It was hoped that the CHP scheme could be extended to a further eight blocks sited in the Seaton and Balgownie areas of the city.

- (2) The Housing and Environment Service also operated the Heat with Rent Scheme, whereby charges for both rent and the costs for heating for a property were combined. This method of charging was applied to all sheltered housing properties and properties that have a communal heating system, like those covered by a CHP scheme. A cost matrix was used to determine the level of charges depending on the size of the property and the number of bedrooms therein. This system helped to address the issue of fuel poverty for residents of these properties and ensured that heating costs were always affordable.
- (3) The Private Sector Housing Grant contributed £70,000 per year to an overall funding plan of £100,000 for initiatives to fulfil the Home Energy Conservation Act in the private sector. This money was used to lever in additional monies from local and national funding sources, like bids to national grants provided by energy companies, to enable a range of work on measures to address fuel poverty to be carried out within Aberdeen.
- (4) As part of ongoing improvement to properties, all of the Council's housing stock would have cavity wall and loft insulation to Scottish Housing Quality Standard by 2012/13. The Housing and Environment Service, from its Capital Programme budget, invested in energy efficiency and insulation measures to its housing stock to help to tackle fuel poverty;
- (5) In 2009/10 a budget of just over £3M was identified for a window replacement programme, upgrading to double glazing, loft insulation, and replacing heating systems with more efficient systems or boilers, as necessary;
- (6) The current new build programme of general needs and housing for varying needs also included a number of measures to improve the energy efficiency of the properties to minimise energy costs (for example solar panels, triple glazing) and in this way contributed to addressing fuel poverty.

Further ways in which the Service was addressing issues associated with this aim were outlined as follows:

- (1) The Money Advice Service based within Trading Standards provided advice to people experiencing financial difficulties. Figures provided by the service indicated that in 2008/09, 760 enquires or requests for advice were received and 170 full clients were provided with negotiation, advocacy or representation. The total debt handled by the team in 2008/09 was £4,136,369.46. Through the Housing Revenue Account, Housing and Environment funded one Welfare Rights Officer post and two Assistant posts. The staff were employed through Social Care and Wellbeing, but the costs were recharged to the Housing Revenue Account.
- (2) The Welfare Rights service provided information and advice and representation in relation to welfare benefit entitlement. The Welfare Rights Officer funded by the Housing Revenue Account assisted had 139 clients this financial year, 72% of whom were Council tenants.
- (3) Housing Officers were currently working jointly with Customer Relations Management (CRM) officers on a project to achieve early intervention with

- tenants who were at risk of losing their homes because of financial difficulties and non payment of rent.
- (4) The Council and the Housing and Environment Service were providing funding of £162,425 for 2009/10 from the Housing Revenue Account and the General Fund to SCARF; (an organisation which provided advice and information on energy efficiency measures and how to get lower fuel costs).
 - (5) The Warm Zone Scheme (a pilot scheme designed to reduce fuel poverty by focusing on a specific geographic area of the city (the beach/harbour area and Bedford Road/Leslie Terrace area, which was around 8000 households in total) was designed to maximise income and improve energy efficiency and looked at both of these aspects by providing advice and information on energy saving measures and assisting householders to identify whether they were receiving all the income they were entitled to through benefit health checks, and providing help in applying for any extra benefits if they were eligible.
 - (6) The Aberdeen branch of the Citizens Advice Bureau received £14,000 from the Housing Revenue Account for 2009/10 to help people in long term health care at Woodend Hospital to resettle, by providing advice and information on their financial entitlements.

The report advised that in addition to all of the above, the Service operated a number of schemes (including the Affordable Warmth Scheme and Aberdeen Families Project) which contributed to tackling poverty in Aberdeen, and intimated that in conjunction with the service provided by the homelessness team and the new builds that were taking place around the city, an all encompassing approach to tackling homelessness was being taken by the Service.

The report concluded that the Housing Service was currently being redesigned to provide a customer focused housing service, to achieve more effective management of tenancy support and sustainment and more effective management of customer complaints about antisocial behaviour. The Housing Revenue Account provided funding for four members of staff within the Housing and Environment Service to carry out a specialist Tenancy Support function and this role included providing advice to tenants on sustaining their tenancies and referring them on to other specialist staff within the Council, and other agencies to provide the appropriate direct support on debt, personal, or other issues that may be compromising their ability to maintain their tenancy. It was intended that as part of the redesign of the housing service, initial provision of this type of information and advice would be incorporated into the role of the frontline Housing Officer.

In relation to page 131 of the report, the Committee queried as to what the current situation of the twenty one young people who had not entered permanent employment further to this scheme was. Mr Stirrat advised that four of the twenty one had left Aberdeen and to his knowledge, the rest were undertaking further training and development through Aberdeen Foyer.

Councillor Allan intimated that it was important that the threat of water poverty was monitored throughout the city to prevent this becoming an issue.

The Committee resolved:-

- (i) to note the measures the Housing and Environment Service were currently taking to address poverty and inequality, and measures planned for the future; and

- (ii) to note that the Housing and Environment Service was currently being redesigned to provide a customer focused housing service, to achieve more effective management of tenancy support and sustainment, and more effective management of customer relations.

2009/10 REVENUE BUDGET MONITORING - H&E/10/052

15. With reference to article 15 of the minute of its previous meeting, 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, and on any areas of risk, and management action being taken in this regard.

Appendix A to the report provided the Service report and associated notes and advised that the position reflected that there was an anticipated underspend of £78,000 and the total Housing and Environment budget (excluding the Housing Revenue Account) and that this reflected an unfavourable increase of £327,000 since the last report to this Committee. This was principally as a result of higher than anticipated management and administration costs being identified. The Housing Revenue Account was 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.

The report identified Supporting People as an area of risk, and advised that it was likely that there would be an overspend, and if this was the case this would be funded by the underspend within Homeless Strategy.

It was further highlighted that income streams from demand led areas such as Aberdeen Crematorium may not be as high as anticipated, however there may be other areas where further income would be generated, such as Private Landlord Registrations.

The report concluded that in addition, early indications were that there would be sufficient surplus within Trading Services to bring Grounds Maintenance and Street Cleansing back to budget, however there was a risk this may not occur.

The Committee resolved:-

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

CAPITAL BUDGET PROGRESS REPORT - H&E/10/049

16. With reference to article 16 of the minute of its previous meeting, 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 which related to this Committee, and provided for each (1) the total approved project costs; (2) the previous year's projected spend; (3) the total budget for 2009/10; (4) the total spend as at 31 December, 2009; (5) commitments for 2009/10; (6) the forecast outturn for 2009/10; (7) the future years' budget profiles for 2010/11, 2011/12 and 2012/13; (8) the total forecast costs; and (9) the project forecast variance. Comments on particular projects, where appropriate, were included in the narrative.

The report advised that the spend to the end of February, 2010 only reflected payments that had been made and processed, and therefore excluded any commitments that had been made and were due to be paid by the end of the year.

The Committee resolved:-

to note the content of the report in relation to the projects outlined at appendix A.

2009/10 HOUSING CAPITAL PROGRAMME - H&E/10/053

17. With reference to article 14 of the minute of its previous meeting, the Committee had before it a joint report by the City Chamberlain and the Director of Housing and Environment, which advised of the status of Housing Capital Programme for the financial year 2009/10 as at 28 February, 2010, and included information on both income and expenditure in this regard.

Appended to the report at appendix 1 was a financial monitoring statement which outlined the original budget for the current year in expenditure and income as at 28 February, 2010, which advised that at this date £43.372 million of the approved budget had been spent, with an anticipation of £9 million expenditure in the month of March, 2010, and that a large proportion of this would relate to internal recharges. It was currently anticipated that the forecast outturn would be £52.547 million, which was above the funded programme of £51.747 million, which would be funded from the additional capital from current revenue.

Appendix 2 to the report detailed the category spends in the Housing Capital programme and the 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 2009/10.

FUTURE JOBS FUND BID – ENVIRONMENT SERVICES – H&E/10/055

18. The Committee had before it a report by the Director of Housing and Environment which requested approval for Environment Services to complete a Future Jobs Fund bid.

By way of background the report advised that the fund had been announced in 2009 and the money was to be spent between October, 2009 and March, 2011. As the Future Jobs Fund was a challenge fund, not all organisations that submitted bids would be successful. The report continued that the fund was run by the Department of Work and Pensions in partnership with the Department for Communities and Local Government, and with input from Jobcentre Plus, regional government offices in England and devolved administration in Scotland and Wales.

The report explained bids were made from organisations with the capability to create real jobs that deliver community and environmental benefit that were suitable for young people (aged 18 - 24) who had been claiming Jobseeker's Allowance for approaching one year. The Future Jobs Fund was a part of the Young Person's Guarantee and from early 2010, everyone between the ages of 18 and 24 who had been seeking work for a year would get an offer of a job, work experience, or training lasting at least 6 months.

The Future Jobs Fund was open to any organisation from the public, private or Third Sector from across England, Scotland and Wales and in the majority of cases, bids were expected to come from partnerships led by upper tier Local Authorities or Third Sector organisations, but this did not exclude other organisations from applying. The report advised that as part of the 2010 Budget, the Chancellor had extended the Future Job Fund initiative a further year.

The report further explained that the posts created as part of any bid that Environment Services submit must (1) be additional jobs, lasting at least 6 months for each individual; (2) deliver work that benefits local communities; (3) include support for employees to move into long term sustained employment; (4) not replace existing vacancies and or lead to another individual losing or reducing their paid employment; and (5) be for at least 25 hours a week and pay at least the national minimum wage.

The report concluded that Environment Services had made a long term commitment to their bid and would look to support as many jobs as possible through the scheme. The jobs created within Environment Services would be a job defined in the fund as a 'green job' and this type of job would provide a good or service that would lead to environmental improvement and would be involved in work including green space projects, clean ups, grass cutting, graffiti removal, street sweeping, tree squad works, winter gardens and partnership working with voluntary groups (for example, Aberdeen Greenspace).

The Committee resolved:-

- (i) to approve the steps being taken by Environment Services in making a Future Jobs Fund bid; and
- (ii) to instruct officers to provide an update on the progress of the bid at its meeting of 28 September, 2010.

UPDATE ON RENT COLLECTION INITIATIVES – H&E/10/046

19. With reference to article 17 of the minute of its meeting of 6 October, 2009, the Committee had before it a report by the Director of Housing and Environment which provided an update on the outcomes of the housing management 'New

Ways of Working' pilot which aimed to sustain tenancies by employing early intervention and thus preventing a tenant getting into serious arrears.

The report outlined a number of initiatives that had been piloted by the collaborative finance team within the Corporate Governance Service and housing management teams in relation to rent arrears.

The report provided an update in the areas of (1) housing benefit uptake; (2) new tenancies; (3) new ways of workings; (4) arrears of more than four weeks; (5) notices of proceedings served; (6) court warning letters; and (7) eviction actions.

A sample of customers that had taken part in the pilot had been requested to complete a customer satisfaction survey providing their feedback on the new ways of working employed by the pilot. Early responses had indicated that tenants were appreciative of the interventions provided by the team in assisting to reduce their level of debt.

The report concluded by advising that Audit Scotland and the Scottish Housing Regulator would ensure that all local authorities were clearly demonstrating that they were delivering customer focused services and that this requirement would be re-enforced in the forthcoming new housing legislation which would introduce a Service Charter that would incorporate national outcomes, determined by Government in conjunction with landlords and other stakeholders. The Charter would also incorporate local outcomes determined by the landlord in conjunction with tenants, homeless people and other service users; and would include measures on how social landlords would be expected to help tenants sustain their tenancies.

To ensure the Council was best placed to meet its landlord requirements in ensuring it helps tenants sustain tenancies, it was essential that the roles and responsibilities of the housing management service and the cash collection service were clearly defined, and that the authority to escalate to formal recovery proceedings was led by the housing management service.

The report suggested that the collaborative working arrangements should continue until all front line housing officers had been trained in the early intervention procedure.

Appended to the report was a breakdown of the financial cost of evictions associated with arrears action.

The Committee resolved:-

- (i) to support the initiatives being adopted, and continue to monitor the rent agreement rates through the regular performance reports; and
- (ii) to agree that the housing management team will undertake the early intervention aspects of the rent collection process, before it is agreed to escalate action to the finance team within the Corporate Governance Service, to instigate legal proceedings for debt recovery, which may include repossession of the tenancy.

ST MACHAR PRIMARY SCHOOL – TRANSFER FROM GENERAL SERVICES ACCOUNT TO HOUSING REVENUE ACCOUNT

20. With reference to article 17 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 explanation as to why the St Machar Primary School had not been transferred to the Housing Revenue Account for redevelopment as part of the Housing Capital Programme for 2009/10.

The report advised that the Housing (Scotland) Act 1987 (Part 1, Section 9) provided local authority landlords with the power to acquire land for the provision of housing accommodation.

The report continued that for the Housing and Environment Service to acquire assets onto the Housing Revenue Account, the authority must seek prior approval from Scottish Ministers, on the basis of compliance with Part X (section 203) of Act, and compliance with Schedule 15 of the Act, namely that the land, houses and buildings are used for the purposes of providing accommodation, and not for any other purpose (other than those stated in the Act).

Therefore, it was explained within the report that the Housing Revenue Account could not purchase a property then lease it to another non housing service, in this case, the Education, Culture and Sport Service.

The report continued that it had not been possible for the Council to transfer the St Machar School to the Housing Revenue Account during 2009/10 due to the English as an Additional Language Service still being based at St Machar School, and in addition to this there was ongoing discussion between the Education, Culture and Sport Service, the Management Committee and user groups, on the relocation of the Portal Community Education Centre as part of the development of the community learning hubs.

The Portal Community Education Centre was on the St Machar School site and was integrally linked to the school's utilities.

The report concluded that even with the Education as an Additional Language Unit transferring to Sunnybank School after the Easter school break, it was unlikely that the Housing Revenue Account could obtain vacant possession of the whole St Machar Primary School site until the Portal Community Education Centre issues had been resolved. It was anticipated that these issues would be resolved during 2010 and therefore the site transfer would have to be programmed into the Housing Capital Programme for transfer to the Housing Revenue Account in the later part of 2010/11.

The Committee resolved:-

to note the explanation as to why the Director of Housing and Environment had not been in a position 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.

DECLARATION OF INTEREST

During discussion of the following article, the Vice Convener declared an interest by virtue of a close relative working for an asbestos removal company. The Vice Convener did not feel it was necessary to withdraw from the meeting.

PROPERTIES REMOVED FROM CHARGE – RETROSPECTIVE PERMISSION – H&E/10/031

21. With reference to article 13 of the minute of its meeting of 19 November, 2009 and article 19 of the minute of its previous meeting, the Committee had before it, a report by the Director of Housing and Environment which requested authority to grant retrospective approval for properties that had been removed from charge.

Table 1 within the report advised that the following properties had been removed from charge, but remained off charge at this time and therefore required retrospective approval from this Committee:

- 101f Menzies Road
- 164b Victoria Road
- 12c Auchinyell Terrace
- 97a Menzies Road
- 6b Ferrier Gardens
- 8B Granton Place
- 49b Beattie Avenue.

Table 2 within the report advised that the following properties had been removed from charge, but that their remedial works had been completed and the charge reinstated:

- 11 Hillside Crescent
- 9 Hillside Crescent
- 42b Menzies Road
- 13 Howburn Place
- 18a Howburn Place
- 101e Menzies Road
- 48 Balmoral Place
- 101c Menzies Road
- 14b Grampian Road
- 81 Fonthill Road
- 14 Craigton Park
- 14d Grampian Road
- 23e Nellfield Place
- 101b Menzies Road
- 23A Spital
- 16D Hill Street
- 25D Justice Street
- 11C Baker Street
- 25C Claremont Street
- 9F Belmont Street
- 22E Holland Street
- 17E Hartington Road

- 83E Jute Street
- 57D Esslemont Avenue
- 28b Marquis Road
- 4f Ferrier Gardens
- 6b Ferrier Gardens
- 6d Ferrier Gardens
- 6f Ferrier Gardens
- 1 Byron Avenue
- 3 Byron Avenue
- 5 Byron Avenue
- 7 Byron Avenue
- 345 Springhill Road
- 347 Springhill Road
- 349 Springhill Road
- 351 Springhill Road
- 5 Byron Terrace
- 363 Springhill Road
- 341 Springhill Road
- 1 Byron Park
- 2 Byron Park
- 3 Byron Park
- 4 Byron Park
- 12 Gray Court
- 337 Springhill Road
- 339 Springhill Road
- 343 Springhill Road.

Also appended to the report was a list of properties which were either unable to be relet (UTBR) or not to be relet (NTBR) and details as to why they had been removed from charge.

During discussion of the report, questions were raised with regard to the asbestos removal and it was intimated that members had been previously advised that members of staff would be employed to remove asbestos. Members raised their concerns at this, and the Director was instructed to advise members if any Council employee was expected to assist in the removal of asbestos, and if, to what extent.

The Committee resolved:-

- (i) to instruct a report back exploring the options for former wardens' flats;
- (ii) to instruct that a progress report be submitted on Woodend House at the next meeting;
- (iii) to instruct the Director to advise members as to whether any Council employee was expected to assist in the removal of asbestos, and if so, to what extent;
- (iv) to grant retrospective permission for the removal from charge of the properties detailed in table 1 of the report;
- (v) to note the return to charge of the properties detailed in table 2 of the report; and
- (vi) to note the current position of all off charge properties as detailed at appendix 1.

DECLARATION OF INTEREST

Councillor Fletcher declared an interest in the subject matter of the following article by virtue of his position as a Vice President of CoSLA. Councillor Fletcher did not feel it was necessary to withdraw from the meeting.

NATIONAL HOUSING TRUST PROPOSAL – HE/10/048

22. The Committee had before it a report by the Director of Housing and Environment which detailed proposals by the Scottish Futures Trust to create a National Housing Trust to enable the development of short term affordable housing; and requested authority to continue the Council's interest in participating in the Trust.

The report provided a summary of the National Housing Trust scheme and advised that it aimed to meet housing need in particular areas, and to help to reduce waiting lists. Rent levels would be set initially at 80% of the relevant Local Housing Allowance levels which should make rents affordable to households on low to moderate incomes (generally earning between £15,000 and £20,000 a year, although this would vary depending on area and household size) who may struggle to afford private renting or to buy a home, but who were unlikely to be able to access social housing in the near future. The scheme could offer a choice to those on housing waiting lists or be adaptable to house some homeless households, therefore giving local authorities more flexibility in discharging their homelessness duties.

The report provided further background with regard to the scheme and concluded that the Scottish Futures Trust was planning to publish Prior Information Notices in the Official Journal of the European Union (OJEU) as soon as possible, which would set out the requirements of the National Housing Trust. This would not commit the Council to proceed, but would identify market interest and potential development opportunities in Aberdeen.

The Committee resolved:-

- (i) to instruct the Director of Housing and Environment to ensure that the Chief Executive and all other Services are fully aware of this project, and the Council's support of it;
- (ii) to instruct officers to continue with an interest in the National Housing Trust proposals as developed by the Scottish Futures Trust; and
- (iii) to instruct officers to report to a future meeting of this Committee as further decisions are required.

CONSULTATION RESPONSE TO THE HOUSING (SCOTLAND) BILL 2010

23. With reference to article 12 of the minute of meeting of this Committee of 26 August, 2009, the Committee had before it a report by the Director of Housing and Environment which provided details of the response by the Council to the Scottish Government Consultation on the Housing (Scotland) Bill 2010, and requested approval for this to be submitted to the Scottish Government.

The report advised that this current consultation was specifically in relation to the sections of the Bill relating to issues within the private housing sector, which accounted for around 30% of the total housing stock in Aberdeen (compared to 22% Council housing and 4% registered social landlords (RSLs), both of which were already well legislated for). The measures proposed for enhancing the requirements on private sector landlords would bring the sector more in line with the standards expected in the social rented sector.

A copy of the draft response was appended to the report.

The Committee resolved:-

to instruct the Director of Housing and Environment to submit the response as detailed at appendix 1, on behalf of the Council.

GAS SAFETY MANAGEMENT – ACCESS FOR ANNUAL GAS SAFETY CHECKS - H&E/10/050

24. The Committee had before it a report by the Director of Housing and Environment which outlined the Council's legal obligations for the management of gas safety, and suggested the introduction of an administrative charge and other measures for tenants who do not allow access to enable gas safety checks to take place.

By way of background the report explained that there were approximately 17,000 houses heated by gas throughout the Council, and the annual programme for servicing and safety checks was agreed between the Council and the gas servicing contractor. The contractor would commence the annual service and safety check process two months before the annual safety check was due, by writing to the tenant and providing them with approximately 2 weeks' notice of the proposed date of visit. At this point tenants would be invited to contact the contractor to arrange an alternative time and date if this was not convenient. If the contractor could not gain access to the property, a card would be left asking the tenant to contact the contractor either by returning the card or by phoning to arrange a mutually convenient time. If the contractor could still not gain access, the visit would be reprogrammed and the tenant would again be advised in writing of the time that the servicing and safety check would be carried out.

If all the attempts by the contractor to gain access were unsuccessful, the Council would take over by attempting to gain access by arranging a visit by a member of staff. During this period, checks would also be made to ensure that the tenant was not vulnerable in any way, or would require assistance to enable them to deal with the servicing and safety check visit. If this was the case, then appropriate assistance would be sought from a relative or carer.

If five attempts by the contractor and by the Council to gain access failed, action would be taken to schedule forced entry to the house in respect of the landlords repairing obligations set out within the Housing (Scotland) Act 2001.

The report advised that in practice, tenants would generally allow access at this stage and the forced entry would not have to be implemented, however continued

that there were considerable resources involved including the attendance of the gas servicing contractor, a joiner and a housing management officer. Forced entry had been scheduled for 520 properties between 1 January, 2009 and 31 March, 2009, although of these only 72 actual forced entries had taken place due to tenants permitting access on the day. The resources involved in these actions were additional to the resources already employed in the correspondence and visits that lead up to the forced entry action.

The report advised that performance on achieving the annual service and safety check within 12 months was generally good, and at the beginning of March, 2009, 88% of houses had been serviced and safety checked within one year and a total of 98% of properties had a certificate. It was proposed that to improve performance, and particularly to encourage tenants to allow access to their homes at a much earlier in the gas servicing and safety check process, that an administrative charge of £120 should be introduced that would be payable by all tenants who reached the forced entry stage. This amount would be charged even if the tenant allowed entry at this stage and the charge would be reviewed along with other rechargeable repair costs on an annual basis.

The report explained that the proposed administration charge would be made up of a number of components, namely (1) hourly rate for joiner; (2) high priority timescale additional payment; (3) hourly rate for gas servicing contractor; (4) cost of standard lock; and (5) administration costs of additional letters, phone calls, and visits.

The report continued that as a further measure to assist performance improvement, it was proposed that gas hibernation devices should be fitted to the gas heating system controls where the Council had reached the forced entry stage. The gas hibernation devices were programmed to switch off the heating at the date when the gas safety certificate expired, although a limited amount of heat was still allowed each day. If the tenant allowed access before the expiry date of the gas safety certificate, the device would not be activated.

During discussion of this item, officers advised that a contractor was liable to provide compensation to a tenant if the company did not turn up for to a scheduled appointment. Members requested that the Director provide tenants with advice to that effect which could be included in the letter advising of the initial appointment.

The report recommended:-

- (a) that an administrative charge of £120 should be made to tenants who do not allow access for the annual gas service and safety check until the Council has scheduled forced entry;
- (b) that this charge is reviewed on an annual basis;
- (c) that hibernation devices be fitted to properties where a tenant has reached the forced entry stage; and
- (d) that the Council use all means available to publicise to tenants the importance of allowing access for the annual gas service and safety check.

At this point the Convener alluded to the fact that the report would have to be referred to the Finance and Resources Committee, in order for the income generation aspect of this proposal to be approved.

The Convener, seconded by the Vice Convener, moved:-

that the Committee approve the recommendations with the addition that only two attempts to gain access be made (rather than 5 as suggested within the report), with a minimum of six weeks between attempts.

Councillor Hunter, seconded by Councillor Cooney, moved as an amendment:-
that the Committee approve the recommendations with the addition that three attempts to gain access be made (rather than 5 as suggested within the report).

On a division, there voted:- for the motion (10) – the Convener, the Vice Convener; and Councillors Clark, Corall, Dunbar, Fletcher, Noble, Robertson, Kevin Stewart and Yuill; for the amendment (5) Councillors Allan, Collie, Cooney, Hunter and Milne.

The Committee resolved:-

- (i) to adopt the successful motion; and
- (ii) to refer this report to the Finance and Resources Committee for their consideration of the financial implications.

TEMPORARY ACCOMMODATION STRATEGY - UPDATE REPORT - H&E/10/028

25. With reference to article 15 of the minute of its meeting of 26 August, 2009, the Committee had before it a report by the Director of Housing and Environment which detailed progress associated with the key issues associated with the Temporary Accommodation Strategy and Action Plan.

By way of background the report advised that since the strategy had been approved at the aforementioned meeting of this Committee, a number of changes had taken place within the Homelessness team. The Homelessness Manager and the Temporary Accommodation and Private Sector Leasing Scheme Manager had joined the team in November, 2009; roles and responsibilities had been realigned; and proposals for future service developments had been presented and approved by this Committee at its meeting of 11 January, 2010 (article 18 of the minute refers).

The report suggested that officers be instructed to carry out a full review of the strategy and report back to this Committee in April, 2011 with reports in the intervening period still being presented as and when appropriate. The report further advised that a Strategy Operations Group was being re-established and would be responsible for taking forward some of the actions within the Temporary Accommodation and the Homelessness and Resettlement Strategy Action Plans. The first meeting of this group had been held on 23 March, 2010 and included representatives from various services within the Council, Registered Social Landlords, NHS Grampian and the voluntary sector.

Appendix 1 to the report provided an update on the Temporary Accommodation Action Plan, and progress being made on six outcomes, namely (1) increased access to mainstream permanent accommodation; (2) appropriate use of SSSTs (short Scottish secure tenancies) where legislation permits, for homeless families or families threatened with homelessness; (3) improved timescales for the turnover of

temporary accommodation; (4) appropriate support systems being in place for people in temporary accommodation, and for those who had moved onto permanent accommodation; (5) increased access to mainstream temporary accommodation for homeless households; and (6) addressing the varying needs of homeless households through the provision of appropriate temporary accommodation.

In relation to page 239 of the report (rent deposit guarantee scheme), members enquired as to when the decision had been taken to not progress with this scheme. The Homelessness Manager advised that it was his preference that this scheme did not progress, as he saw little requirement for it further to the introduction of the Private Sector Leasing Scheme, but that a final decision in this regard would have to be taken by the Committee at a future meeting.

The Committee resolved:-

- (i) to note the progress being made on the outcomes identified within the action plan; and
- (ii) to instruct that officers carry out a full review of the strategy and report to Committee in April, 2011, and present reports to Committee on aspects of the Strategy in the intervening period.

TEMPORARY ACCOMMODATION UNITS – SMOKING – POLICY EXCEPTION - H&E/10/033

26. With reference to article 23 of the minute of its previous meeting, the Committee had before it a report by the Director of Housing and Environment which requested approval for the exception to the Smoke Free at Work Policy for the Council's Temporary Accommodation units.

The report suggested that the Council should not put any restrictions on temporary accommodation that it would not put on a normal tenancy and continued that the current practice of not allowing smoking at all within the temporary accommodation unit had led to individuals trying to smoke in a concealed way, and that attempts to interfere with the fire detection system had been made. It was further suggested that this practice forced people to smoke outside which could cause nuisance to a neighbourhood.

The report explained that the Smoke Free at Work Policy outlined that the only exception to that policy was in designated smoking areas within the Council's residential homes for adults and older people, as these were considered to be a dwelling place. The report suggested that the temporary accommodation units could fall into the same category as this would be the only home of the individuals concerned.

The report concluded that a full risk assessment for staff would be undertaken and discussed with staff and union officials.

The report recommended:-

that the Committee:-

- (a) approve the exception to the Smoke Free at Work Policy to allow smoking to be permitted in a designated floor/wing of the properties at the Temporary

- Accommodation Units at Aberdon House, 165 Crown Street, 77/79 Bon Accord Street and 95 Bon Accord Street; and
- (b) note that the Homelessness Manager in conjunction with the Temporary Accommodation Senior Officer and Team Leaders of individual units, would designate a proportion of individual rooms as smoking rooms in this regard.

The Vice Convener, seconded by Councillor Corall, moved:-
that the Committee approve the exception to the Smoke Free at Work Policy to allow smoking to be permitted within designated individual rooms of the properties at the Temporary Accommodation Units at Aberdon House, 165 Crown Street, 77/79 Bon Accord Street and 95 Bon Accord Street; and approve recommendation (b) as contained within the report.

The Convener, seconded by Councillor Robertson, moved as an amendment:-
that this Committee does not agree that Temporary Accommodation Units should be exempt from the Smoke Free at Work Policy, and therefore instructs that the Policy is continued to be adhered to within the Council's Temporary Accommodation Units.

On a division there voted:- for the motion (5) the Vice Convener; and Councillors Corall, Dunbar, Noble and Kevin Stewart; for the amendment (10) the Convener; and Councillors Allan, Clark, Collie, Cooney, Fletcher, Hunter, Milne, Robertson and Yuill.

The Committee resolved:-
to adopt the successful amendment.

ABERDON HOUSE – BUDGET AND STAFFING STRUCTURE - H&E/10/032

27. With reference to article 23 of the minute of its previous meeting, the Committee had before it a report by the Director of Housing and Environment which outlined anticipated income and expenditure for Aberdon House, and the staffing required to provide a temporary accommodation service in this building.

The report provided details of the estimated income and expenditure for this service, and explained that this was based on the existing service provided currently at Crown Street/Bon Accord Street.

The report further advised that this facility would assist in reducing the use of bed and breakfast establishments, which would save the Council £8,580 per person, per annum.

The report advised that 24 full time equivalent staff would be required to enable Aberdon House to operate 24 hours a day, 365 days a year, and outlined the proposed complement as follows:-

- 5 x Accommodation Assistant/Shift Leader (G10)
- 16 x Hostel Assistant (G8)
- 1 x Accommodation Manager (G12)
- 1 x Assistant Accommodation Manager (G11)
- 1 x Admin Assistant (G8).

The Committee queried as to the ratio of staff to residents and intimated that this seemed high. The Homelessness Manager advised that the aim with Aberdon House was to provide much more cohesive support to the residents than may be seen in other temporary accommodation units.

The report recommended:-

that the Committee:-

- (a) approve the draft income and expenditure budget for the interim temporary accommodation unit at Aberdon House; and
- (b) approve the recruitment of the, initially time limited, 24 full time equivalent staff required to operate this service.

The Convener at this point advised that there was an error in recommendation (b) which should have read 'approve the recruitment of the permanent 24 full time equivalent staff required to operate Aberdon House'.

The Committee resolved:-

to approve the recommendations, with the amendment to recommendation (b) as outlined above by the Convener.

GRAMPIAN JOINT HEALTH PROTECTION PLAN

28. The Committee had before it a report by the Director of Housing and Environment which sought approval of the Grampian Joint Health Protection Plan for the period 1 April, 2010 to 31 March, 2012.

The report advised that the Council had worked closely with partners in NHS Grampian, Aberdeenshire Council and Moray Council and other agencies to deliver services to protect the health of the Grampian population. The Joint Health Protection Plan provided an overview of health protection priorities, provision and preparation for NHS Grampian, this Council, Aberdeenshire, and Moray Councils as required by the Public Health etc (Scotland) Act 2008.

The report further outlined that the plan supported the delivery of the Grampian Health Plan 2010-2013 and the Community Plans of the three Councils. The main section of the plan described the national and local priorities for health protection and what actions were to occur over the next two years.

Appended to the report was the full Grampian Joint Health Protection Plan which provided more detail on the planning, infrastructure, resources and operational arrangements, capacity and resilience, and public involvement associated with the plan.

The Committee resolved:-

- (i) to approve the Joint Health Protection Plan;
- (ii) to instruct the Director of Housing and Environment to continue to implement the health protection priorities outlined in the plan; and
- (iii) to refer the report, for information, to the Social Care and Wellbeing Committee.

REPLACEMENT CREMATORS – PROGRESS REPORT

29. With reference to article 19 of the minute of its meeting of 19 November, 2009 the Committee had before it a report by the Director of Housing and Environment which provided an update on the progress with the replacement of the cremators at Hazlehead Crematorium.

The report provided an update on the progress that had been made as at 1 March 2010, and advised (1) that the roof coverings had now been completed; (2) that the installation of extract fans and high level glazing was virtually complete; and (3) that installation of the cremators, ductwork, fans and filter was progressing well.

The report noted that the timetable of works had been extended by one week due to the adverse weather conditions; and indicated that section 1 of the renovation work should be completed by 23 May, 2010, section 2 by 1 August, 2010, and section 3 by 12 September, 2010.

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 25 May, 2010.

COMMUNITY GARDENS POLICY ON COUNCIL OWNED LAND – H&E/09/116

30. The Committee had before it a report by the Director of Housing and Environment which sought approval for a Community Gardens policy to be established.

The report advised that the policy aimed to (1) make available public open space for gardening as a form of community recreation; (2) provide opportunities to educate the public on gardening by way of outdoor community education; (3) provide opportunities to foster social wellbeing through community interaction; (4) establish opportunities for local pride in public open spaces; and (5) provide options for those members of the community who lack sufficient private open space to have their own vegetable or fruit gardens.

The report advised of the Council's criteria for assessing proposals for community gardens on public land, provided guidelines for potential applicants about what the Council expects from a proposal for community gardens, and explained how the Council would consider applications for community gardens on its land.

The report outlined that a proposal to establish a community garden should include certain criteria, namely (a) the purpose of the proposed garden; (b) the objective of the formally constituted body and information to demonstrate that the entity is viable; (c) an outline of the benefit of the garden to the local area and community, including who would benefit from the produce; (d) information on alternative locations considered and a discussion on why those locations cannot be used; (e) opportunities for links and synergies with community organisations such as the

local Community Council, schools, church groups or volunteers; and (f) identification of a liaison person.

The Committee resolved:-

- (i) to adopt the Community Gardens policy for Council owned land;
- (ii) to instruct the Director of Housing and Environment to report back in 2011 on progress with the implementation of the policy;
- (iii) to thank all staff involved in the project for their continued efforts and hard work; and
- (iv) to request that officers ensure that all Community Councils are made aware of this new policy.

DUTHIE PARK RESTORATION - HERITAGE LOTTERY FUND BID – H&E/010/

31. With reference to article 19 of the minute of meeting of 6 October, 2009, the Committee had before it a report by the Director of Housing and Environment which outlined the progress that had been made in regards to the Duthie Park Restoration/Heritage Lottery Fund Bid.

By way of background, the report outlined that the Council had been awarded a Stage 1 pass and a development grant of £71,500 to develop a Stage 2 application and the Council's contribution to Stage 2 development would be £74,738.

The report advised that approval for the Stage 2 submission was now sought and the capital Ten Year Management and Maintenance Plan information must be supported by a signed statement in the form of a resolution, passed by the relevant Committee, indicating that the Council (1) formally adopted the management plan for the park; (2) agreed to uphold the standards of management and maintenance indicated in the plan with evidence by securing a Green Flag Award for a minimum of five years following the completion of the capital works; and (3) recognised and accepted the need to provide the financial resources required to implement the Management Plan for a minimum period of ten years.

The report also provided the Committee with an update on progress with the Heritage Lottery Fund (HLF) Bid to restore Duthie Park to its Victorian grandeur.

At this point, Councillor Clark advised the Committee that the Friends of Duthie group had reconvened and that they would welcome new members from all areas of the city.

The Committee resolved:-

- (i) to instruct the Director of Housing and Environment to sign a statement that (1) formally adopts the management plan for the park; (2) agrees to uphold the standards of management and maintenance indicated in the plan, evidenced by securing a Green Flag Award for a minimum of five years following the completion of the capital project works; and (3) recognises and accepts the need to provide the financial resources required to implement the Management Plan for a minimum of ten years; and
- (ii) to note the progress made to date.

DECLARATION OF INTEREST

Councillor Fletcher declared an interest in the following subject matter, by virtue of his appointment as a Director of Sport Aberdeen. Councillor Fletcher withdrew from the meeting prior to consideration of this item.

THE GROUNDS MAINTENANCE SERVICES FOR SPORTS GROUNDS, PLAYING FIELDS AND HOUSING AMENITIES CONTRACT AWARD – PROGRESS REPORT – H&E/10/025

32. With reference to article 16 of the minute of meeting of Council of 30 September, 2009, the Committee had before it a report by the Director of Housing and Environment, which provided an update on progress made pertaining to the procurement and market testing of grounds maintenance services for sports grounds, playing fields and housing amenities, including the award of the contract to ISS Waterers Landscape.

The report advised that following the aforementioned meeting of Council, where it was agreed that ISS Waterers Landscape be awarded preferred bidder status, and from 1 October, 2010, officers had opened a dialogue with ISS Waterers Landscape to ensure acceptance of the Council's terms and conditions as instructed by the Council.

The report continued to advise that engagement with staff and trade unions had been very important and undertaken with the consultation requirements under the TUPE regulations being adhered to. Engagement with staff had commenced in March 2009, prior to a contractors' conference, and the 35 staff subject to the TUPE transfer were identified through examining staff contract charging data and the relevant areas of work.

The report also highlighted that as part of the transfer process, the Council's operation management had worked with ISS Waterers Landscape to ensure that those staff transferring had been able to undertake training and pre induction to ISS Waterers Landscape prior to the Contract start date.

The report outlined that in relation to the contract management and reporting, Sport Aberdeen and the sports services had been a vital part of the procurement and subsequent selection process, and as part of the transfer process the Grounds Procurement's Project Leader and Project Facilitators had undertaken an interim contract oversight and management role. This had been done in order to ensure a smooth transition from an inhouse service to one delivered by ISS Waterers Landscape.

The report further advised that a mechanism for managing the contract had yet to be agreed by the Director of Housing and Environment, the Director of Education, Culture and Sport, and Sport Aberdeen, and a decision would need to be made as to how and when the contract would be transferred to Sport Aberdeen. The Interim Contract Manager had been working with Sport Aberdeen, housing amenities and ISS Waterers Landscape to arrange a detailed work plan to take into account budget and service requirements.

In relation to paragraph 6.3.2, the Committee noted that a number of references to 2010 had been made in error and should have read 2009.

The Committee resolved:-

- (i) to note the contract award to ISS Waterers Landscape;
- (ii) to request that a progress report from the Director of Housing and Environment regarding the contract award, be submitted every second cycle; and
- (iii) to otherwise note the progress report.

CONSULTATION ON DEATH CERTIFICATION, BURIAL AND CREMATION – H&E/10/045

33. The Committee had before it a report by the Director of Housing and Environment which provided details of the draft response to the Scottish Government's consultation on Death Certification, Burial and Cremation.

By way of background, the report advised that in 2005 the former Health Minister set up a working group to review burial and cremation legislation in Scotland, and the terms of reference had been to review the Cremation Acts of 1902 and 1952 (and the Cremation (Scotland) Regulations 1935, as amended) and the Burial Grounds (Scotland) Act 1855 as amended, and to make recommendations on how the legislation could be changed in order to better serve the needs of the people of Scotland. The review was also, to recognise the established role of the Procurator Fiscal Service and take account of policy developments in England and international good practice.

The final report and recommendations of the Group had been presented to the Scottish Government in October 2007, with a report being published in March, 2008.

The report also noted that copies of the consultation paper and its 52 questions for consultees had been circulated for comment and feedback to all relevant Directorates. The Corporate Governance Service had requested feedback on the equalities, financial and legal issues raised; the Enterprise, Planning and Infrastructure Service had requested feedback on the planning issues; and the Social Care and Wellbeing Service had requested feedback on the family issues raised within the paper.

Appended to the report was the draft response to the consultation questions.

The Committee resolved:-

- (i) to approve the draft response to the Scottish Government consultation on Death Certification, Burial and Cremation; and
- (ii) to instruct the Director of Housing and Environment Services to provide the response to the Scottish Government on behalf of the Council by the due date of 21 April, 2010.

ABERDEEN CITY WASTE STRATEGY 2010–2025 – H&E/10/005

34. With reference to article 6 of the minute of meeting of the Waste Management Working Group of 5 March, 2010, the Committee had before it a report by the Director of Housing and Environment, which sought approval to adopt the Aberdeen City Waste Strategy.

The report advised that the Aberdeen City Waste Strategy 2010-2025 provided a statement of the key outcomes for all waste management in the city for the next 15 years and provided a framework for the development of the next generation of waste infrastructure and services. The Strategy had been developed through analysis of the drivers who had affected waste management behaviour and practice, subsequently, a process was followed of identifying key themes, goals, objectives and targets.

The report outlined the key themes of the strategy and advised that its five targets were (1) municipal waste growth being eliminated by 2015; (2) source segregated municipal waste recycling and organic waste treatment targets being 45% by 2013, 50% by 2020, and 56% by 2025; (3) the introduction of organic waste collection for all households and development of treatment facilities within the Aberdeen area by 2013; (4) municipal residual waste treatment capacity (including energy from waste) not exceeding 45% by 2020 and 40% by 2025; and (5) no more than 5% of municipal waste being land filled by 2025.

Appended to the report was the Aberdeen City Waste Strategy 2010-2025 document, and an implementation plan for the strategy.

The Committee resolved:-

- (a) to approve the Aberdeen City Waste Strategy as attached at appendix 1; and
- (b) to refer the report to the Corporate Policy and Performance Committee for adoption.

MARKET STREET SOUTH – CENTRAL RESERVATION ROSEBED REFURBISHMENT – H &E/10/054

35. The Committee had before it a report by the Director of Housing and Environment, which sought approval to undertake improvement works on the central reservation rosebed on Market Street.

The report advised that at present, the central reservation of Market Street South, between Commercial Quay and Albert Quay, was planted with floribunda roses, which were in bloom for approximately eight weeks per year. For the remainder of the year, the rose bushes acted as a litter trap, which made the area unsightly, and as one of the main routes through Aberdeen and the site of the ferry terminal to the Northern Isles, and the entrance to the main bus station, it was often one of the first areas viewed by visitors to the city.

The report highlighted to prevent litter gathering, the area required to be cleaned at least a once a week. Clearance of the litter was costly and disruptive as the traffic

lanes at either side of the central reservation had to be coned off to ensure the safety of the workers who carry out the work.

The report proposed that the following works would be undertaken to refurbish the central reservation on the aforementioned stretch of Market Street:- (1) removal of all of the roses; (2) no change being made to the existing trees; (3) removal of approximately four inches of top soil; (4) covering the area with a membrane to prevent or control weed growth; (5) covering the membrane with granite chips; and (6) planting of a few upright plants, such as phormium, through the granite chips, to give height and colour. The work would be undertaken early on a Sunday morning to minimise any disruption to traffic.

Councillor Cooney queried as to whether the membrane that would be laid under the gravel to deter weed growth would cause a problem with excessive lichen growth, as had happened in other areas of the city. The Head of Environment Services undertook to investigate this matter and advise Councillor Cooney of the outcome.

The Committee resolved:-

- (i) to approve the proposed works being taken by Environment Services to remove the rose beds and improve the landscaping on Market Street central reservations;
- (ii) to instruct officers to provide an update on the progress of the work to the meeting of 24 August, 2010; and
- (iii) to note that the Head of Environment Services would investigate whether the membrane that would be laid under the gravel to deter weed growth would cause a problem with excessive lichen growth and advise Councillor Cooney of the outcome.

DECLARATION OF INTEREST

Councillor Kevin Stewart declared an interest in the following article, by virtue of his membership on the NEM SITA Management Board. Councillor Stewart did not consider it necessary to withdraw from the meeting.

LOCATION FOR WEST OF CITY RECYCLING CENTRE – H&E/10/009

36. With reference to article 16 of the minute of meeting of Council of 13 February, 2008, the Committee had before it a report by the Director of Housing and Environment which outlined the results of a consultation exercise relating to potential sites for a new recycling centre in the west of the city; and requested that a preferred site for the recycling centre be selected.

The transformation strategy for waste management services which was approved by Council at the aforementioned meeting, identified the need for a new recycling centre in the west of the city. At present there were four recycling centres located within Aberdeen, however, none of these were conveniently placed for residents in the west of the city.

The report outlined that officers had undertaken a two phase consultation with community groups in the west of the city, and an initial consultation undertaken in early 2009 focussed on understanding the issues of concern to communities and refining these into site selection criteria. A second phase of consultation commenced in January, 2010 when an information pack, which included details of the sites identified, a scoring matrix and a set of assessment criteria, was sent to a range of community groups based in the west of the city. Limited responses had been received from the consultation, however, a number of general themes had emerged from the consultation, namely: (1) that the area of the Lang Stracht was regarded as the preferred area within the west of the city, with the Whitemyres Industrial Estate seen as the best location; (2) that the Kingswells community did not believe the sites in that area were suitable but that should more suitable land be zoned to the west, there would be scope for a joint Aberdeen city and Aberdeenshire facility in this area; (3) that residents in the Hazlehead area believed that Kingswells Park and Ride or land further west would be a good location for a site; (4) the workshop group felt that sites within the Hazlehead area were the best alternative to Lang Stracht and that whilst there were issues, the Grove Nursery and the Caravan Park were viable options; and (5) the Hazlehead and Seafield and Craigiebuckler Residents Associations were strongly opposed to any sites within the Hazlehead area.

The report highlighted the twelve potential sites for the Recycling Centre as being:

- Kingswells Park and Ride
- Adjacent to Kingswells
- Hazledene Road
- Pinewood
- Grove Nursery, Hazlehead
- Hazlehead Caravan Park
- Hazlehead Bus Park
- Summerhill
- Rousay Drive
- Whitemyres Estate
- Greenfern; and
- Granitehill.

The report concluded that none of the sites identified satisfied all of the criteria for a recycling centre, however, a process of elimination had therefore been undertaken with the Grove Nursery in Hazlehead and the former Hazlehead Caravan Park as being the two sites that came closest to meeting the requirements. The north west corner of the Grove Nursery site was considered to be the best available site for a new recycling centre serving the citizens of the west of Aberdeen.

Attached to the report was an appendix which (1) outlined the potential sites for the west of the city recycling centre; and (2) highlighted the consultation responses.

The report recommended:-

that the Committee:

- (a) approve the selection of the north west corner of the Grove Nursery site in Hazlehead, accessed from Hazlehead Avenue, as the preferred site for a recycling centre; and
- (b) recommend that the Greenfern Recycling Centre is retained within the masterplan for Greenferns and is developed as soon as roads and services are established to the site.

The Vice Convener, seconded by Councillor Kevin Stewart, moved:-
that the Committee approve the recommendations.

The Convener, seconded by Councillor Yuill, moved as an amendment:-
that the Committee (1) defers the consideration of recommendation (a) to allow officers to conclude discussions with Aberdeenshire Council in order to identify a site along the Kingswells to Westhill corridor that would be suitable for the recycling centre; (2) instruct that officers report back after the summer recess on the outcome of these discussions; and (3) approve recommendation (b) as detailed above.

On a division, there voted:- for the motion (10) – the Vice Convener; and Councillors Allan, Collie, Cooney, Corall, Dunbar, Hunter, Milne, Noble and Kevin Stewart; for the amendment (5) – the Convener; and Councillors Clark, Fletcher, Robertson and Yuill.

The Committee resolved:-
to adopt the successful motion.

BULK ITEM UPLIFT FROM HRA PROPERTIES - H&E/10/047

37. With reference to article 12 of the minute of meeting of 6 October, 2009, the Committee had before it a report by the Director of Housing and Environment, which updated members on the reintroduction of a free uplift service to Council tenants; included details on the effectiveness of this interim arrangement and provided long term options for members to consider.

By way of background the report advised at the meeting of the former Resources Management Committee of 3 June, 2008, (article 23 refers) that the free uplift service of any two items per year to Council tenants was removed, and a charging mechanism was introduced. As a result Council tenants were charged £20 for the special uplift of up to four household items and tenants on low incomes or in receipt of state benefits being charged a reduced charge of £10. Further to this decision, there had been anecdotal evidence that fly tipping within housing estates had increased, and this had not only been recognised by Council staff but also by Grampian Fire and Rescue Service and had also been highlighted and discussed at the meetings of the Aberdeen Community Safety Partnership.

Further to this, at the aforementioned meeting of this Committee, the reintroduction of a free uplift service for four items for Council tenants had been agreed.

The report concluded that an advertising campaign was required to promote the service availability and existing networks, and advised that the actual spend and recharge to the Housing Revenue Account since the interim service was reintroduced as being £64,438.04.

The Committee resolved:-

- (i) to approve the continuation of this free uplift service for up to four items for Council House tenants for 2010/11;

- (ii) to note that funding commitment was available and would be met by the Housing Revenue Account of £135,000;
- (iii) to instruct officers to prepare an advertising campaign to promote the availability of the scheme; and
- (iv) to instruct officers to progress discussions for consideration of developing a service using the social enterprise approach through the power of wellbeing for 2011/12.

A TREE FOR EVERY CITIZEN PROJECT - H&E/010/051

38. With reference to article 20 of the minute of meeting of 11 January, 2010, the Committee had before it a report by the Director of Housing and Environment, which provided an update on the progress of the 'Plant a Tree for Every Citizen of Aberdeen' project.

By way of background, the report advised that the Council had previously agreed a commitment to plant a tree for every citizen in Aberdeen (approximately 202,000 by 2011), and instructed officers to continue with current tree planting programmes and to investigate funding opportunities to deliver this commitment. Planting work had now commenced at a number of sites but had been delayed by the lengthy period of snow cover and freezing conditions during February and March of this year.

The report explained that planting at Lochinch Farm had been delayed due to some deer still remaining within the enclosure, but that a smaller enclosure had now been built to accommodate the deer. It was also advised that most of the trees at Seaton had now been planted, and ground preparation and fencing had commenced at other sites, and it was expected that the planting of the first phase be completed by the end of May, 2010.

The report described how the project had been formally launched by the local MSP, Richard Lochhead in March, 2010 at the new Seaton Community Woodland, with the event attended by a number of elected members, Council officers, Aberdeen Greenspace Board Members, senior officers from Wood Group and children from Seaton School and Timber Kindergarten. Around 600 trees had been planted.

The Committee resolved:-

- (i) to note the progress to date; and
- (ii) to instruct officers to provide a further update on the first phase of the project and proposals for the second phase to the meeting of 24 August, 2010.

DECLARATION OF INTEREST

Councillor Kevin Stewart declared an interest in the following subject matter by virtue of his position as the Chairman of the Board of NESTRANS but did not feel it necessary to withdraw from the meeting during consideration of the report. Councillor Yuill declared a non pecuniary interest in the following article due to the location of his workplace but did not feel it necessary to withdraw from the meeting.

AIR QUALITY ACTION PLAN AND AIR QUALITY UPDATE - H&E/010/040

39. The Committee had before it a report by the Director of Housing and Environment, which considered the proposed actions contained in the draft Air Quality Action Plan, and sought approval for the draft plan to be circulated for public consultation. The report also requested authorisation for officers to proceed with a tender exercise for a service and maintenance contract of the six continuous air quality monitoring stations.

The report advised (1) that local authorities had a statutory duty under the Environment Act 1995 to regularly review and assess air quality in their areas in accordance with national guidelines; and (2) that poor air quality exacerbated pre existing heart and lung conditions, and was estimated to reduce the life expectancy of every person in the UK by six months with increased reduction in life expectancy in cities with poor air quality, at a cost an approximate £15 billion on health care per year.

The report continued to advise that an Air Quality Action Plan was produced for the city centre in 2005, however the plan was now outdated and a new Action Plan was required to cover all three Air Quality Management Areas (AQMA). The Draft Air Quality Action Plan considered practical measures that could be introduced in Aberdeen to improve air quality that would hold limited impact on the commercial viability of the city.

The report then advised that in order to ensure best value, it was proposed that a tendering exercise be undertaken for a 3 year service and maintenance contract with the option for a one year extension.

Appended to the report was the draft Air Quality Action Plan for 2010.

The Committee questioned officers extensively on the report and requested that officers report back and address the following issues: (1) whether the sensors on Market Street could be moved to better reflect the air quality issues; (2) if mobile sensors could be installed if the sensors in place could not be moved; (3) was the salt in the air taken into consideration; and (4) could the sources of pollution be better identified on Market Street, taking into consideration the fumes from boats in the harbour. It was further suggested that due to the resources that would be required to implement the Plan, that the report may have to be referred to the Finance and Resources Committee for their consideration.

The report recommended:-

that the Committee –

- (a) approves the draft Air Quality Action Plan for public consultation and submission to the Scottish Government;
- (b) instructs the Director of Housing and Environment to prepare a final Air Quality Action Plan for Committee consideration following the completion of the consultation;
- (c) give authorisation for Officers to proceed with a tender exercise for a three year service and maintenance contract for the six continuous air quality monitoring stations, with the option for a one year extension; and
- (d) to refer the report to the Enterprise, Planning and Infrastructure Committee for information due to the links between air quality, transport and planning.

The Committee resolved:-

- (i) to approve recommendation (c);
- (ii) to defer recommendations (a), (b) and (d) until its meeting of 25 May, 2010;
- (iii) to instruct that officers address all questions raised by members in this report; and
- (iv) to note that the draft Air Quality Action Plan would be placed in the Members' Library, with the various changes being highlighted within the report, rather than the draft being circulated again in its entirety.

COMMUNITY SIGNATURE INITIATIVE – NEXT STEPS - H&E/010/057

40. With reference to article 4 of the minute of meeting of the former South of the City Regeneration Interim Board of 28 October, 2008, the Committee had before it a report by the Director of Housing and Environment which advised members of the completion of the first year of the Community Signature Initiative and reported on the programme for year two.

The report outlined that the Council had entered into a one year Service Level Agreement (SLA) in April, 2009 with Aberdeen Foyer to deliver the Community Signature in Torry, however, an extension to the SLA would make the total contract value £75,000, which was over the Council's threshold at which a competitive tendering exercise must be undertaken in terms of the Standing Orders. As a result it was noted that an exemption from Standing Order 5 was required.

The report highlighted lessons that had been learned in the first year and how these would be applied in future years and also noted (1) key milestones achieved; (2) progress against the project timeline; (3) emerging findings from signatures to date; (4) challenges and lessons; and (5) future plans.

The report also advised that a Project Steering Group had been established which included partners from the Council, NHS Grampian, Grampian Police, Job Centre Plus, Aberdeen Foyer and Business Lab, and the project had also secured corporate support from Shell. The Group was formed to offer advice, support and direction to the project and to support effective action as a result of the Community Signature Programme.

In relation to year 2 of the project, the report outlined that the data collected would be fed back to participating agencies to consider actions as required and also to participating local groups, individuals and organisations to inform local community action and it was planned that two Signature events would be run in Torry between Easter and summer along side an ongoing schedule of individual Signature sessions with local groups.

The report concluded (1) that the Community Signature Initiative had demonstrated an ability to evidence needs and viewpoints in one locality, especially amongst hard to reach groups, offering invaluable insights into local values of the community; and (2) that there had also been invaluable links made with to other local initiatives in Torry including the Pier to Pier Project involving the prison, and the employability themed work around Retail Rocks.

The Committee resolved:-

- (i) to note the successful completion of the first year of the Community Signature Initiative in Torry and the Next Steps for year 2 as set out in the main considerations of the report;
- (ii) to approve the exemption of a contract extension for the Community Signature from the requirements of Standing Order 5, relating to contracts and procurement, on the grounds that the contract extension is justified by special circumstances as detailed within the report; and
- (iii) to instruct that a six monthly progress report be submitted to its meeting of 26 October, 2010.

SOUTH ABERDEEN COASTAL REGENERATION PROJECTS (SACRP) - H&E/10/058

41. With reference to article 3 of the minute of the Enterprise, Planning and Infrastructure Committee of 23 February, 2010, the Committee had before it a report by the Director of Housing and Environment, which advised members on the decision taken by the Enterprise, Planning and Infrastructure Committee in relation to the South Aberdeen Coastal Regeneration Projects (SACRP).

The report provided a detailed overview of the aims of the study, and advised of the current status and proposed a way forward for the following aspects of the study: Coastal Park, the East Tullos Burn, developing the Marine and Geoscience study centre, the environment of Torry Bay, and the Torry Battery. The report reminded members that the purpose of the SACRP study was to rigorously test the feasibility of a series of coordinated and integrated projects, which included the acquisition of critical baseline data.

At the aforementioned meeting, the Enterprise, Planning and Infrastructure Committee had resolved to (1) note the successful completion of the scoping and feasibility study as endorsed by the SACRP Steering Group at its meeting held on 26 November, 2009, and to record appreciation to all those organisations that provided support and assistance towards the completion of the work; (2) create a formal, multi agency Project Steering Group with proposed terms of reference, to reaffirm in principle the implementation of the Nigg Bay Coastal Park as a key project with special reference to the Community Wetlands Project; (3) appoint their Vice Convener, Councillor McCaig, as the Council's member on the proposed Project Steering Group; (4) note the present stage for the development of the Torry Community Wetlands Project in the St. Fitticks Community Park and the on going need to continue to attract external funding for the implementation of this project; (5) note that a report on the proposed land use issues was to be presented to a future meeting of the Guildry and Mortifications Board as a land owner in the vicinity of the Bay of Nigg; (6) endorse the present stage with the development of external funding bids for conservation works for the Torry Battery, with a progress report on the identified funding to date to be presented to the June cycle of the Enterprise, Planning and Infrastructure Committee (7) note that at no additional cost to the Council, commitment to some of the outcomes of the study would continue until 31 March, 2010 by the University of Aberdeen; and (8) request officers to submit a report back to the Enterprise, Planning and Infrastructure Committee from the Project Steering Group on the development of the sub projects for the June cycle of the Committee.

The Committee resolved:-

- (i) to concur with the resolutions of the Enterprise, Planning and Infrastructure Committee; and
- (ii) to recommend to the Project Steering Group that due to the crossover between the Housing and Environment Service and the Enterprise, Planning and Infrastructure Service on this project, that the Vice Convener of this Committee, Councillor Mark McDonald, be invited to join the Project Steering Group in addition to Councillor McCaig.

In accordance with the decision recorded under article 1 of this minute, the following items were considered with the press and public excluded.

HOUSING DEVELOPMENT BY LANGSTANE HOUSING ASSOCIATION – FINANCIAL ASSISTANCE - H&E/10/039

42. The Committee had before it a report by the Director of Housing and Environment, which sought agreement to provide a grant to Langstane Housing Association, to assist with their purchase of a site at Copper Beech, Auchinyell Road.

The report advised that Langstane Housing Association had recently been successful in obtaining planning approval for the development of 11 one bedroom and 24 two bedroom flats, which would be developed as affordable social housing, on the site of the former Copper Beech public house, Auchinyell Road.

The report outlined that a fund of £700,000 was being sought from Langstane Housing in order to assist in the purchase of the site with £145,000 coming from their own resources. The report advised that normally, Langstane Housing would request grant funding from the Scottish Government, however there was currently no Housing Association grant available for the purchase of the site. The report went on to advise that the grant could be funded from the Section 75 income received from developers as part of their planning obligations, and this money had to be used to fund the delivery of affordable housing with RSLs (Registered Social Landlords). The report concluded that the request fitted within the acceptable uses for those funds and the fund currently had a balance of £880,776.

The Committee resolved:-

- (i) to agree to provide a grant to Langstane Housing Association at a value of £700,000 to enable their purchase of the development site at Copper Beech, Auchinyell Road, subject to the appropriate legal agreements being in place with Langstane; and
- (ii) to agree to the funding being met from the income received from Section 75 contributions from developers through the planning process.

SITE OPTIONS AND PROCUREMENT METHOD FOR PHASE 3 NEW BUILD COUNCIL HOUSE PROGRAMME

43. The Committee had before it a report by the Director of Housing and Environment, which provided an option appraisal of three sites for the development of phase 3 of the New Build Council House Programme; evaluated each site within the parameters of the Scottish Government's Incentivising New Council House Building fund; and made recommendations for the way forward.

The report advised that following an evaluation of the new build options for phase 3, it was concluded that the most feasible new build option was Croft House, as this site had been declared surplus within the Property Account and was readily available to purchase. Based on availability, size, planning status and viability of this site, it would be an opportune site to put forward for phase 3. The other two sites discussed were Tillydrone Old School site and Victoria Road School, however, these were deemed unsuitable.

Appended to the report was the option appraisal study for all three sites which provided details on the size, build cost per unit, land cost, planning requirements and development timescales, price of site and transfer arrangements and risks associated with each site.

The report recommended:-

that the Committee –

- (a) note and consider the site options and agree that Croft House be developed for phase 3 of the New Build Council House Programme;
- (b) to instruct the City Chamberlain to conclude the transfer of the property from the Property Account to the Housing Revenue Account at a cost of £700,000 and to obtain Scottish Minister approval if necessary;
- (c) subject to Scottish Government approval, that members agree in principle that part of the monies from the Council Tax income from second homes and long term empty properties be used to fund the New Build Council House programme and for officers to report back on the detail at next meeting of this Committee;
- (d) note that the Housing and Environment Service would advise the Head of Asset Management and Operations that they no longer had an interest in Victoria Road School, Torry at this present time;
- (e) agree the design and build (RIBA stage B/C) procurement route for phase 3 of the New Build Council House Programme; and
- (f) instruct officers to report back to a future meeting to provide an update on progress within the New Build Council House Programme.

At this point, the Convener made reference to the report 'Croft House and Aberdon House' that had been considered at an earlier point in the meeting (article 11 of this minute refers), and alluded to the fact that recommendation (b) as detailed above had already been agreed at this point in the meeting.

The Committee resolved:-

to approve recommendation (a), (c), (d), (e) and (f) as contained within the report.

FUNDING BID TO SCOTTISH GOVERNMENT FOR NEW BUILD COUNCIL HOUSING PHASE 3

44. The Committee had before it a report by the Director of Housing and Environment, which sought approval for a submission to the Scottish Government for Phase 3 funding for new build Council housing.

The report advised that in February, 2010, the Scottish Government announced a further round of funding that would be made available to local authorities to build new housing, and advised that any bid should be submitted to the Scottish Government by 30 April, 2010. These would be assessed by the Scottish Government and a decision made on the allocation of this funding by mid July, 2010.

The report then advised that the Council hoped to progress to Phase 3 of the New Build Programme and develop the site at Croft House, Stockethill, as the site covers an area of 0.60 hectares and would provide around thirty one units of general needs family housing, of which eleven would be houses and twenty would be flats.

The report concluded that the estimated cost of construction for Phase 3 would be £4m based on an average unit cost of £133,600.

The Committee resolved:-

- (i) to agree that a submission be made to the Scottish Government by the 30 April, 2010; and
- (ii) to agree that the Convener and Vice Convener sign off the submission which was currently being drafted, and to instruct that a copy of the document is distributed to members of the Committee for information.

49 BEATTIE AVENUE - H&E/10/059

45. 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 a progress report on options that could be associated with the properties at 49a, 49b and 49c Beattie Avenue, Ashgrove.

The report advised that the property at 49 Beattie Avenue was a detached two storey B listed building that contained three residential flats, namely: 49a (four bedroom flat), 49b (one bedroom flat) and 49c (four bedroom flat). It was advised that all properties within the building were now vacant, and Construction Consultancy had proposed two layout options for the renovation and redevelopment of the building. Option one would provide two 1 bedroom flats, one 2 bedroom flat and one 3 bedroom flat, with option two providing six 1 bedroom flats.

The report then outlined that a particular challenge facing the Council was the growing demand for special needs housing. The Community Care Strategy Officer in conjunction with Social Care and Wellbeing officers, had identified the following specific projects which could be accommodated at Beattie Avenue should the properties be used to provide special needs accommodation:

- (1) Elmwood Hospital Resettlement Project - Revenue funding had been identified within 2010/11 budget to provide support services to a number of service users with learning disabilities who currently lived in Elmwood Unit, Royal Cornhill Hospital, and a number of whom were designated as delay discharge and were unable to leave hospital as appropriate accommodation could not be found.
- (2) Transitions Project - The project would provide accommodation, with support for young people moving on to adult services, and revenue funding for support services should be available in 2010/11.
- (3) Re-provisioning of Care Home - Granton Place was currently registered as a care home facility providing accommodation for people with learning disabilities, however, the property was no longer fit for purpose and was in need of urgent re-provisioning. Revenue funding would transfer from the existing service, with service users moving to individualised budgets.

The Committee resolved:-

to approve in principle the redevelopment of the Beattie Avenue property for Care in the Community use and instruct the Director of Housing and Environment, in conjunction with the Director of Social Care and Wellbeing, to develop the two options highlighted for the category B listed building for the properties at 49a, 49b and 49c Beattie Avenue, and provide life cycle costs, development costs and recommend the future use of the building at the next meeting of this Committee.

TIED HOUSING WITHIN ENVIRONMENTAL SERVICES - H&E/10/038

46. 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 provided information pertaining to the existence, location and present occupation status of tied housing within Environmental Services, and confirmed any requirement for the provision of tied housing within Environmental Services.

The report advised that historically tied housing was provided to Environmental Services staff within the Council, who predominantly took up occupancy of the lodge house attached to the park, grounds and/or facility to which they were appointed and provided services required to that facility. However, over time this practice had changed with the establishment of a city wide Environment Service and staff now worked in groups and covered a number of areas and service needs. Exceptions to this would be the Crematorium, Doonies Farmhouse and Hazlehead Zoo Lodge.

The Head of Environment Services advised the Committee that the Doonies Farm House was held on the Education, Culture and Sport account, not Housing and Environment and therefore should be referred to the Education, Culture and Sport Committee for consideration.

The Committee resolved:-

- (i) to note the content of this report;
- (ii) to agree that there is a Service requirement for a limited number of specific properties to be tied to Service provision, but on other properties there is no such requirement;

- (iii) to instruct officers to include this information with that of other Services in the report to the Finance and Resources Committee on the future of tied houses policy; and
- (iv) to note that Doonies Farm was included on the Education, Culture and Sport account and therefore to refer this property to the Education, Culture and Sport Committee for consideration.

MATTER OF URGENCY

The Convener intimated that she had directed in terms of Section 50(B)(4)(b) of the Local Government (Scotland) Act 1973 that the Committee consider the following item as a matter of urgency in order for a decision to be taken at an early stage.

TIED TENANCIES – HOUSING REVENUE ACCOUNT – H&E/10/029

47. With reference to article 25 of the minute of meeting of 11 January, 2010, the Committee had before it a report by the Director of Housing and Environment, which (1) outlined the background and current status of Caretakers and Senior Carers who currently still occupied tied tenancies; and (2) sought approval for amendments to the Tied Tenancy Policy to allow for the early rehousing of tenants. The Council currently had 28 tied tenancies, with 8 of these eligible for priority rehousing and the remaining 20 on the normal housing list.

The report advised that (1) the current Tied Tenancy Policy only provided priority to those employees who had been employed by either Grampian Regional Council or Aberdeen District Council prior to 22 March 1995; (2) the policy was required to be amended to allow priority for rehousing to all former Housing Revenue Account Tied Tenants with two offers of suitable alternative accommodation being made; (3) where Tied Tenants qualified for extra care housing and were within the top ten on the housing waiting list, it was envisaged that their current tenancy transfer from non secure to secure; and (4) once all Housing Revenue Account Tied Tenants had been rehoused or awarded a secure tenancy then the Tied Tenancy Policy would no longer be required to be part of the Scheme of Allocation.

The Committee resolved:-

- (i) to note the current difficulties being experienced in resolving the housing situation for those Caretakers and Senior Carers who still occupy Housing Revenue Account tied tenancy properties; and
- (ii) to approve the recommended amendments to the Tied Tenancy Policy as follows (1) to allow priority for rehousing to all former HRA tied tenants, with two offers of alternative accommodation being given; (2) to allow the automatic transfer of a Tied Tenants current tenancy from non secure to secure where the applicant qualifies for sheltered accommodation and are within the top 10 of the housing waiting list; and (3) to agree that once all Housing Revenue Account Tied Tenancies have been rehoused or awarded a secure tenancy that the Tied Tenancy Policy no longer requires to be part of the Scheme of Allocations, and any tied tenant who remain within non Housing Revenue Account properties will be dealt with on an individual basis by the Housing Cases Review Sub Committee.

MATTER OF URGENCY

The Convener intimated that she had directed in terms of Section 50(B)(4)(b) of the Local Government (Scotland) Act 1973 that the Committee consider the following item as a matter of urgency in order for a decision to be taken on the future of these posts at an early date.

PROPOSED CHANGES TO FIXED TERM CARETAKER/CLEANER POSTS

48. The Committee had before it a business case prepared by the Director of Housing and Environment, which sought approval to establish one post of Caretaker/cleaner for 51 weeks, and also to convert a second post to permanent status.

The business case sought approval for (1) the creation of one caretaker/cleaner post for a period of up to 51 weeks; and (2) the conversion of one fixed term caretaker/cleaner post to permanent. The business case outlined the postholder already in the fixed term position had been in employment since 2007 and was employed before the Temporary Workforce Policy came into force. As a result, the post holder would still be entitled to 13 weeks redeployment and a statutory redundancy payment should the post not be converted.

The business case outlined that the cost associated with the two posts would be £24,425.57 for the next financial year, which could be met from the Housing Revenue Account budget.

The Committee resolved:-

to approve the business case

- **COUNCILLOR AILEEN MALONE, Convener.**

HOUSING CASES REVIEW SUB COMMITTEE

ABERDEEN, 8 March, 2010. - minute of meeting of the HOUSING CASES REVIEW SUB COMMITTEE. Present:- Councillor Malone, Chairperson and Councillors Cooney, Donnelly, Dunbar (substitute for Councillor McDonald), Hunter, Kiddie and Robertson.

LEASEHOLD REFORM AND URBAN DEVELOPMENT ACT 1993

1. The Head of Legal and Democratic Service addressed the meeting in her capacity as Monitoring Officer in order to provide guidance to the Sub Committee, and highlight section 154 of the Leasehold Reform, Housing and Urban Development Act 1993, which states:-

“A member of a local authority shall be excluded from the decision on the allocation of local authority housing, or of housing in respect of which the local authority may nominate the tenant where:-

(a) the house in question is situated; or (b) the applicant for the house in question resides, in the electoral division or ward for which that member is elected.”

Mrs MacEachran explained that this would have consequences for the working of this Sub Committee, and that while Councillors would be able to represent housing cases pertaining to their ward, by speaking to any such cases, they should then withdraw from the meeting at the point of any debate or discussion commencing. It was further noted that any Councillors declaration of interest in this respect should be minuted.

The Sub Committee asked a number of questions of Mrs MacEachran, and thanked her for highlighting this issue to them.

The Sub Committee resolved:-

- (i) to note (1) the content of the advice and information provided by the Head of Legal and Democratic Services; and (2) that the relevant extract from the legislation would be circulated to members of the Sub Committee for their information; and
- (ii) to request that the report format be altered to alert Councillors of any housing cases that relate to their electoral ward.

ORDER OF AGENDA

2. Further to the advice provided by the Head of Legal and Democratic Services, and owing to the fact that Councillors would have to now withdraw from the meeting when cases concerning their electoral ward were being considered, the Convener suggested that items 2.1 and 2.10 of the agenda (Housing Case 7374 – Update and Housing Case 7687) be considered as the first items of business, in order that she would only have to withdraw from the meeting on one occasion. It was further suggested that items 2.5 and 2.8 on the agenda (Housing Case 7682

and Housing Case 7685) be considered concurrently on this day in order for Councillor Dunbar to withdraw from the meeting on only one occasion.

The Convener advised that item 2.7 of the agenda (housing case 7684) had been withdrawn by officers, due to the applicant having received and accepted a suitable offer of housing.

The Sub Committee resolved:-

to concur with the suggestions of the Convener, and to note that item 2.7 of the agenda had been withdrawn.

3. MINUTE OF PREVIOUS MEETING

The Sub Committee had before it the minute of its previous meeting of 18 January, 2010.

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 press and 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, 5 and 6 of Schedule 7(A) to the Act.

DECLARATIONS OF INTEREST

The Convener declared an interest in the subject matter of the following article by virtue of the applicant(s) referred to within the report currently residing in her electoral ward. In order to conform with Section 154 of the Leasehold Reform and Urban Development Act 1993, the Convener chose to withdraw from the meeting prior to consideration of this item.

Councillor Hunter declared a personal interest in the subject matter of the following article, but chose not to withdraw from the meeting.

The Sub Committee unanimously agreed that Councillor Kiddie take the Chair for the following two items of business only.

HOUSING CASE 7374 - UPDATE

3. With reference to article 4 of the minute of its meeting of 2 November, 2009, the Sub Committee had before it a report by the Director of Housing and Environment which provided further information pertaining to the medical and social work background of this case, as requested at the aforementioned meeting of the Sub Committee.

Councillor Boulton had requested that this housing case 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 at this point were circulated an email from Councillor Boulton in support of this housing case.

Councillor Hunter, seconded by Councillor Kiddie moved:-

that the Sub Committee approve option 2 as contained within the report; to agree to offer priority of rehousing to a suitable two bedroom tenement flatted type property within the Peterculter area.

Councillor Donnelly, seconded by Councillor Robertson, moved as an amendment:-

that the Sub Committee agree to the priority rehousing to a two bedroom tenement flatted type property, subject to the applicant widening their areas of choice.

On a division, there voted:- for the motion (3) – Councillors Cooney, Hunter and Kiddie; for the amendment (3) – Councillors Donnelly, Dunbar and Robertson; absent from the division (1) – the Chairperson.

There being an equality of votes, in accordance with Standing Order 15 (5) Councillor Kiddie, in his capacity as acting Chairperson, exercised his casting vote in favour of the motion and declared it carried.

The Sub Committee resolved:-

to adopt the successful motion; to agree to offer priority housing to a suitable two bedroom tenement flatted type property in the Peterculter area.

DECLARATION OF INTEREST

The Convener declared an interest in the subject matter of the following article by virtue of the applicant(s) referred to within the report currently residing in her electoral ward. In order to conform with Section 154 of the Leasehold Reform and Urban Development Act 1993, the Convener chose to withdraw from the meeting prior to consideration of this item.

HOUSING CASE 7687

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 fell outwith the Scheme of Allocation.

The Sub Committee resolved:-

- (i) to approve option 1 as contained within the report; to grant a priority move to a three bedroom flat, four in a block or cottage type property within the applicants areas of choice; and
- (ii) to request officers to advise the applicant to consider expanding his housing preferences to include flatted, four in a block or cottage type accommodation in other areas of the city in order that an offer of suitable accommodation be made in the near future.

At this juncture, the Councillor Malone resumed the Chair.

DECLARATIONS OF INTEREST

Councillors Donnelly and Kiddie declared an interest in the subject matter of the following article by virtue of the applicant(s) referred to within the report currently residing in their electoral ward. In order to conform with section 154 of the Leasehold Reform and Urban Development Act 1993, Councillors Donnelly and Kiddie intimated they would withdraw from the meeting at the commencement of debate, but further to advice from officers as detailed below, the housing case was not discussed and therefore they were not required to withdraw from the meeting.

HOUSING CASE 7375 - UPDATE

5. With reference to article 5 of the minute of its meeting of 2 November, 2009, the Sub Committee had before it a report by the Director of Housing and Environment which provided further information detailing the medical background of the applicant, as requested at the aforementioned meeting.

At this point, officers advised the Sub Committee that the applicant had accepted an offer of housing and therefore the housing case did not require to be considered on this day.

The Sub Committee resolved:-

to note the information provided by officers.

HOUSING CASE 7677

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 by way of elderly transfer in reverse.

The Sub Committee resolved:-

to approve option 1 as contained within the recommendations; to approve the applicant's request to be considered on normal turn of points under the Elderly Transfer in Reverse Scheme, to allow the applicant's son and daughter in law to be considered for one bedroom tenement flat type accommodation within the Dyce and Heathryfold areas.

HOUSING CASE 7680

7. The Sub Committee had before it a report by the Director of Housing and Environment which provided details of an application for Council housing which fell outwith the Scheme of Allocation; and which had been referred by Councillor Graham for consideration on this day.

The Sub Committee resolved:-

to approve option 3 as contained within the report; to decline the request and advise the applicants to await the offer of a three bedroom property on normal turn of points.

DECLARATION OF INTEREST

Councillor Dunbar declared an interest in the subject matter of the following article by virtue of the applicant(s) referred to within the report currently residing in her electoral ward. In order to conform with section 154 of the Leasehold Reform and Urban Development Act 1993, Councillor Dunbar chose to speak to this housing case and withdraw from the meeting thereafter, taking no part in any discussion in this item.

HOUSING CASE 7682

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

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

Councillor Donnelly, seconded by Councillor Robertson moved:-

that the Sub Committee approve option 3 as contained within the report; to grant priority for the applicant to move to a one bedroom amenity cottage within the applicant's areas of choice.

The Convener, seconded by Councillor Kiddie, moved as an amendment:-

that this report be deferred, and that officers be instructed to report back at the next meeting with much more detail of the applicant's medical condition; and for the applicant's doctor to be present at this meeting, if this was at all possible.

Further to a division, there voted:- for the motion (2) – Councillor Donnelly and Robertson; for the amendment (4) – the Convener; and Councillors Cooney, Hunter and Kiddie; absent from the division (1) – Councillor Dunbar.

The Sub Committee resolved:-

- (i) to adopt the successful amendment; and
- (ii) to request that officers clarify the downsizing scheme in relation to legal charges (in particular whether outstanding legal charges would prevent an applicant from taking advantage of the scheme); and also whether there was anything to prevent applicants from collecting their incentivisation payment to downsize, and then moving into amenity accommodation at a point when they would qualify for this.

DECLARATION OF INTEREST

Councillor Dunbar declared an interest in the subject matter of the following article by virtue of the applicant(s) referred to within the report currently residing in her electoral ward. In order to conform with section 154 of the Leasehold Reform and Urban Development Act 1993, Councillor Dunbar chose to withdraw from the meeting prior to this housing case being considered.

HOUSING CASE 7685

9. 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. Brian Adam MSP had requested the Sub Committee consider this housing case.

The Sub Committee resolved:-

to approve option 3 as contained within the report; to decline the request and to advise the applicants to await an offer of a three bedroom cottage style property through the normal turn of points system, and to seek a mutual exchange.

HOUSING CASE 7683

10. The Sub Committee had before it a report by the Director of Housing and Environment which provided details of an application for Council housing which fell outwith the terms of the Tied Tenancy Policy.

The Sub Committee resolved:-

to approve option 2 as contained within the report; to decline the request and to continue to consider the applicants housing application in terms of the Tied Tenancy Policy.

DECLARATION OF INTEREST

Councillors Donnelly and Kiddie declared an interest in the subject matter of the following article by virtue of the applicant(s) referred to within the report currently residing in their electoral ward. In order to conform with Section 154 of the Leasehold Reform and Urban Development Act 1993, Councillor Kiddie chose to speak to this housing case and withdraw from the meeting thereafter, taking no part in any discussion on this item. Councillor Donnelly also withdrew from the meeting at this point.

HOUSING CASE 7686

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

The Committee heard Councillor Kiddie in respect of this case.

The Sub Committee resolved:-

- (i) to approve option 1 as contained within the report; to grant a priority move to a two bedroom ground floor tenement flat with a secure garden ground within the Northfield area; and
- (ii) to instruct that all works that require to be done, are undertaken prior to the applicants moving in to the property.

FEEDBACK ON PREVIOUS CASES

12. With reference to article 7 of the minute of its meeting of 2 November, 2009, 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.

- **COUNCILLOR AILEEN MALONE, Chairperson**

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HOUSING AND ENVIRONMENT COMMITTEE

COMMITTEE BUSINESS

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>
1.	<p>Policy & Strategy Committee 28/04/09 article 16</p> <p>& Housing and Environment Committee 11/01/10 article 16</p>	<p><u>Property Management - Mixed Tenure</u></p> <p>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 Revenue Account (HRA) and £25,000 from Private Sector Housing Grant (PSHG)), in developing and consulting on this service.</p> <p>The Committee also requested that an interim report be brought back in April/May 2010.</p> <p>At its meeting of 11/01/10, the housing and Environment Committee resolved:- The Committee resolved:- (i) to request officers to submit a report to the Committee at its</p>	<p>Update: Progress taking longer than expected but consultation is proceeding.</p>	Head of Housing and Community Safety	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>
		<p>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</p> <p>(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>				
2.	Policy & Strategy Committee 09/06/09 article 15	<p><u>Control of Commercial Waste Storage</u></p> <p>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.</p>	<p>Update:- Due to the roll out of the Alternative Waste Collection work, the progress on dealing with the Control of Commercial Waste Storage has been delayed. Once the AWC roll out has settled, resources will be allocated to resolving the Commercial Waste Storage.</p>	Head of Environment Services	13/04/10	25/05/10
3.	Resources Management Committee 22/04/08 article 34	<p><u>Public Toilet Review</u></p> <p>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</p>	<p>An update report is on the agenda at item 8.1.</p>	Head of Environment Services	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>
		Review to the Housing and Environment Committee at its meeting on 25 May, 2010.				
4.	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 8.4.	Head of Environment Services	Every cycle	16/02/10
5.	Housing and Environment Committee 26/08/09 article 15 Housing and Environment Committee 13/04/10 article 25	<u>Temporary Accommodation Strategy 2009-12</u> At its meeting of 13/04/10 the Committee resolved:- to instruct that officers carry out a full review of the strategy and report to Committee in April, 2011, and present reports to Committee on aspects of the Strategy in the intervening period.		Head of Housing and Community Safety	April 2011	
6.	Housing and Environment Committee 26/08/09 article 16	<u>Modernising Public Space CCTV</u> 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	Update: The project board met on 22 April 2010 to finalise the "Invite to quote" document seeking bids from experienced organisations to carry out a scoping exercise that produces a costed business plan for all viable options to modernise public space CCTV. The invite to quote document will be published 14 May with a closing date of 14 June.	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>
		Committee.	Provided suitable bids are received the scoping phase is expected to start on 21 June and take two months with the final report from consultants due on 20 August, 2010.			
7.	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 to provide further progress reports including details on the outcome of the tendering process in the Housing and Environment information bulletin.	A report was submitted last cycle.	Head of Environment Services		
8.	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.	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. The Shared Service Board meets on the 21/04/10 and will consider a reviewed and update business case and report. The decisions of the Shared Service Board will be	Director of Housing and Environment	11/01/10	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>
			<p>reported to the Committee at its meeting on 25/05/10 to consider and, if appropriate, ratify the Board's decisions.</p> <p>A verbal update will be provided at the meeting.</p>			
9.	Housing and Environment Committee 06/08/09 article 25	<p><u>Implementation of the Approved Recommendations of the Best Value Options Appraisal of the Public Analyst Service</u></p> <p>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.</p>	<p>A report is on the agenda at item 12.1.</p> <p>Recommended for removal.</p>	Head of Environment Services	25/05/10	
10	Housing and Environment Committee 19/11/09 article 14	<p><u>Housing for Varying Needs</u></p> <p>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</p>	<p>The extent of the review means that a report will not be available until 25 May, 2010.</p> <p>An update will be provided in the Information Bulletin. A report will be submitted next cycle.</p>	Head of Regeneration and Housing Investment	13/04/10	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>
11	Housing and Environment Committee 19/11/09 article 25	<p><u>Birdproofing/Gulls in the City Centre</u></p> <p>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</p>		Head of Environment Services	28/09/10	
12	Housing and Environment Committee 19/11/09 article 27	<p><u>Responsible Dog Ownership</u></p> <p>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</p>		Head of Environment Services	26/10/10	

<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>
13	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>		Head of Environment Services	26/10/10	
14	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>	<p>Update: Works completed Smithfield Court, Balmoral Court and Meadow Court. About to commence Mark Bush Court in 2 weeks' time.</p>	Head of Regeneration and Housing Investment	25/05/10	
15	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>	<p>An update is contained in the Information Bulletin.</p>	Head of Regeneration and Housing Investment	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>
16	Housing and Environment Committee 11/01/10 article 20 Housing and Environment Committee 13/04/10 article 38	<u>A Tree for Every Citizen</u> At its meeting of 13/04/10, the Committee resolved:- to instruct officers to provide a further update on the first phase of the project and proposals for the second phase to the meeting of 24 August, 2010.	A report is on the agenda at item at item 8.2. Recommended for removal.	Head of Environment Services	24/08/10	
17	Housing and Environment Committee 11/01/10 article 21	<u>Countryside Ranger Service Five Year Plan</u> The Committee resolved:- to instruct officers to report back to Committee on an annual basis regarding progress.	A report will be submitted in August.	Head of Environment Services	25/05/10	24/08/10
18	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.	A report will be submitted next cycle.	Head of Environment Services	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>
19	Housing and Environment Committee 11/01/10 article 28	<p><u>Modernisation of Housing Service</u></p> <p>The Committee resolved:-</p> <p>(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;</p> <p>(iv) to request officers to provide a report in six months time on the efficiency of the new service structure.</p>	<p>Update:</p> <p>A report is not available this cycle as the Director and the new Head of Housing and Community Safety require more time to work with colleagues on the scope and detail of the proposals.</p> <p>A detailed and costed paper will be presented to the August Committee describing roles, responsibilities and structure for this service. There will also be similar reports for all other Housing and Environment services at the same committee meeting.</p>	Head of Service, Asset Management	13/04/10	25/05/10
20	Housing and Environment Committee 16/02/10 article 11	<p><u>Chartered Institute of Housing – Conference</u></p> <p>The Committee resolved:- to instruct that officers submit a summary report on the conference at a later date.</p>	<p>A report is on the agenda at item 6.5.</p> <p>Recommended for removal.</p>	Director of Housing and Environment	25/05/10	
21	Housing and Environment Committee 16/02/10 article 12	<p><u>SURF Annual Conference</u></p> <p>The Committee resolved:- to instruct that officers who attend the conference on behalf of the Council, (1) request that SURF consider Aberdeen for the destination of its next annual conference; and (2) submit a</p>	<p>A report will be submitted next cycle.</p>	Director of Housing and Environment	25/05/10	24/08/10

<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>
		summary report on the conference, to a future meeting of this Committee.				
22	Housing and Environment Committee 16/02/10 article 17	<u>St Machar Primary School – Transfer from General Services Account to Housing Revenue Account</u> The Committee resolved:- (iv) to instruct that if the potential arises for transfer to happen at an earlier date, for a report to be submitted to this Committee at the earliest possible opportunity in this regard.	Update: Awaiting confirmation from Director of Education, Culture and Sport as to when vacant possession will be obtained for Portal Centre which is part of the overall St Machar Primary School site.	Head of Regeneration and Housing Investment		
23	Housing and Environment Committee 16/02/10 article 21	<u>Furnishings Contract</u> The Committee resolved:- to instruct the Director of Housing and Environment to submit an information 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.	Update: The tender submissions are currently being evaluated. It is anticipated that preferred bidders will be identified by the middle of May in conjunction with the Director of Corporate Governance following consultation with the Convener and Vice Convener of the Housing & Environment Committee. A bulletin report will then be prepared.	Head of Regeneration and Housing Investment	25/05/10	
24	Housing and Environment Committee 16/02/10 article 22	<u>Incentive to Encourage Tenants to Downsize</u> The Committee resolved:- to instruct officers to report back to the Committee, following three		Head of Housing and Community Safety	24/08/10	

<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>
		months of the implementation of scheme, providing an update on progress with the implementation and uptake of the scheme as well as the financial implications to that date.				
25	Housing and Environment Committee 16/02/10 article 23 & Housing and Environment Committee 13/04/10 article tbc	<p><u>Housing Access Centre – Homelessness Options</u></p> <p>The Committee resolved:- (iii) instruct officers to bring forward a report which would include detailed costs, conceptual plans and funding mechanisms in relation to the new build option to provide 35 units at the Victoria House site, to the Housing and Environment Committee at its meeting on 25 May, 2010.</p> <p>At its meeting of 13/04/10 It was agreed that cyclical updates are provided for only Croft House, Aberdon House and Victoria House. Spring Garden will be monitored by Asset Management officers in the Enterprise, Planning and Infrastructure Service.</p>	A report will be submitted in August.	Head of Regeneration and Housing Investment	Resolution (iii) 25/05/10 Resolution (iv) every cycle	24/08/10
26	Housing and Environment Committee 16/02/10 article 24	<p><u>Contractual Arrangements with Aberdeen Cyrenians Limited</u></p> <p>The Committee resolved:- to delegate to the Director of Housing and Environment, in conjunction with the Director of</p>	<p>Update: A letter was issued to the members of the Housing & Environment Committee on 27/04/10 informing that, the “standstill period” has elapsed and that negotiations were taking</p>	Head of Housing and Community Safety	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>
		Corporate Governance, the powers to award a contract to the preferred bidder as a result of the current procurement process if it was not possible to report to the Committee at its meeting on 13 April, 2010, on the proviso that such delegated powers would only be used after consultation with the Convener and Vice Convener of the Committee.	place with the “preferred bidders” to ensure that a seamless transition, where necessary occurs. Discussions ongoing with Director of Corporate Governance around the use of the delegated powers. Recommended for removal.			
27	Housing and Environment Committee 16/02/10 article 25	<u>Aberdeen’s Animal Policy</u> The Committee resolved:- to instruct the Director of Housing and Environment to report back with a draft updated Animal Policy at the earliest opportunity.		Head of Environment Services	28/09/10	
28	Housing and Environment Committee 16/02/10 article 26	<u>Household Waste and Recycling Containers Policy</u> The Committee resolved:- to instruct officers to undertake a full review of enforcement policy and practice relating to all waste issues including:- litter, fly-tipping and issues arising from the policy including side waste; and to present full and costed proposals for the implementation of enforcement policy to the Housing and Environment Committee at its meeting on 24 August 2010.		Head of Environment Services	24/08/10	
29	Housing and Environment Committee	<u>Street Cleanliness Report – Closing the Gap</u>		Head of Environment Services	Early 2011	

<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>
	16/02/10 article 29	The Committee resolved:- to instruct the Director of Housing and Environment Services to provide a further report on progress at the beginning of the calendar year 2011				
30	Council meeting of 10/02/10 article 19	<u>Auchmill Golf Course – Request for Permission to Extend Current Licence to Occupy</u> Council resolved:- to instruct the Director of Housing and Environment to report back on progress at the Housing and Environment Committee meeting on 25 May 2010.	A report is on the agenda at item 10.1. Recommended for removal.	Head of Environment Services	25/05/10	
31	Housing and Environment Committee 13/04/10 article 9	<u>Aberdon House – Homeless Single Parents</u> The Committee resolved:- to instruct a report back at the next meeting addressing the option of the Council utilising Aberdon House for homeless single parents with one child.	A report is on the agenda at item 7.1. Recommended for removal.	Head of Housing and Community Safety	25/05/10	
32	Housing and Environment Committee 13/04/10 article 18	<u>Future Jobs Fund Bid</u> The Committee resolved:- to instruct officers to provide an update on the progress of the bid at its meeting of 28 September, 2010.		Head of Environment Services	28/09/10	
33	Housing and Environment Committee 13/04/10 article 21	<u>Properties Removed From Charge</u> The Committee resolved:- (i) to request a report back exploring the options for	A report is on the agenda in relation to resolution (i) at item 6.3. A report is on the agenda in relation to resolution (ii) at item 6.4.	Head of Housing and Community Safety	25/05/10 (resolution (ii))	

<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>
		former wardens' flats; (ii) to request a progress report be submitted on Woodend House at the next meeting;	Recommended for removal.			
34	Housing and Environment Committee 13/04/10 article 22	<u>National Housing Trust Proposal</u> The Committee resolved:- to instruct officers to report to a future meeting of this Committee as further decisions are required.		Head of Regeneration and Housing Investment	26/10/10	
35	Housing and Environment Committee 13/04/10 article 25	<u>Community Gardens Policy</u> The Committee resolved:- to instruct the Director of Housing & Environment to report back in 2011 on progress with the implementation of the policy;		Head of Environment Services	April, 2010	
36	Housing and Environment Committee 13/04/10 article 32	<u>Grounds Maintenance Service for Sports Grounds, Playing Fields and Housing Amenities Contract Award</u> The Committee resolved:- to request a progress report from the Director of Housing and Environment regarding the contract award be submitted every second cycle .		Head of Environment Services	24/08/10	
37	Housing and Environment Committee 13/04/10 article 35	<u>Market Street South, Central Reservation Rosebed Refurbishment</u> The Committee resolved:- to instruct officers to provide an		Head of Environment Services	24/08/10	

<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>
		update on the progress/success of the meeting of 24 August, 2010.				
38	Housing and Environment Committee 13/04/10 article 39	<u>Air Quality Action Plan and Air Quality Update</u> The Committee resolved:- (ii) to defer recommendations (a), (b) and (d) until the meeting of 25 May, 2010; (iii) to request that officers address all questions raised by members in the report back on 25 May.	A report is on the agenda at item 8.3. Recommended for removal.	Head of Environment Services	25/05/10	
39	Housing and Environment Committee 13/04/10 article 40	<u>Community Signature Initiative</u> The Committee resolved:- to agree to receive a six monthly progress report at the meeting on 26 October, 2010.		Director of Housing and Environment	26/10/10	
40	Housing and Environment Committee 13/04/10 article 43	<u>Site Options and Procurement Method for Phase 3 New Build Council House Programme</u> The Committee resolved:- (c) subject to Scottish Government approval, that members agree in principle that part of the monies from the Council Tax income from second homes and long term empty properties be used to fund the New Build Council House programme and for officers to report back on the detail at next meeting of this Committee;	A report is on the agenda at item 6.1. Recommended for removal.	Head of Regeneration and Housing Investment	25/05/10 (resolution c)	

<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>
		(f) instruct officers to report back to a future meeting to provide an update on progress within the New Build Council House Programme.				
41	Housing and Environment Committee 13/04/10 article 45	<p><u>49 Beattie Avenue</u></p> <p>The Committee resolved:- to approve in principle the redevelopment of the Beattie Avenue property for Care in the Community use and instruct the Director of Housing and Environment, in conjunction with the Director of Social Care and Wellbeing, to develop the two options highlighted for the category B listed building for the properties at 49a, 49b and 49c Beattie Avenue, and provide life cycle costs, development costs and recommend the future use of the building at the next meeting of this Committee.</p>	<p>A report is on the agenda at item 11.1.</p> <p>Recommended for removal.</p>	Head of Regeneration and Housing Investment	25/05/10	
42	Corporate Policy and Performance Committee 29/04/10 article 5	<p><u>Financial and Performance Monitoring and Reporting to Committee</u></p> <p>The Committee resolved:- (i) that all Service Committees be asked to consider and agree discretionary statutory indicators for 2010/11 which appropriately address the requirements of "New SPIs 1</p>	<p>Update:- The performance report on the agenda covers the proposed future reporting arrangements.</p>	Director of Housing and Environment		

<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>
		<p>and 2” , as detailed in the report;</p> <p>(ii) that all Service Committees receive a consolidated Service performance report 4 times per year which monitors, as appropriate:-</p> <ul style="list-style-type: none"> • all Statutory Performance Indicators which fall within the committee’s remit; • other Key Performance Indicators which the Service and / or the Committee deem necessary to manage performance; • specifically, data showing actual and projected expenditure on revenue and capital budgets, as well as delivery of agreed savings; • progress with actions set out in the relevant Service Business Plan; and • the relevant Service Risk Register. 				

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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> <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. 	<p>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.</p> <p>This relates to item 1 of the Business List.</p>	Head of Housing and Community Safety	13/04/10	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 Graham</u></p> <p>“That this Council consults with the residents of former sheltered housing complexes, with a view to revising its policy to return them to sheltered housing, and not to housing for varying need.”</p>	10/02/10	<p><u>Housing and Environment Committee</u> <u>16 February, 2010</u></p> <p>to note that a report on Housing for Varying Needs was due to be reported back to the Committee at its meeting on 25 May, 2010, and therefore to agree that the terms of the motion be explored within the aforementioned report.</p>	<p>Update: This item relates to item 10 of the Business list. The terms of the motion be incorporated within the final report, which will now be submitted in the next cycle. A bulletin will be circulated providing members with an update on progress.</p>	Head of Housing and Community Safety	25/05/10	No
3	<p><u>Councillor Young</u></p> <p>“That this Council provides the residents of Clashieknow extra care housing with a detailed assessment of the approximate envisaged timescale to bring this establishment up to the Scottish Quality Housing Standard by 2015”.</p>	13/04/10 (Housing and Environment Committee)	<p><u>Housing and Environment Committee</u> <u>13 April, 2010</u></p> <p>to instruct that the terms of Councillor Young’s motion be explored within the aforementioned report, which would be considered at the next meeting of 25 May, 2010.</p>	<p>Update: This item relates to item 10 of the Business list. The terms of the motion be incorporated within the final report, which will now be submitted in the next cycle. A bulletin will be circulated providing members with an update on progress.</p>	Head of Housing and Community Safety	25/05/10	No

DRAFT

IN BLOOM WORKING GROUP

12 April, 2010

(c) Light Nights

The Working Group heard from Mr. Tom Moore, City Centre Manager, who advised the Working Group of 'Light Nights' a new initiative which would bring to the attention of residents of Aberdeen the huge number of activities that were available for them to participate in within the city. He explained that the project should give a platform to local charities, voluntary organisations and businesses, and would encourage greater engagement and civic responsibility and pride. The engagement of such organisations and businesses would allow for connections to be made across the community as a whole and help engender civic responsibility and pride. In turn making people feel safer in the community.

He further explained that the project was modeled on initiatives utilized in other European Countries. The essence of the event was to change the dynamics of the town or city centre at night by making them places that all feel welcome and that fundamentally change the community perception of their town centre at night. To date several UK cities had trialed Light Nights during 2008 and Glasgow was due to launch the initiative this winter.

Members discussed the initiative extensively during which they highlighted that it was a positive initiative which could benefit the city centre and agreed that they would wish to further explore the possible introduction of the initiative, its viability and the benefits to the city. At this point the Clerk to the Group reminded members that the Working Groups remit was "to act as an advisory group; and to plan and promote the 'In Bloom' campaigns". As such if the Working Group wished to further explore this initiative it would have to recommend that the Housing and Environment Committee, as its parent Committee, agree to extend the current remit of the Working Group to include the exploration of the "Light Nights" initiative.

The Working Group resolved:-

to recommend that the Housing and Environment Committee, as the parent committee of the In Bloom Working Group expand the Working Group's current remit "to act as an advisory group; and to plan and promote the 'In Bloom' campaigns" to include "to explore the viability and opportunities of the Council in conjunction with local businesses, voluntary sector organisations and other relevant bodies, introducing the 'Night Lights' initiative".

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ABERDEEN CITY COUNCIL

COMMITTEE	Finance & Resources
DATE	11 May, 2010
DIRECTOR	Gordon McIntosh
TITLE OF REPORT	St. Machar Outdoor Centre – Sunnyside Road
REPORT NUMBER:	EPI/10/137

1. PURPOSE OF REPORT

- 1.1 This Committee's meeting of 12 November, 2009 considered a report on the future of the St. Machar Outdoor Centre and approved a long list of recommendations. The main purpose of that report was to give the local community a six month "breathing space" to investigate and bring forward proposals for the future use and development of the site. This report describes their proposals and invites Members to approve a list of recommendations for the future use of the property.

2. RECOMMENDATION(S)

- 2.1 It is recommended that the Committee :-

- (a) approve in principle the grant of a five year lease of the St. Machar Outdoor Centre (to be renamed Sunnybank Park) to the Sunnybank Park Group, on terms and conditions to be negotiated and agreed between the Group and the Head of Asset Management & Operations (at a rent of £1 per annum, if asked); and
- (b) remit it to the City Solicitor to formally conclude the lease, on terms and conditions as are necessary to protect the City Council's interests.

3. FINANCIAL IMPLICATIONS

If the Committee approves the report's recommendations, there will be no ongoing revenue costs for the property, other than any essential Health & Safety costs that occur in the period up to the start of any lease to the Sunnybank Park Group. At the date of the Committee's meeting, the pavilion on site should be either demolished or in the process of being demolished, at the City Council's cost. Also, our legal liability to maintain and protect the Category B Firhill Well on site might require expenditure, up to the start of any lease to the Sunnybank Park Group (although in the last few years, the City Council haven't required to spend any money on this).

4. SERVICE & COMMUNITY IMPACT

The Housing & Environment Committee meeting of 13 January, 2010 considered and approved a report on "Community Gardens Policy on Council owned land". The present proposal by the Sunnybank Park Group is very compatible with the recommendations made in that report.

The scope of this Policy covers the environment in its widest sense including not only our local environment but also our global environmental impact. That report links to the updated Single Outcome Agreement and Community Plan 2008-2011 in respect of:

National Outcome 11 - We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others;

National Outcome12 – Environmental Protection ;

National Outcome 14 – Reducing Environmental Impacts, this Policy also links to the Council's Policy Statement ,Vibrant Dynamic & Forward Looking ,in terms of reducing the Council's carbon impact.

An Equalities and Human Rights Impact Assessment was undertaken for the report on "Community Gardens Policy on Council owned land", submitted to the Housing & Environment Committee meeting of 13 January, 2010 and is appended to this report. This policy creates opportunities for communities to impact positively on their local environment. There are added benefits for community cohesion as well as potential educational and health benefits. Locally produced food and plants can assist in increasing biodiversity, reducing food miles and creating knowledge as to how the environment works. Community Gardens should create better access to the environment for all groups including those with disabilities. This Policy is a subset of the Draft Sustainable Environment Strategy for Council Properties, which was approved for consultation at the Policy and Strategy Committee 10 June 2008. A Strategic Environmental Assessment is being undertaken as part of that process.

5. OTHER IMPLICATIONS

No other implications, other than those already mentioned.

6. REPORT

6.1 The meeting of the Finance & Resources Committee of 12 November, 2009 considered a report on the future use of the St. Machar Outdoor Centre, owned by the City Council (held on Arts & Recreation Account) and identified on the attached plan. The report recommended that the Committee:-

- (a) declare its intention of retaining the St. Machar Outdoor Centre under Council control for the next six months and to meet only revenue costs for essential health and safety works to the property;

- (b) indicate to the local community that in the next six months, the Council would look to all those parties who had indicated an interest in having the Centre retained for public use to come together in a single body, to agree a clear development scheme for the use of the various parts of the site;
- (c) indicate that the Council would look to that body to fully investigate the availability of external funding to implement some or all of their development ideas;
- (d) offer the body appropriate assistance of Council officers, if requested;
- (e) remit to the Head of Resources Development and Delivery to open “without prejudice” negotiations with the body, if appropriate, to fix the terms and conditions of a management agreement, lease or other means of tenure of the Centre, for the period after May, 2010 on the basis that no capital or revenue costs will be met by the Council;
- (f) authorise the Head of Resources Development and Delivery to demolish the pavilion;
- (g) note the advice of the Head of Resources Development and Delivery on the listed Category “B” status of the Firhill Well on site; and
- (h) to instruct the Head of Resources Development and Delivery to report back to the meeting of the Finance and Resources Committee on 6 May, 2010 on the outcome of these remits, with an invitation to that Committee to decide upon the future use of the property.

The Committee resolved (per Item 3 on pages 2 – 4 of the Minutes) :-

- (i) that the recommendations contained within the report be approved; and
- (ii) that, in addition, the Head of Resources Development and Delivery be requested to investigate the possibility of capping the electricity and water services to the St. Machar site and to advise the Sunnybank Park Steering Group of the outcome of that investigation.

6.2 Those members of the local community with an interest in the future of the property (known as the Sunnybank Park Group) have contacted the report author with the following outline proposals:-

- (a) that the St. Machar Outdoor Centre be renamed “Sunnybank Park”
- (b) that the City Council grant the Sunnybank Park Group an initial five year lease of the property, at a rent of £1 per annum, if asked;

(c) that Members consider and approve the Sunnybank Park Group's Business Plan which has been produced after considerable work in the last five months. (A final version of the Business Plan is currently available in the Members Library). The draft Plan continues to evolve rapidly. If the Committee wish, representatives of Sunnybank Park Group are happy to attend the Committee meeting on 11 May and answer Members questions on the detail of their proposals. The key elements of the Business Plan are :-

- Sunnybank Park Group, are a group of local people, with a diverse range of organisational and practical skills, including running voluntary organisations, park management, gardening, wildlife, allotments, fundraising, business development, and community organisation. We are brought together by their enthusiasm for making a greenspace that we can be proud of in our area, and that acts as a catalyst for community development locally.
- Our proposals are based on the results of consultation with local people. The initial consultation was undertaken by the Old Aberdeen Community Council. We have, and continue to, undertake further consultation to determine the level of support for our proposals. So far the response has been overwhelmingly positive.
- We propose the creation of a number of new entrances to the park, giving much better access than at present. We envisage that this will both reduce opportunities for anti-social behaviour and significantly improve the connectivity of the surrounding communities, including the University. We would also like to create a new circular walk linking these access points, to cater for the popularity of walking in the park and encourage people to use the park as a through-route.
- We understand that the facilities of the Outdoor Centre cannot be restored. However, we would like to improve the former tennis court area for sports and recreational use. This would be particularly aimed at teenagers, and designed in consultation with them. We are very keen to ensure the local youth are not neglected. We are pleased that the City Council intends to continue to maintain children's play area; this would function as an integral part of Sunnybank Park.
- We have applied for funding for a food-growing area for the local community, including allotments, raised beds and group plots. There is a shortage of allotments in both the City and the locality. Many people have already expressed an interest in this.
- We wish to improve the area for wildlife and to plant a community orchard. The historic 'Gibberie Wallie' will be restored and want to enhance it by making a low-maintenance formal garden out of the old bowling green in front of it, capitalising on the feel of this space.

- We have established a constructive partnership with the University of Aberdeen. They have agreed to manage the land they own adjacent to Sunnybank Park as a wildlife garden linked to the Park. This will increase the effective area of the park considerably.
- Our proposals contribute to a diverse range of local and national strategic policy outcomes. This help towards meeting many of the National Outcomes associated with all five of the current national administration's Strategic Priority areas: Wealthier and Fairer; Healthier; Safer and Stronger; Smarter; and Greener. Locally, they contribute to the outcomes of our: Community Plan and Single Outcome Agreement, policies within the Local Development Plan, specifically the Urban Green Space Policy; the Allotments Policy, the Nature Conservation Strategy, the emerging Open Space Strategy, and a range of other policies, plans and strategies associated with, but not exclusive to, greenspace, health, carbon reduction and biodiversity.
- The strength of the proposals, and the depth and range of potential benefits they can bring, is demonstrated by the wide range and quality of the partnerships they have established in a short time. Two partnerships of which we are particularly proud are: Greenspace Scotland, the government policy advisory body on greenspace in Scotland. And Aberdeen Greenspace Trust, our local greenspace experts. Both parties have expressed particular interest in working very closely with them.
- We have conducted initial investigations of potential funding sources for our proposals. We are convinced we can raise all the money required for the proposals from these sources. We have applied to the Climate Challenge Fund for money which would go to the creation of a new growing space for the local community. We have also had discussions with Aberdeen Greenspace, who have agreed in principle to funding many of the access and wildlife improvements that we are proposing. Overall, our investigations have highlighted well over £500,000 of potential relevant funding streams to help realise our proposals.
- We will establish a monitoring, evaluation and reporting framework for the project to ensure that our work is effective and the outcomes are communicated to the relevant people.

6.3 Planning Implications - The St. Machar Outdoor Centre (Zoned as Urban Green Space and Green Space Network (as per The Aberdeen Local Plan 2008), the site (or part of it) could be suitable for a Community Garden, wildlife garden and/or allotments. Access to areas of green space including community gardens etc are important to local communities especially for those that do not have gardens of their own. Community gardens, wildlife gardens and allotments provide many benefits to local communities including improving health through the encouragement of physical activity and providing a place to relax. They provide educational benefits for the young and old plus an opportunity


for communities to get involved and take responsibility of their natural environment. Green spaces improve health and well being plus overall quality of life. As well as the benefits that a Community Garden (etc) brings, sites that have been developed with the involvement of the community are usually well used and well looked after.

- 6.4 In property valuation terms, this Planning designation clearly shows that the property does not have any commercial value. As such, officers advice is that a decision by the Committee to lease the property to the Sunnybank Park Group for five years, at a rent of £1 per annum, if asked, won't require the City Council to apply for Scottish Government consent, in terms of Section 74 of the Local Government (Scotland) Act 1973.

7. REPORT AUTHOR DETAILS

Jim Argo, Principal Estates Surveyor (Management & Revenue)

 jamesargo@aberdeencity.gov.uk

 01224 52(3118)

8. BACKGROUND PAPERS

Business Plan produced by the Sunnybank Park Group



ABERDEEN
CITY COUNCIL

GEOGRAPHICAL INFORMATION SYSTEM



Title: St Machar Outdoor Sports Centre

Scale: 1:2500

Date: 02 November 2009

Map Ref: NU9307NE



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COMMITTEE **Housing and Environment** DATE **25th May 2010**

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)

It is recommended that the Committee:

- 1) Provide comments and observations on the performance information contained in the report.
- 2) Instruct the Director of Housing and Environment to report on performance to the August, October, March and May cycles of the Housing and Environment.

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.

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.

It is the intention of the Directorate to provide performance information to the August, October, March and May cycles of the Housing and Environment Committee. This complies with the resolution of the Corporate Policy and Performance Committee of the 29th April 2010.

7. AUTHORISED SIGNATURE

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

8. REPORT AUTHOR DETAILS

Gillian Milne
Operational Support Manager
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David Leslie
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9. BACKGROUND PAPERS

N/A

**DIRECTOR'S PROGRESS REPORT
HOUSING AND ENVIRONMENT
25 March – 19 May**

Accreditation

The Aberdeen Sheltered Housing Network has been awarded a TPAS (Tenant Participation Advisory Service) Accreditation award for best practice in tenant participation. This is the first group in Scotland to be given such an award and it is all down to the hard work of the Tenant Participation Team engaging with the tenants in Sheltered Housing to improve communication and consultation in the sheltered housing complexes.

Procurement of homelessness services currently provided by Aberdeen Cyrenians

The preferred bidders following the procurement exercise recently undertaken to re-tender the services currently delivered by Aberdeen Cyrenians are as follows:

- **Margaret House – Aberdeen Cyrenians**

Margaret House is a 24 hour residential service for 12 people. It is currently registered with the Care Commission as a Care Home for Adults.

- **Palmerston Road – SAMH (Scottish Association for Mental Health)**

Palmerston Road is a 24 hour supported accommodation service for up to 8 people. Each tenant is offered a tailored package of housing support to assist them to manage their tenancy and assist them achieve independence. The service will be registered with the Care Commission as a Housing Support Service.

- **Outreach Service – Penumbra**

The service offers housing support to individuals who are homeless or at risk of becoming homeless to enable them to gain or maintain their accommodation. The service capacity is offering up to 300 hours of direct housing support. The service will be registered with the Care Commission as a Housing Support Service.

We are now in the process of awarding contracts, which will include agreeing a start date of service provision, confirming service specification and contract terms and conditions. The existing contracts with Aberdeen Cyrenians expire on 30 June 2010.

Core Standards for a Voluntary Accreditation Scheme for Residential Property Managers and Land Maintenance Companies

The Scottish Government's consultation will be launched on 30 April 2010 seeking views on the introduction of a voluntary accreditation scheme for property management services. This consultation is in direct response to numerous reports over recent years of poor quality services from this unregulated sector. Aberdeen City council will support this proposal.

Waste Aware

On 17 May 2010, Aberdeen City Council introduced fortnightly bin collections. Evidence from other local authorities, and from Dyce (where there have been fortnightly collections since 2005), indicates that such a change results in an improved recycling rate and reduced overall household waste arisings.

The change does not affect households that use communal bins, the collection from which will continue in exactly the same way, and/or that are not offered a kerbside recycling service.

Environment Walkabouts

The Environment Services team was joined by Housing, Community Safety and Building Services staff, community representatives, the Police and Elected Members on successful walkabouts around the Culter, George Street and Danestone 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.

Tree for every resident.

Planting work has continued at a number of sites following the delays caused by the lengthy period of snow cover and freezing ground conditions in February and March.

Since April all the trees at Seaton have been planted. St Fitticks Park, Westfield Park, Inverdee and Abbotswells are also completed. The contractors are currently working at Balgownie Drive, Danestone and Greenfern which are scheduled for completion by the end of May 2010.

An important part of the project is community involvement, not only in developing the site plans but also with the planting and ongoing management. A public tree planting session at Abbotswells Openspace on Saturday 27th March 2010 was successful and was a part of the ACC contribution to the national UK launch of Britain in Bloom 2010. Kirkhill and Abbotswell Schools have helped plant trees at Abbotswells Open Space. Tullos School, Walker Road School and Torry Academy pupils have planted trees at St Fitticks Park along with staff from Wood Group, Kelda Water and Grampian Fire and Rescue. Scotstown School and Bridge of Don Academy helped at Westfield Park.

Hazlehead Crematorium Replacement Cremators

Works are currently on schedule for completing section 1 on 23 May 2010. The commissioning of the cremators is due to commence on 12 April with the first cremations taking place during w/c 3 May.

Aberdeen Britain In Bloom Launch

Aberdeen launched its Britain in Bloom campaign with a number of community led In Bloom projects.

Projects included the planting of 5000 blue bells with Hazlehead Primary School, Clean up and Litter Pick of the Pot Heugh wildlife site with Transition Extreme, Litter clearing and planting work to create a new miniature woodland at Ruthrieston with help from Aberdeen Greenspace and the The Royal Horticultural Society of Aberdeen spring flower show at the David Welch Winter Gardens in the Duthie Park.

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Committee Scorecard

Report Type: Scorecard Report





































Report Author: David Leslie





































Generated on: 13 May 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 1.1 Average repairs and maintenance expenditure per house per year	2009/10		£1,050	
	H&E 1.2 Average supervision and management expenditure per house	2009/10		£337	
	H&E 1.3 Score compliance with health & safety matrix	April 2010	81%	100%	
	H&E 1.5 % number of days lost per employee through sickness	April 2010	7.59%		
	HOUKPIG1a Housing Lists - Waiting List	March 2010	5,474		
	HOUKPIG1b Housing Lists - Transfer List	March 2010	2,483		
	HOUKPIR1a Response repairs completed in target (percentage) - Priority 1	March 2010	93%	94%	
	HOUKPIR1b Response repairs completed (number) - Priority 1	March 2010	1,622		
	HOUKPIR2a Response repairs completed in target (percentage) - Priority 1/2	March 2010	94%	93.5%	
	HOUKPIR3a Response repairs completed in target (percentage) - Priority 2	March 2010	91%	93.5%	

Traffic Light Icon	PI Code & Short Name	Last Update	Current Value	Current Target	Short Term Trend Arrow
	HOUKPIR4a Response repairs completed in target (percentage) - Priority 3	March 2010	95%	93.5%	
	HOUSPI14a Number of response repairs completed (figures are cumulative)	March 2010	74,587	79,704	
	HOUSPI14b Response repairs completed in target	March 2010	93%	95%	
	HOUSPI16a Rent loss due to voids - Citywide	April 2010	1.03%	0.92%	
	HOUSPI17aiii Non-low demand relets (0-4 weeks) - Citywide	March 2010	49.8%	59%	
	HOUSPI17biii Low demand relets (0-4 weeks) - Citywide	March 2010	36.5%	59%	
	HOUSPI18a Rent Arrears as a % of Net amount Due (SPI)	April 2010	6.8%	6%	
	HOUSPI19aii Homeless Decision Notifications	March 2010	71.9%	80%	
	HOUSPI19aiii Statutory Homeless Lets	March 2010	43.8%	45%	
	HOUSPI19aiv Repeat Homelessness	Q4 2009/10	5.3%	2%	
	HOUSPI19b Homeless Tenancy Sustainment	March 2010	96.2%	90%	
	HOUSPI29a House Sales completed within 26 weeks - %	April 2010	96.2%	95%	
	H&E 3.01 Incidences of antisocial behaviour	April 2010	502		
	H&E 3.02 Incidences of vandalism, malicious damage or malicious mischief	April 2010	323		
	H&E 3.07 Crime and antisocial behaviour incident reports made by City Wardens	April 2010	259		
	H&E 3.08 Number of fixed penalty notices issued for dog fouling	April 2010	6		
	H&E 3.09 Number of fixed penalty notices issued for littering	April 2010	33		
	ENV 1.01 Percentage Achieving Cleanliness	March 2010	91%	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	March 2010	94.1%	100%	
	ENV 1.04 (%) Non Domestic Noise Complaints % of complaints completed within 30 days	March 2010	79.4%	100%	
	ENV 1.05 (%) High Priority Pest Control Complaints % responded to within 2 days	March 2010	100%	100%	
	ENV 1.06 (%) High Priority Pest Control Complaints % completed within 30 days	March 2010	90%	100%	
	ENV 1.07 (%) Low Priority Pest Control Complaints % responded to within 5 days	March 2010	97.1%	100%	
	ENV 1.08 (%) Low priority Pest Control Calls % completed within 30 days	March 2010	91.4%	100%	
	ENV 1.09 (%) High Priority Public Health Complaints % responded to within 2 days	March 2010	92.6%	100%	
	ENV 1.10 (%) High Priority Public Health Complaints % completed within 30 days	March 2010	85.3%	100%	
	ENV 1.11 (%) Low Priority Public Health Complaints % responded to within 5 days	March 2010	99%	100%	
	ENV 1.12 (%) Low Priority Public Health Complaints % completed within 30 days	March 2010	99%	100%	
	ENV 1.13 (%) Dog Fouling Complaints % responded to within 2 days	March 2010	94.1%	100%	
	ENV 1.14 (%) Dog Fouling Complaints % completed within 30 days	March 2010	97.6%	100%	
	ENV 1.15 Food Safety Hygiene Inspections % premises inspected 6 monthly	Q4 2009/10	100%	100%	
	ENV 1.16 Food Safety Hygiene Inspections % premises inspected 12 monthly	Q4 2009/10	100%	100%	
	ENV 1.17 Food Safety Hygiene Inspections % premises inspected more than 12 monthly	Q4 2009/10	82%		
	ENV 1.18 % of Waste Recycled/Composted	February 2010	20%	27%	
	ENV 1.19 Refuse Complaints received per 1000 households in each 4 week period	2009/10	27.6	20	

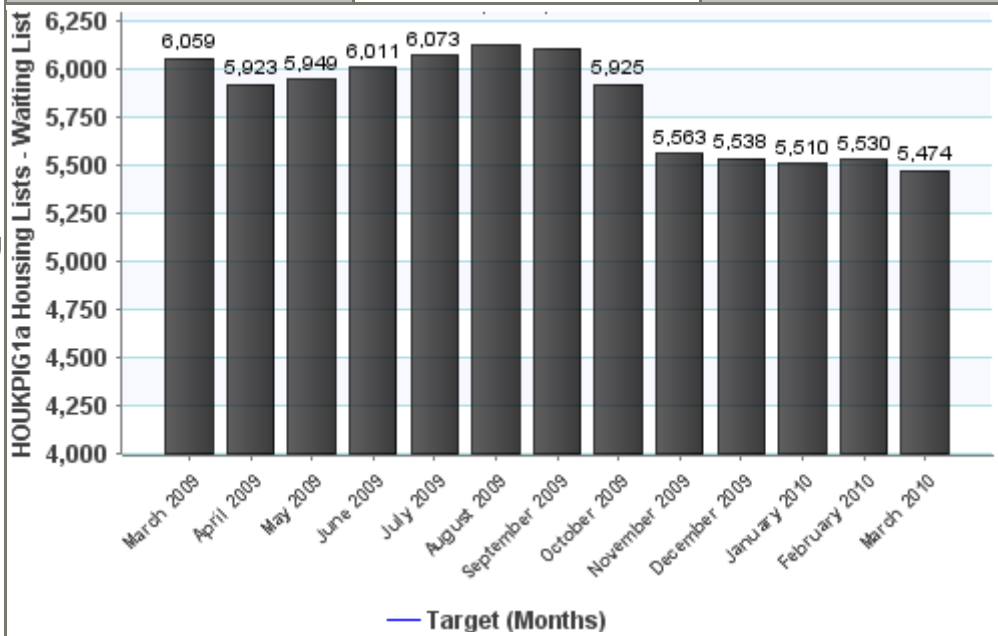
	ENV 1.20 Turnaround Times	February 2010	94.76%	90%	
	ENV 1.21 % Quality Assurance Performance	Q4 2009/10	98.7%	95%	
	ENV 1.22 % Productivity Hours	Q4 2009/10	83.88%	75%	

COMMITTEE PERFORMANCE REPORT

Report Type: Performance Report

Report Author: David Leslie

Code	HOUKPIG1a	Housing Lists - Waiting List		
Description	The current number of applicants for housing on the waiting list			
Current Value	5,474	Current Target		Traffic Light Icon



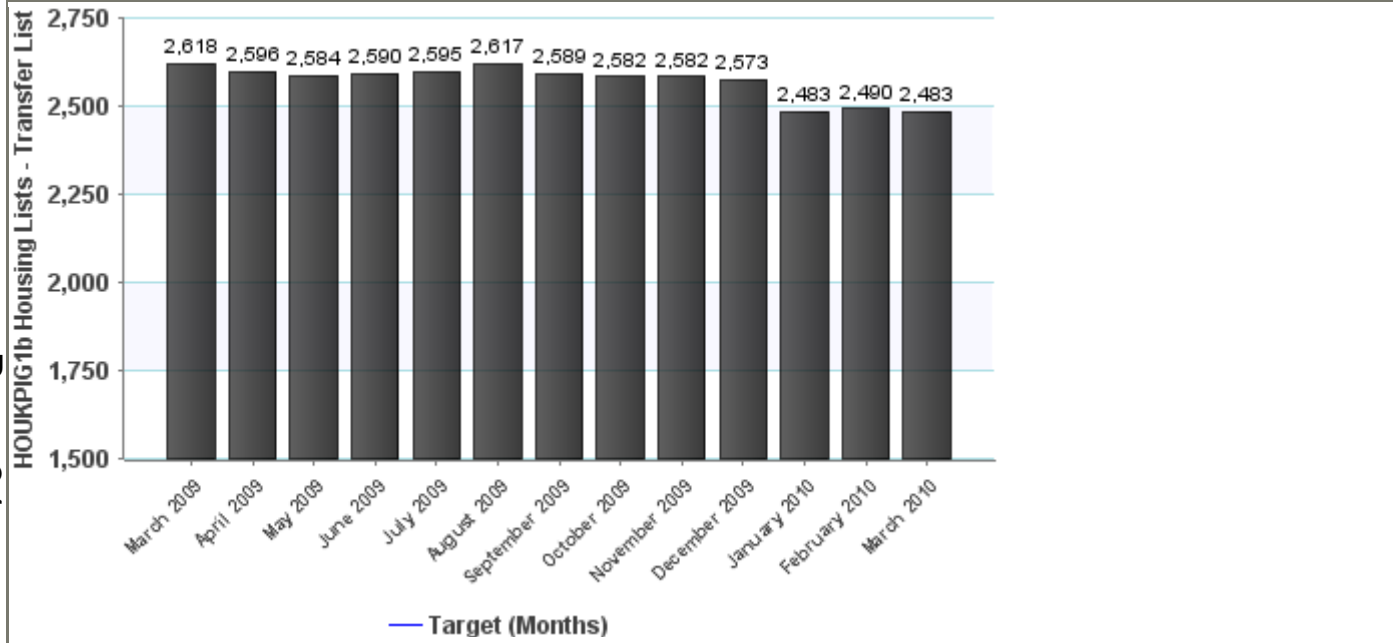
5,474

Latest Note

Analysis: The number of applications on the waiting list fell in March rose for the second successive month, following six months of decline. This was despite 487 applications being cancelled from the list. 240 of these were due to non-registration by the applicant, and another 197 due to the applicant failing to maintain contact. The remainder were due to a combination of applicants withdrawing their applications, refusal of homeless offers, death, and other reasons not specifically recorded.

Action: The numbers on the Waiting List will continue to be monitored and reported to Committee.

Code	HOUKPIG1b	Housing Lists - Transfer List		
Description	The current number of applicants for housing on the transfer list			
Current Value	2,483	Current Target		Traffic Light Icon



2,483


Latest Note

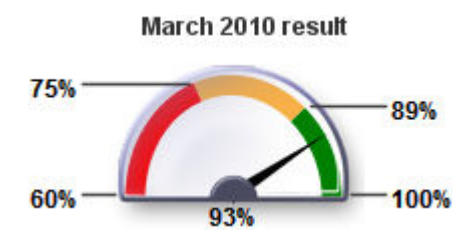
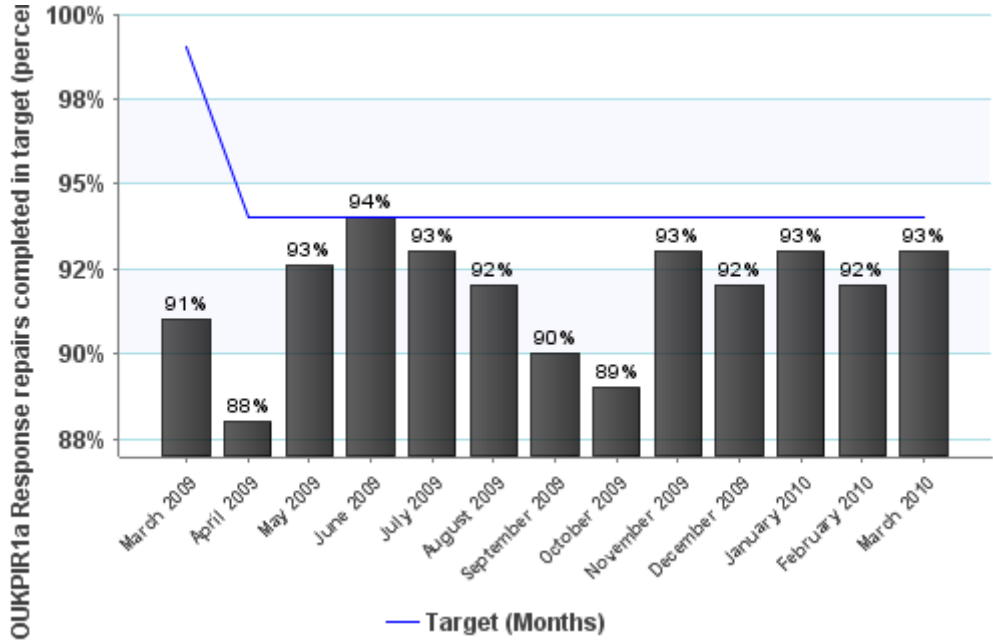
Analysis: The Transfer list numbers seem to be characterised by periods of relative stagnation. Between January and March there has been only a variation of seven in the figure, mirroring similar trends in the same period in 2009, and between September and November 2009. As with the Waiting List, the number of cancellations in March increased substantially, to 119. 51 of these were due to failure to reregister, 17 due to applicants terminating their tenancies, 27 due to failure to maintain contact, and the remainder due to the exercise of right-to-buy, death, or other reasons not specifically recorded.

15 new applications for mutual exchanges were registered in March, while the number approved was 17, substantially the highest total of 2009-10. This brings the final figures for the year to 192 receipts, 85 approved and 111 cancelled or refused. Of the cancellations, the two reasons most commonly identified, representing between them 42 per cent of the


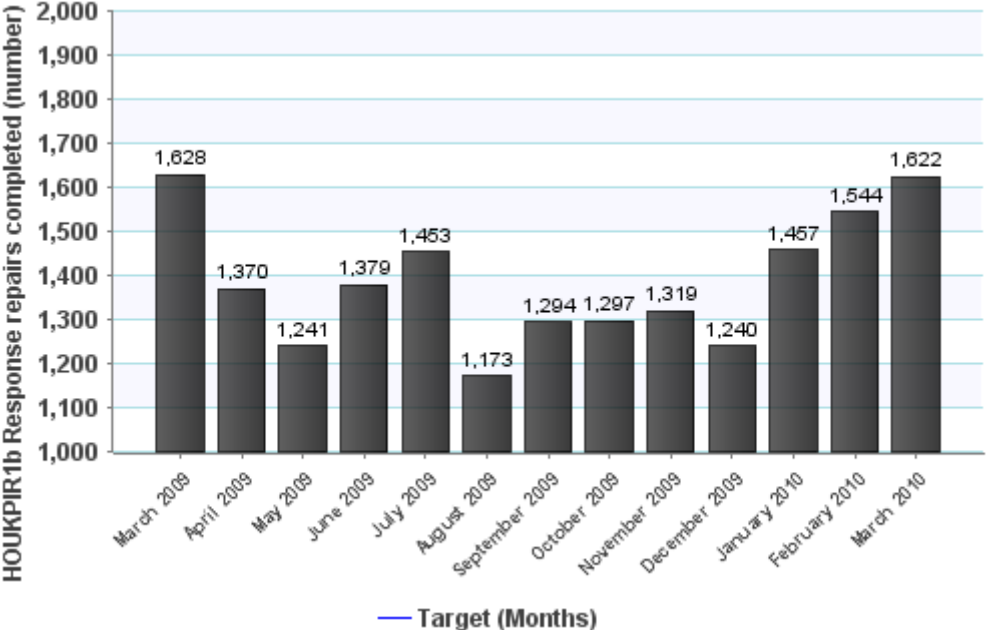
total, were housing debt on the part of one or more of the parties, and the size of properties not matching the requirements of the households. The remainder comprise unauthorised works in tenancies on the part of occupiers, cancellation at the applicants' request, unsatisfactory tenancies and a variety of other non-classified reasons. From the introduction of the online house exchange website at the beginning of March to the end of the month there had been 140 registrations.

Action: The numbers of applicants on the Transfer List will continue to be monitored and reported to Committee. The number of applicants who apply for mutual exchanges will continue to be monitored to see what impact the on-line mutual exchange website and the matching letters have on the number of mutual exchange applications.

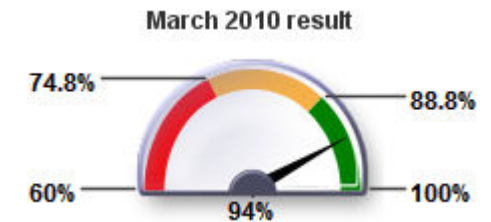
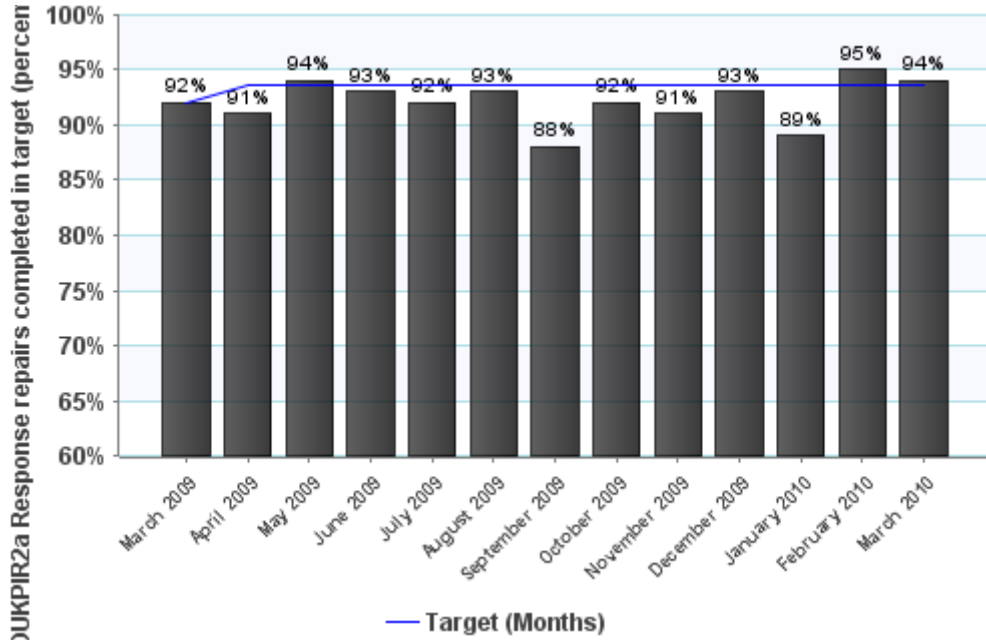
Code	HOUKPIR1a	Response repairs completed in target (percentage) - Priority 1			
Description	The percentage of Priority 1 response repairs requiring a response within 4 hours completed in target				
Current Value	93%	Current Target	94%	Traffic Light Icon	



Latest Note	<p>Analysis: The time recording problem which prevented the submission of the February totals has been amended and the report run again. The percentage of P1 emergency repairs to be attended to within 4hours for March was 93% - 1% below target. The actual total number of emergency repairs completed during March was 19% above monthly average for 2009/10 with total completed on target 21% above average. The annual performance for 2009/10 was 92% compared with target set at 94%.</p> <p>Action: March 2010 performance 1% from target at 93%. Analysis of failures to be carried out to drive further improvement</p>
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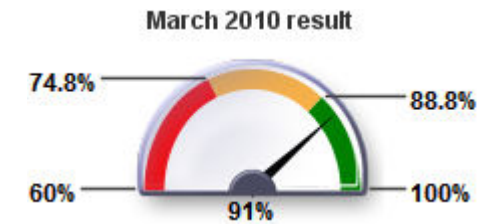
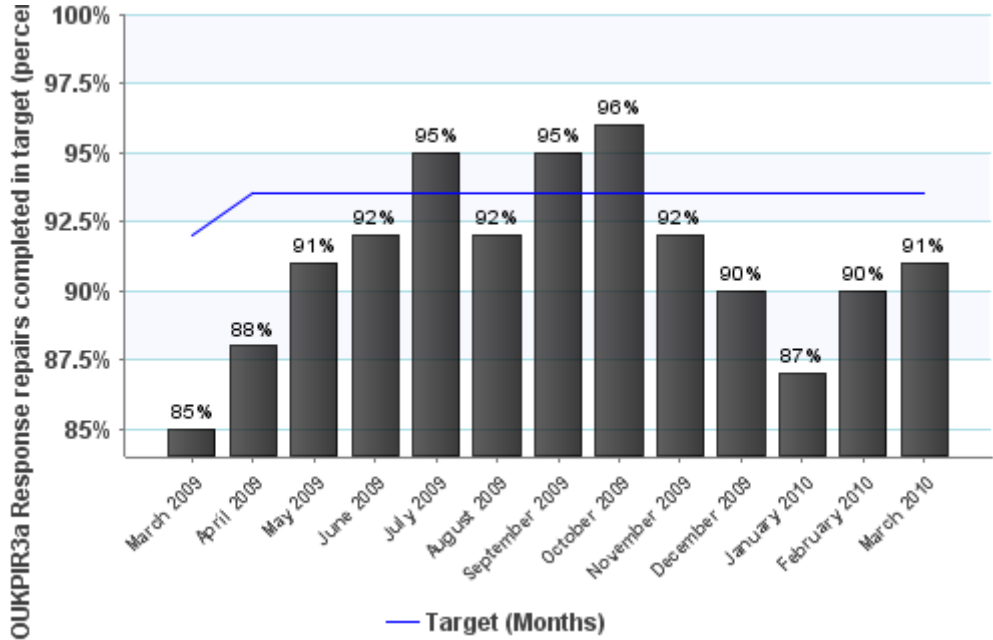
Code	HOUKPIR1b	Response repairs completed (number) - Priority 1		
Description	The number of Priority 1 repairs requiring a response within 4 hours completed each month			
Current Value	1,622	Current Target		Traffic Light Icon 
		1,622		
Latest Note	See HOUKPIR1a for details			

Code	HOUKPIR2a	Response repairs completed in target (percentage) - Priority 1/2			
Description	The percentage of Priority 1/2 response repairs requiring a response within 3 working days completed in target				
Current Value	94%	Current Target	93.5%	Traffic Light Icon	✓



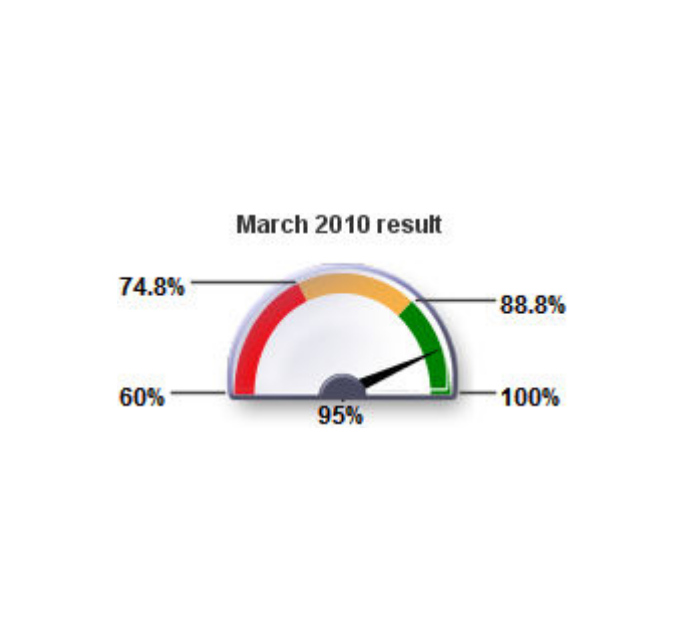
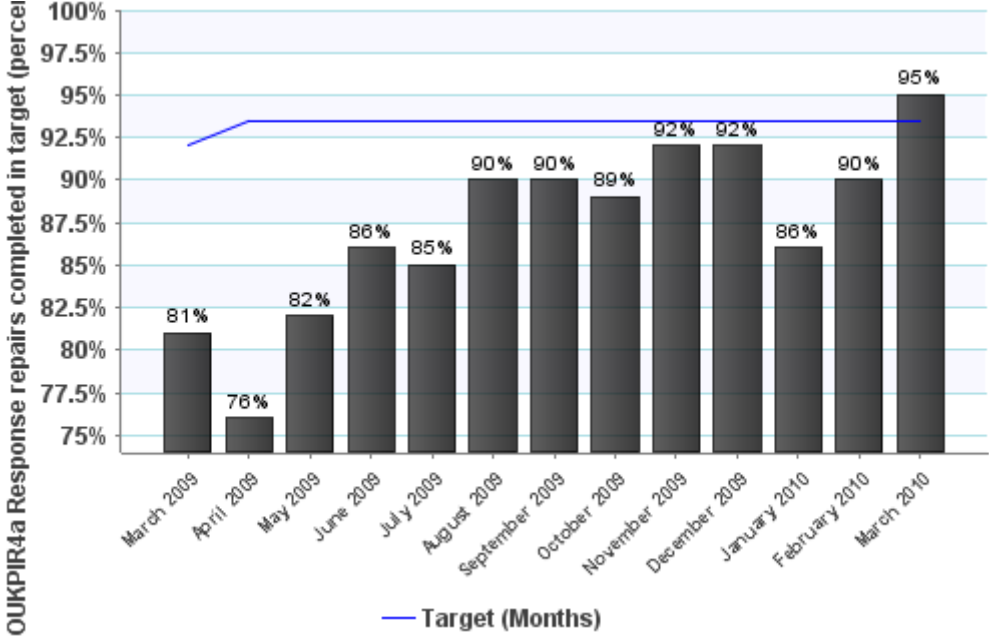
Latest Note	<p>Analysis: Although the performance dropped by 2% on February total the actual number of completions and those completed within target were 16% and 19% respectively above the annual monthly average for 2009/10. The 2009/10 percentage of P12 category repairs completed within target was 92% i.e. 1.5% below target but 4% above 2008/9 PI. This years performance was highest over last 6 years.</p> <p>Action: Performance above target for March 2010. No action required</p>
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Code	HOUKPIR3a	Response repairs completed in target (percentage) - Priority 2			
Description	The percentage of Priority 2 response repairs requiring a response within 10 working days completed in target				
Current Value	91%	Current Target	93.5%	Traffic Light Icon	✔



Latest Note	<p>Analysis: The March percentage of P2 category repairs increased by 1% to 91%. The total number of category 2 repairs completed on target during 2009/10 was 92% and although 1.5% below target set for year was 8% above 2008/9 performance.</p> <p>Action: March 2010 performance 2.5% from target at 91%. Analysis of failures to be carried out to drive further improvement</p>
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Code	HOUKPIR4a	Response repairs completed in target (percentage) - Priority 3			
Description	The percentage of Priority 3 response repairs requiring a response within 24 working days completed in target				
Current Value	95%	Current Target	93.5%	Traffic Light Icon	✔

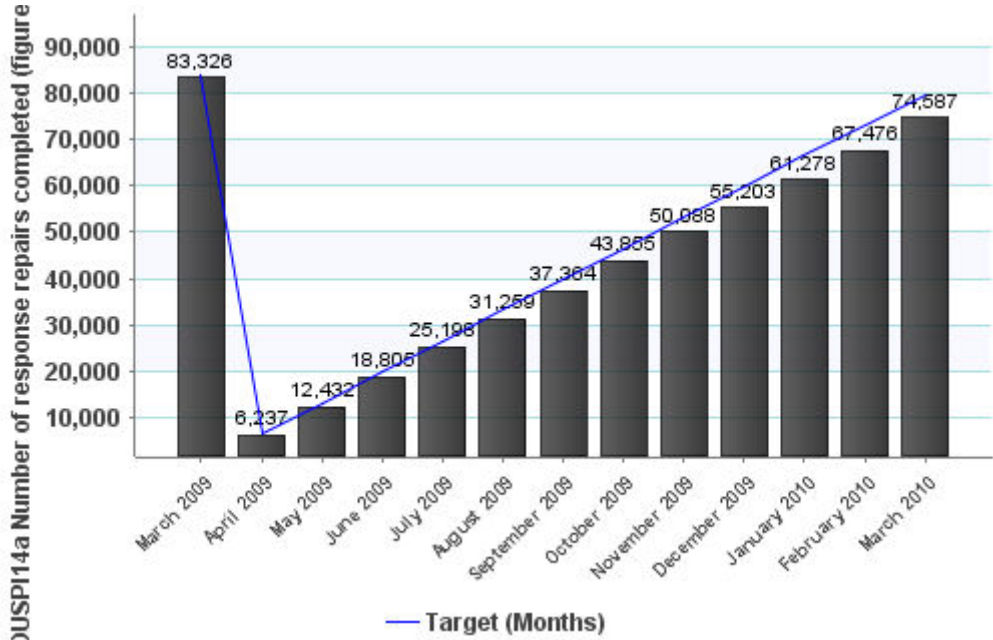


Latest Note


Analysis: The number of P3 category repairs completed on target during March was 95% - the highest monthly performance in the last 2 years. Although annual performance was 87% i.e. 6.5% below target performance over the 6 months from September was 93% only 0.5% below annual target. 2009/10 performance was also 4% above 2008/09 total.

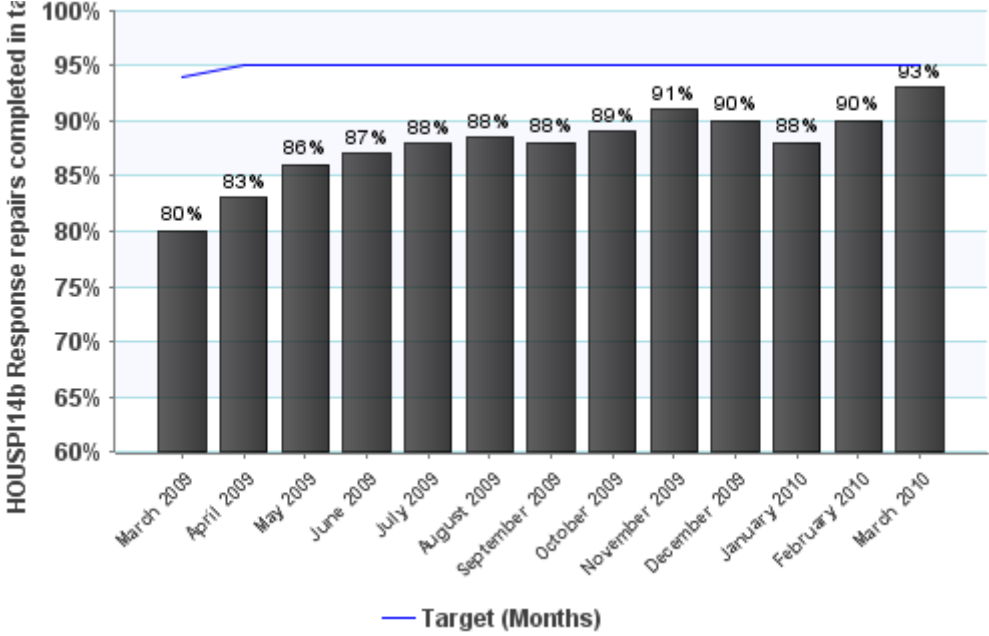
Action: Performance above target for March 2010. No action required

Code	HOUSPI14a	Number of response repairs completed (figures are cumulative)			
Description	The number of response repairs completed within the year				
Current Value	74,587	Current Target	79,704	Traffic Light Icon	



Latest Note	<p>Analysis: The percentage of orders issued against each category during 2009/10 were, P1 - 22% (4 hours), P12 - 19% (3 days), P2 - 8% (10 days), P3 - 37% (24 days), P99 - 14% (4 hours out of hours).</p> <p>Action: Anticipated reduction in orders from 08/09. Continue to monitor during 10/11</p>
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Code	HOUSPI14b	Response repairs completed in target			
Description	The overall year to date percentage of response repairs completed within the target times				
Current Value	93%	Current Target	95%	Traffic Light Icon	

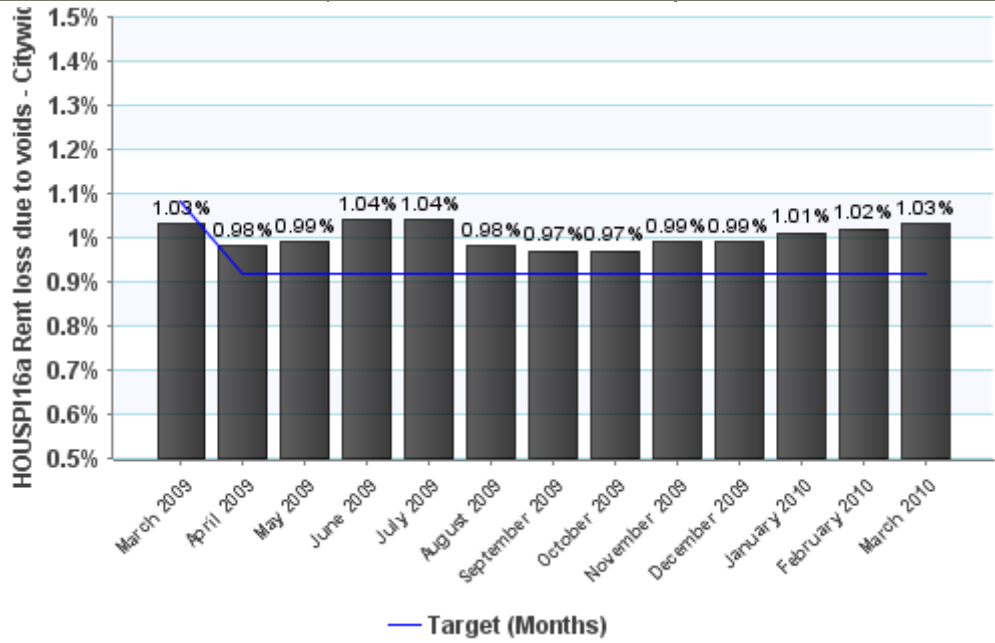


Latest Note

Analysis: The individual performance figures for March for each category were P1 - 93%, P12 - 94%, P2 - 91%, P3 - 95%, P99 - 87% compared with annual performance levels of P1 - 92%, P12 - 92%, P2 - 92%, P3 - 88%, P99 - 87%.

Action: March 2010 highest monthly performance on record. Now only 2% from target. Continue to monitor improvement towards target.

Code	HOUSPI16a	Rent loss due to voids - Citywide			
Description	Rent loss due to voids as a percentage of gross rent due - Citywide, year to date average				
Current Value	1.03%	Current Target	0.92%	Traffic Light Icon	




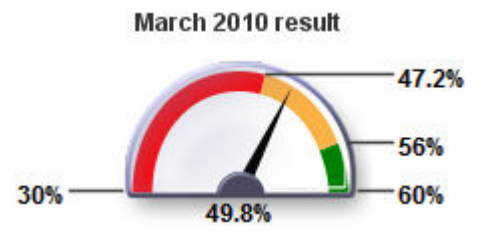
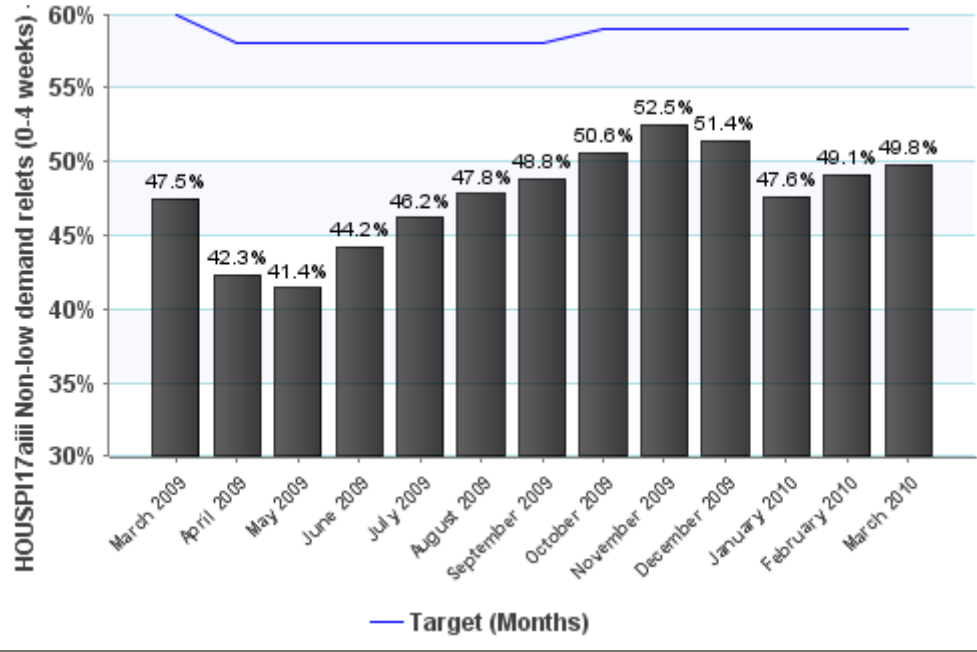
Latest Note

Analysis At the end of financial year 2009-10, Aberdeen City Council had lost a total of £681,094.40 through void council dwellings. This compared with £656,731.63 at the end of the previous year. However, the increase to the gross debit has ensured that the percentage void rent loss achievement remains at 1.0%. In terms of area performance, there were improvements to the North and South areas, but due to problems with the relet of a significant number of low demand properties in the Central area (in particular sheltered property types), performance in that area deteriorated. In terms of demand for this coming financial year, a review of the property classifications indicated that this will continue to be an issue we require to overcome.

In recent months, void rent loss performance has been much higher than in the previous financial year.

Action Being considered to re-introduce standard visits and streamline the void process further to improve the standard of property being returned to the council and ensure resources are more meaningfully targeted at the most advantageous empty property. The issue of low-demand sheltered is being analysed as this is continuing to place a barrier to improvement.


Code	HOUSPI17aiii	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	49.8%	Current Target	59%	Traffic Light Icon	

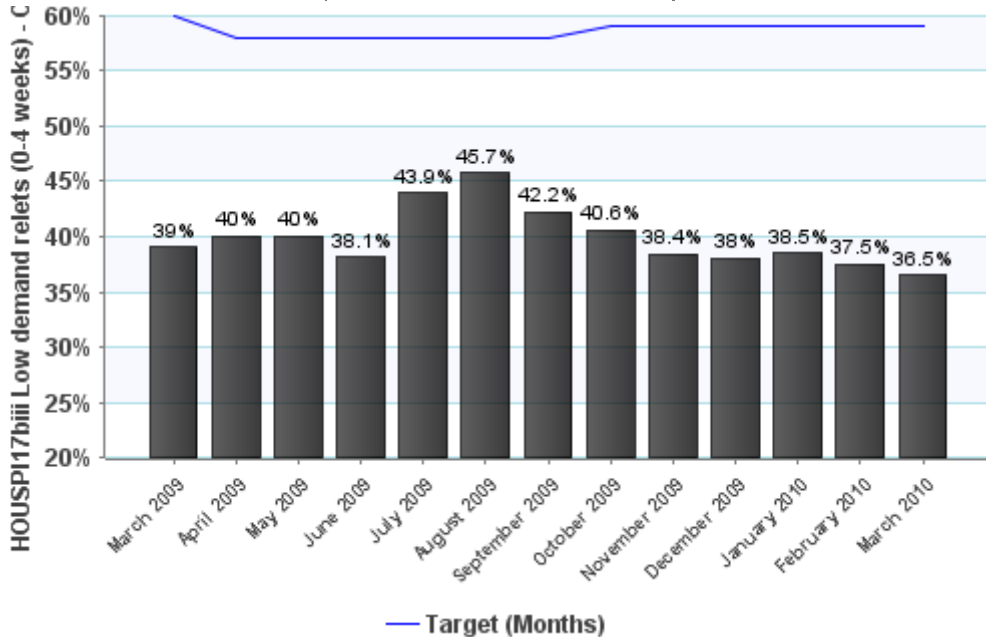


Latest Note


Analysis: Although the numbers of non low demand relets in March were comparable with February, a much higher percentage of these were done within 4 weeks (55.7%). This impacted on year end performance which improved from 47.5% in 2008-09 to 49.8% at this year end. In terms of the average number of days taken for a property to be relet within the financial year, this remained static at 41 days for non low demand properties both years running. There has been an increase in the numbers of non low demand properties taking over 17 weeks this year (171 compared to 117 in previous year). However, performance has not been affected because of the increase in properties taking less than 2 weeks this financial year - from 117 to 171.

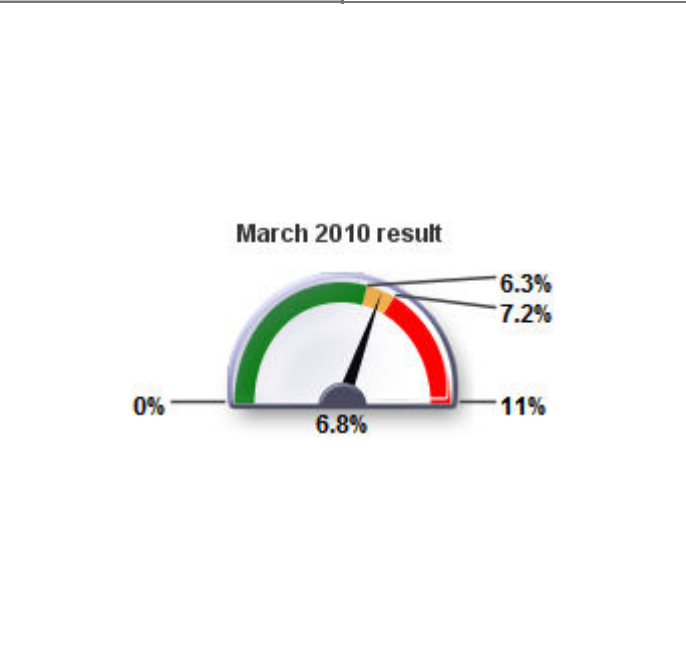
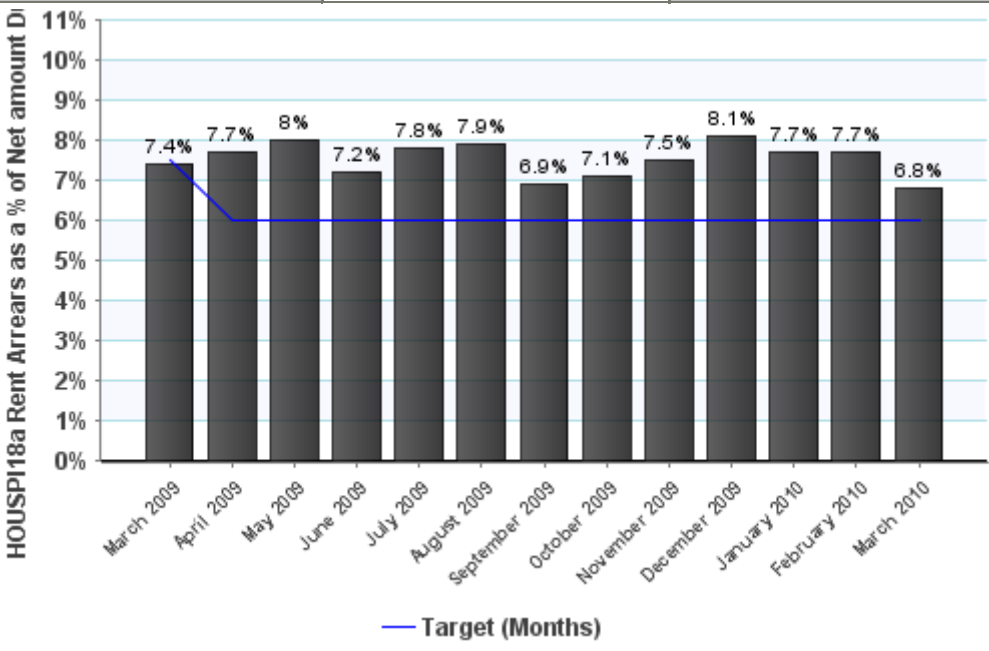
Action: Consideration is being given to the re-introducing standards for transfer applicants and a review of the minimum letting standards has been completed. Introduction of both would have a positive impact on the standard of properties being returned and the turnover periods.

Code	HOU SPI17biii	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	36.5%	Current Target	59%	Traffic Light Icon	



Latest Note	<p>Analysis: The numbers of low demand relets in March remained similar to those in February. However, because of the low numbers of relets involved and the exaggerated percentage performance because of this, just 3 of the 12 were done within 4 weeks. In terms of year to date performance, just 36.5% of low demand relets were done in under 4 weeks, taking an average of 63 days. This compares to 39.0% and 59 days in the previous financial year. Following a review of all stock, the numbers of low demand properties have reduced from 1657 to 1249 for next financial year. These 1249 properties compose of a number of long term voids (especially in the sheltered multi storey category) and the poor demand for these properties coupled with the length of time these properties have already been void is undoubtedly going to impact on this indicator direction in the coming year.</p> <p>Action: A review of low-demand sheltered being undertaken, which accounts for the majority of the low-demand turnover.</p>
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Code	HOU SPI18a	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	6.8%	Current Target	6%	Traffic Light Icon	




Latest Note

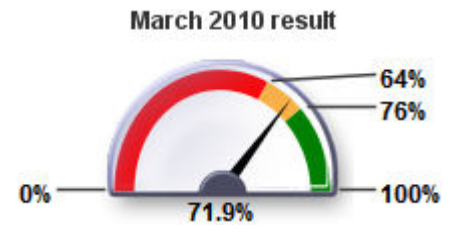
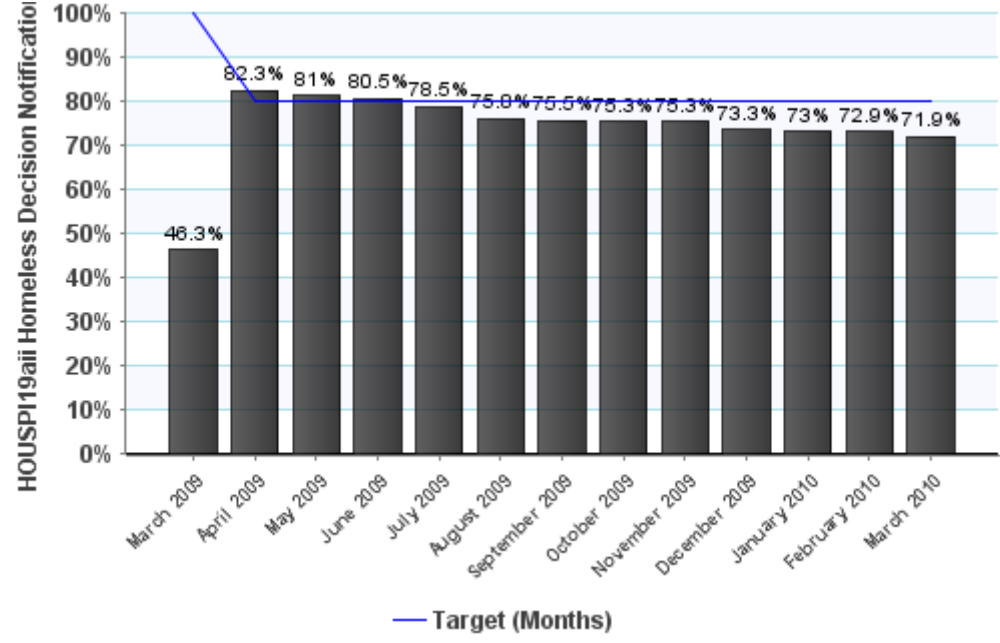
Analysis - The arrears position of 6.8% at year end (within one % point of target) is a 0.6% improvement on 2008/09 and as such has to be viewed positively in the current economic climate. The year on year trend of a marked decrease from February to March has been repeated and a 0.9% reduction in one month is hugely admirable. This is believed to have been achieved through intensive direct contact with tenants and if it is hoped to maintain the downward trend all staff resources possible should be made available. The actual monetary value of arrears at the end of the year was approx £2.4m, down £300,000 on February, with the number of cases falling by around 1,000. However, it must be taken into consideration that not all debt can be reduced quickly. Once cases pass into the Court stage, are involved in Rent Arrears Direct or set on an agreed arrangement, the progression towards clearing that debt can be slow. For example, as things currently stand, over 43% of current debt is at some point in the court process and approx 19% is being repaid through Rent Arrears Direct with a set amount of monies being deducted directly from tenants' benefits. Only approx 38% (£900,00) of the overall debt is at the pre-court stage of standard reminders etc and within this around 15% relates to accounts where an agreed arrangement has been made with the tenant to repay. From this it is clear that the majority of outstanding

debt is at a stage in the recovery process where reductions cannot be made instantaneously and it is essential to remember this when looking at the possible improvements to be made in coming years. As a result, the target for 2010/11 has been reviewed and is currently set at 6.4%.


Action - We will continue to maximise collection of rent in 2010/11 by contacting tenants personally as early as possible through visits, cold calling, face to face interviews, etc and closely monitoring payment arrangements. Rent Management will work together with Estates and Homelessness to ensure tenants receive support in order to sustain their tenancies. Where cases are involved in the court process, we will continue to work with Citizens Advice, Trading Standards to ensure that tenants receive appropriate financial advice.

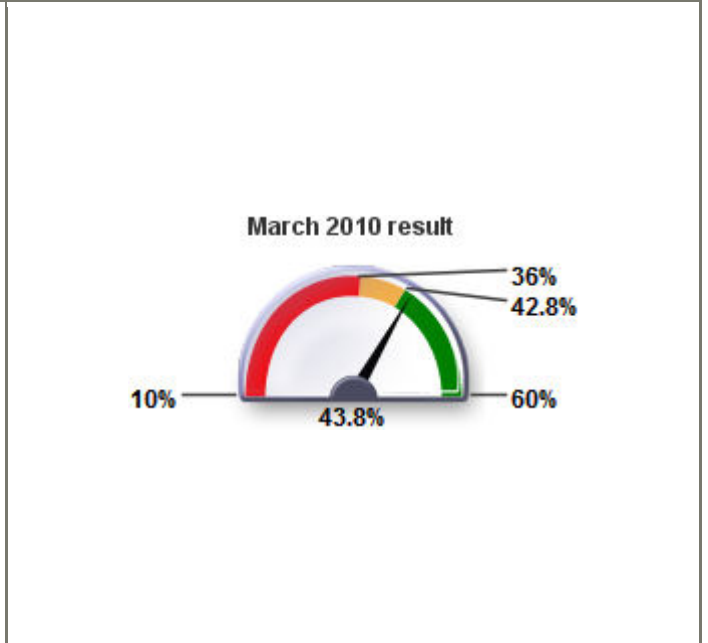
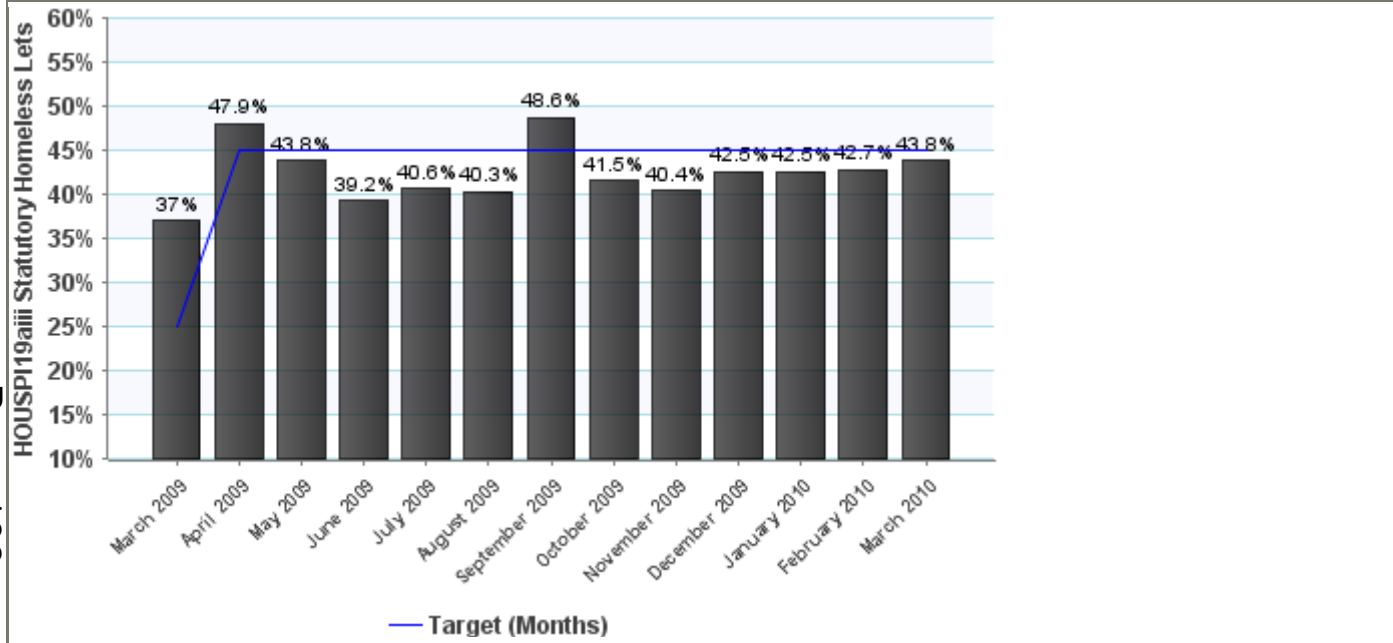
Code	HOUSPI19aii	Homeless Decision Notifications
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Description	The year to date average percentage of homeless decision notifications issued to homeless applicants within 28 days of presentation				
Current Value	71.9%	Current Target	80%	Traffic Light Icon	



Latest Note	<p>Analysis: The performance level for this indicator has slipped throughout the year from 82.3 per cent in April 2009 to 71.9% in March 2010. Having said that, the figure has fallen by only 1.4% during the last quarter. To some extent a fall in the reported performance figure is inevitable as some more complex cases take longer to resolve. This is because, in May for example, the 'exceptions' are only those cases not processed within 28 days in April and May; by October, however, the exceptions from that month and all the previous six months are taken into account. To combat this effect requires the target to be achieved or exceeded in more or less each and every month, and consideration is currently being given to an approach to identifying cases running close to the target timescale as a means of facilitating this.</p> <p>Action: We will determine the specific reasons for falling behind on this target. (Paul Hannan)</p>
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Code	HOUSPI19aiii	Statutory Homeless Lets			
Description	Statutory homeless lets as a year to date average percentage of all Council relets				
Current Value	43.8%	Current Target	45%	Traffic Light Icon	


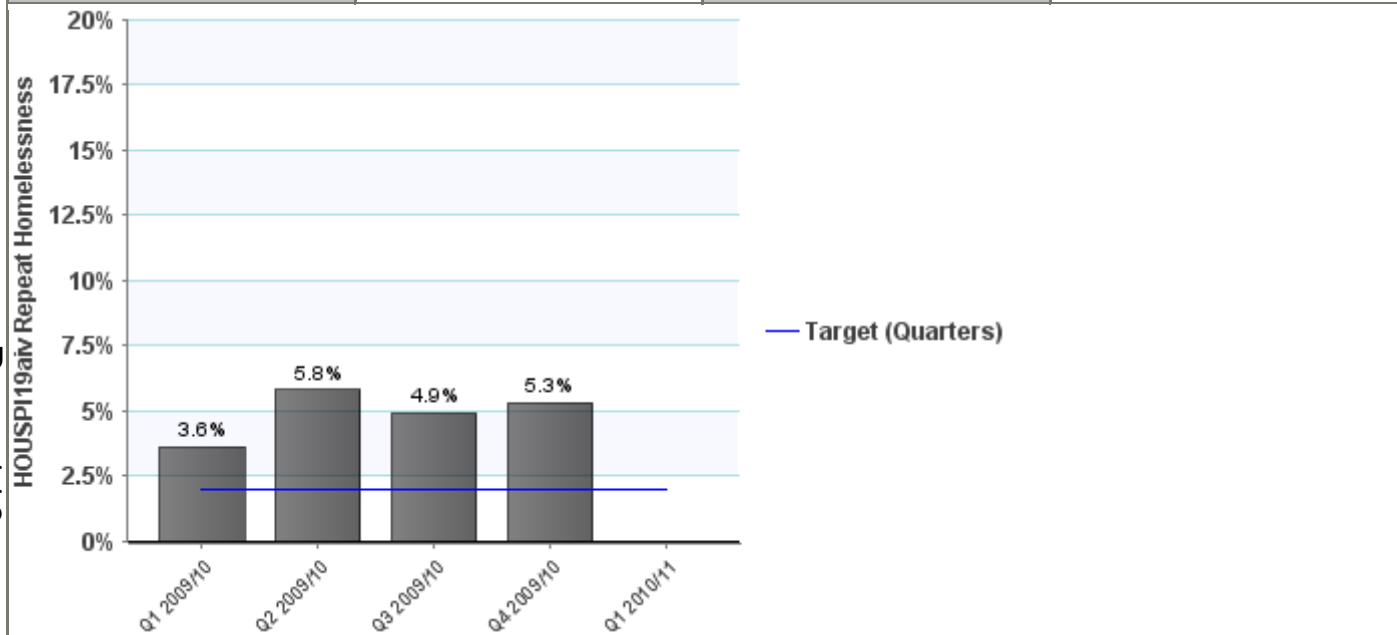
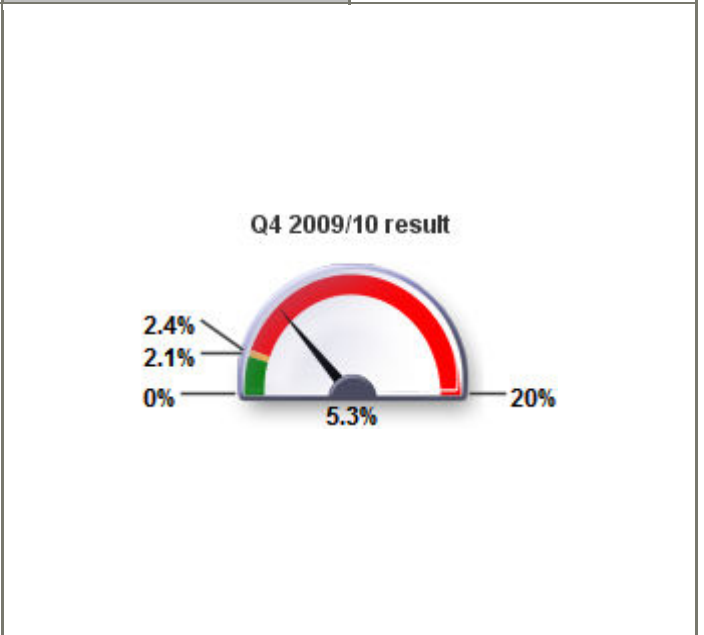


Latest Note


Analysis: Performance in March took the end of year figure to within 1.2 percentage points of target. This is a substantial increase on the 37% achieved in 2008/9, and the figure of 22.4% recorded in 2007/8. Setting aside amenity, extra care and very extra care properties, the percentage of mainstream lets to statutory homeless applicants in March was 53.7%. For three months from 5th April all mainstream properties are being offered to homeless applicants which, it is anticipated, will give a kick-start to overall performance in 2010-11.

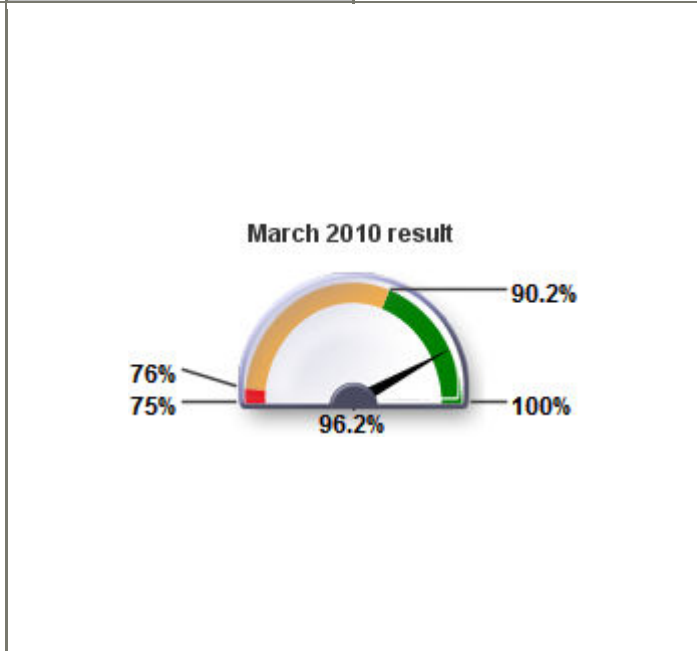
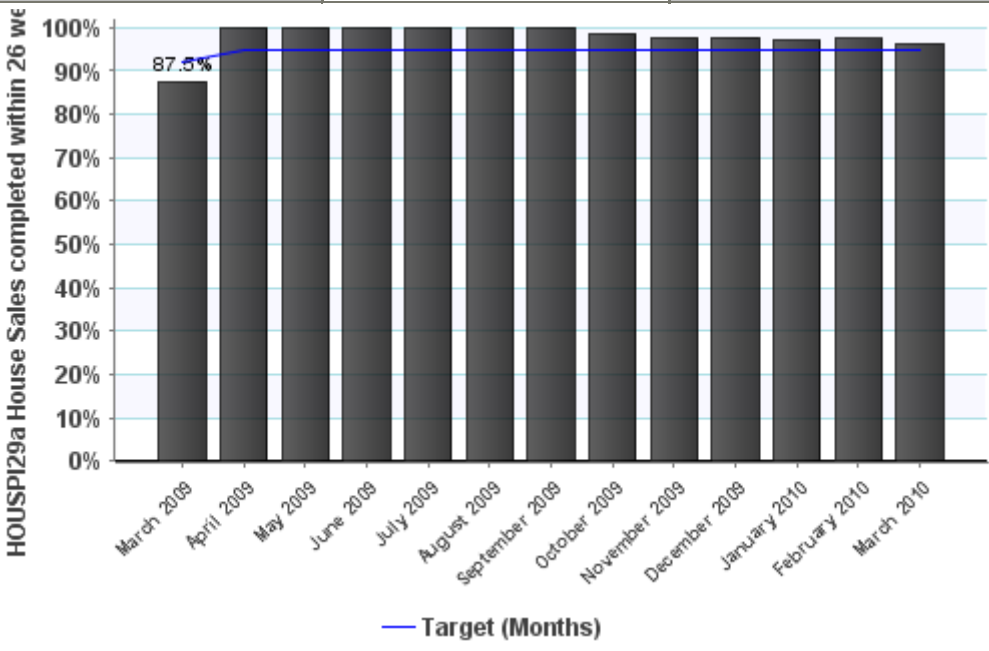
Action: Although the additional lets will help, it is now becoming more apparent that it is lets to single person households that are required. (Paul Hannan)

Code	HOUSPI19aiv	Repeat Homelessness			
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Description	The quarterly percentage of cases reassessed as being homeless or potentially homeless within 12 months of previous case being completed												
Current Value	5.3%	Current Target	2%	Traffic Light Icon 									
 <table border="1"> <caption>Quarterly Repeat Homelessness Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2009/10</td> <td>3.6%</td> </tr> <tr> <td>Q2 2009/10</td> <td>5.8%</td> </tr> <tr> <td>Q3 2009/10</td> <td>4.9%</td> </tr> <tr> <td>Q4 2009/10</td> <td>5.3%</td> </tr> <tr> <td>Q1 2010/11</td> <td>-</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2009/10	3.6%	Q2 2009/10	5.8%	Q3 2009/10	4.9%	Q4 2009/10	5.3%	Q1 2010/11	-	
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Q3 2009/10	4.9%												
Q4 2009/10	5.3%												
Q1 2010/11	-												
Latest Note	<p>Analysis: the out-turn figure for 2009/10 has, disappointingly, risen from the third quarter level of 4.9% to 5.3%. This is significantly higher than the 3.2% recorded at the end of 2008/9, and more than double the Council's target figure of 2%. The Scottish Government has again provided a list of the cases recorded in the last quarter, and this is being analysed in depth. Similar lists will continue to be acquired each quarter. A proactive homelessness prevention strategy is currently being developed for implementation in 2010/11 and it is anticipated that this, together with analysis of cases to try to better assess 'risk' cases, where a higher level of concentration may be needed to ensure contact is maintained, will positively impact on these figures over the next year.</p> <p>Action: It is intended that this area will be tackled as prevention work is developed. (Paul Hannan)</p>												

Code	HOUSPI19b	Homeless Tenancy Sustainment																																											
Description	The year to date average percentage of statutory homeless applicants housed who have sustained their tenancies for more than 12 months																																												
Current Value	96.2%	Current Target	90%	Traffic Light Icon	✔																																								
<table border="1"> <caption>HOUSPI19b Homeless Tenancy Sustainment - Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>March 2009</td><td>92.3%</td></tr> <tr><td>April 2009</td><td>95.3%</td></tr> <tr><td>May 2009</td><td>94%</td></tr> <tr><td>June 2009</td><td>95.2%</td></tr> <tr><td>July 2009</td><td>95.4%</td></tr> <tr><td>August 2009</td><td>95.7%</td></tr> <tr><td>September 2009</td><td>95.5%</td></tr> <tr><td>October 2009</td><td>95%</td></tr> <tr><td>November 2009</td><td>94.7%</td></tr> <tr><td>December 2009</td><td>94.7%</td></tr> <tr><td>January 2010</td><td>95.1%</td></tr> <tr><td>February 2010</td><td>94%</td></tr> <tr><td>March 2010</td><td>96.2%</td></tr> </tbody> </table>			Month	Percentage	March 2009	92.3%	April 2009	95.3%	May 2009	94%	June 2009	95.2%	July 2009	95.4%	August 2009	95.7%	September 2009	95.5%	October 2009	95%	November 2009	94.7%	December 2009	94.7%	January 2010	95.1%	February 2010	94%	March 2010	96.2%	<table border="1"> <caption>March 2010 result - Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Color</th> </tr> </thead> <tbody> <tr><td>70%</td><td>Red</td></tr> <tr><td>72%</td><td>Yellow</td></tr> <tr><td>85.5%</td><td>Green</td></tr> <tr><td>96.2%</td><td>Current Value</td></tr> <tr><td>100%</td><td>Green</td></tr> </tbody> </table>			Value	Color	70%	Red	72%	Yellow	85.5%	Green	96.2%	Current Value	100%	Green
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Latest Note	<p>Analysis: Performance for the year is substantially above the 90% target. Of those households who failed to maintain their tenancy for at least 12 months, 18 (34.6%) abandoned either before recovery action was implemented or during the course of such action, while a further six died and three were imprisoned. The remainder either simply moved to non-ACC addresses or declined to give details.</p> <p>Action: Future work is required to look at abandonments. (Paul Hannan)</p>																																												

Code	HOUSPI29a	House Sales completed within 26 weeks - %			
Description	A year to date average of the percentage of Council house sales completed within 26 weeks				
Current Value	96.2%	Current Target	95%	Traffic Light Icon	


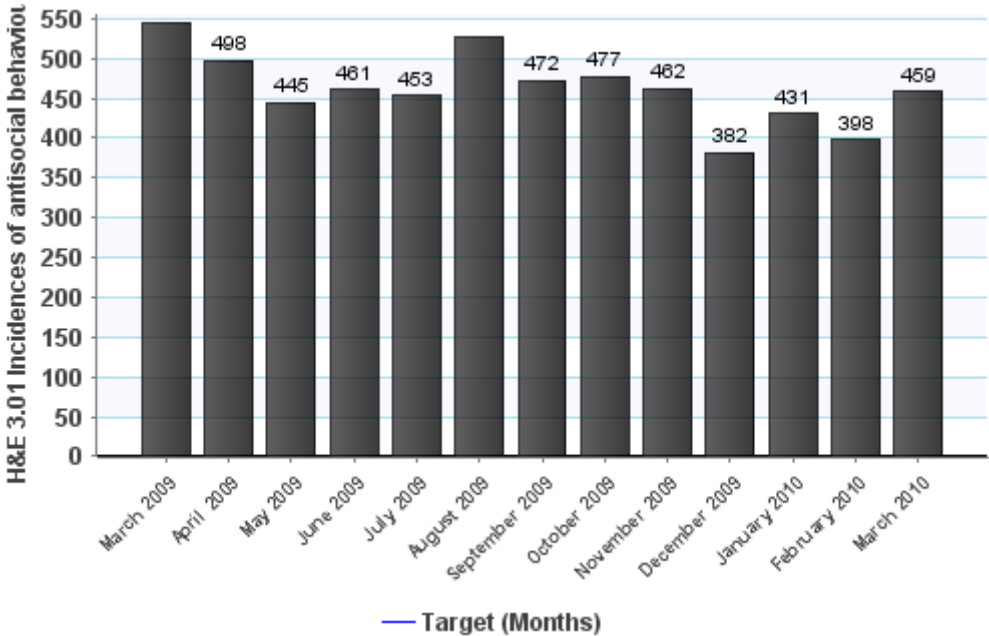


Latest Note


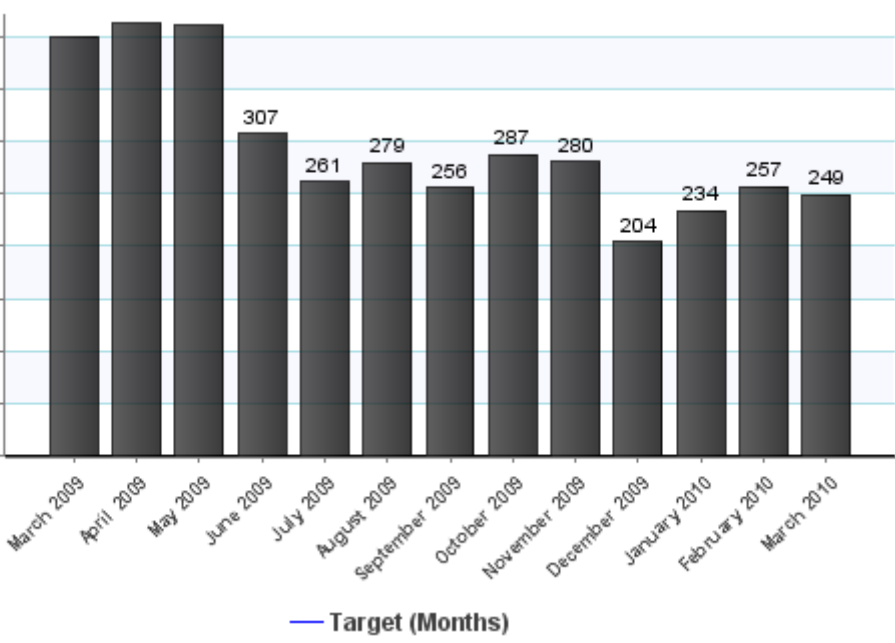
Analysis: Performance for this indicator remains high with only 5 sales for the year to date completing outwith the statutory 26 week target . This is no doubt aided by the low level of sales for 2009/10 which takes pressure off service delivery, the average number of sales per month so far this year being 11.1 as compared to last year's average of 15.25. The overall number of sales for 2009/10 totals 133, 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 within target, currently sitting at 22.2 weeks against an annual target of 22.4. This has been pushed up during March due to the completion of a sale which took over 150 weeks, due to repeated corrective conveyancing. 20 sales actually completed during March, the largest number for any one month in 2009/10. The average number of applications to buy received per month for 2009/10 is 20, compared with 30 for 2008/09 so based on this we would not expect to see any dramatic rise in the number of sales completed in the forthcoming months.

Action: Continue with current practice to maintain high level of performance, while closely monitoring outcomes. All stages in the house sales process are closely examined to ensure that procedures are followed and performance maximised. Service Standards are examined on a quarterly basis, along with other detailed performance information, to allow for close monitoring of various time banded stages in the process allowing for any individual 'blips' influencing outcomes to be examined and addressed as soon as possible after they occur. This will become more and more important as the number of sales falls and one or two negative outcomes have the ability to cause a downturn. This will continue on a frequent basis throughout 2010/11 to ensure all aspects of the sales process within the Council's control are managed as efficiently as possible.


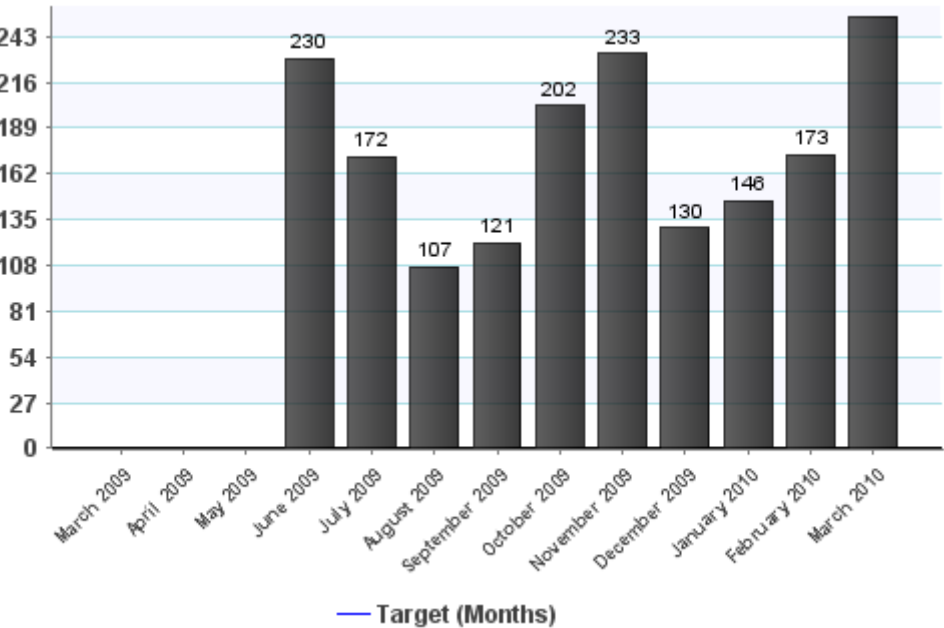
Code	H&E 3.01	Incidences of antisocial behaviour
Description	The incidences of antisocial behaviour - breach of the peace, urinating in public, drunk and incapable, underage drinking.	

Current Value	502	Current Target		Traffic Light Icon																													
 <table border="1" data-bbox="100 255 1086 893"> <caption>H&E 3.01 Incidences of antisocial behavior</caption> <thead> <tr> <th>Month</th> <th>Incidents</th> </tr> </thead> <tbody> <tr><td>March 2009</td><td>545</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>525</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> <tr><td>January 2010</td><td>431</td></tr> <tr><td>February 2010</td><td>398</td></tr> <tr><td>March 2010</td><td>459</td></tr> </tbody> </table>						Month	Incidents	March 2009	545	April 2009	498	May 2009	445	June 2009	461	July 2009	453	August 2009	525	September 2009	472	October 2009	477	November 2009	462	December 2009	382	January 2010	431	February 2010	398	March 2010	459
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Latest Note	<p>There was a 9% reduction in incidents in 2009/10 compared with 2008/9. Incidents are also significantly lower than 2007/8. There was an increase of 4 incidents in April 2010 compared with April 2009. Incidents are likely to increase in the short term due to seasonal factors.</p>																																


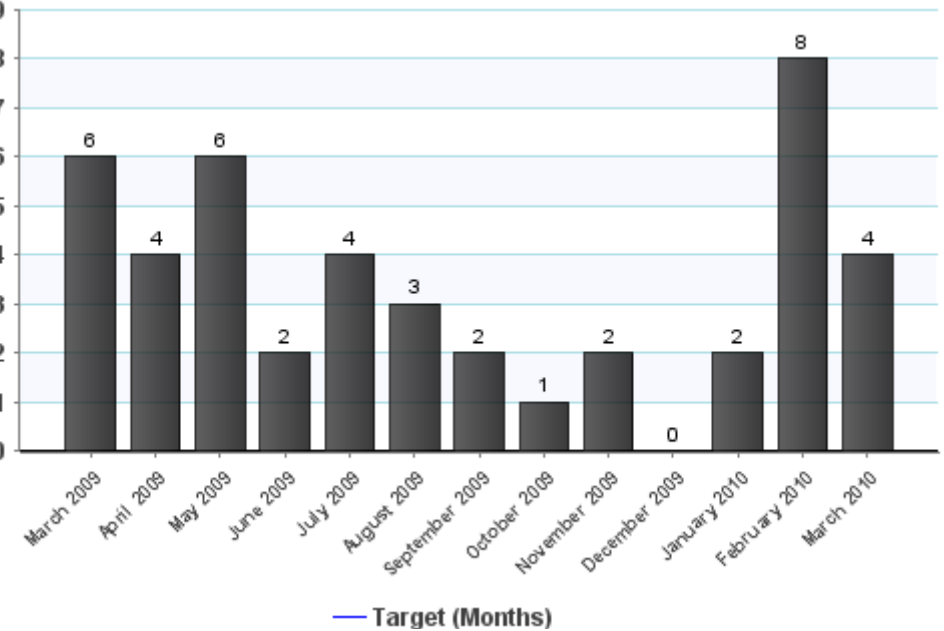
Code	H&E 3.02	Incidences of vandalism, malicious damage or malicious mischief
Description		

Current Value	323	Current Target		Traffic Light Icon																													
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p data-bbox="98 255 134 900" style="writing-mode: vertical-rl; transform: rotate(180deg);">H&E 3.02 Incidences of vandalism, malicious damage or m</p>  <table border="1" data-bbox="192 255 1084 900"> <thead> <tr> <th>Month</th> <th>Incidence</th> </tr> </thead> <tbody> <tr><td>March 2009</td><td>400</td></tr> <tr><td>April 2009</td><td>420</td></tr> <tr><td>May 2009</td><td>420</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> <tr><td>January 2010</td><td>234</td></tr> <tr><td>February 2010</td><td>257</td></tr> <tr><td>March 2010</td><td>249</td></tr> </tbody> </table> </div> <div style="width: 50%; text-align: center;"> <p data-bbox="1783 574 1827 600">323</p> </div> </div>						Month	Incidence	March 2009	400	April 2009	420	May 2009	420	June 2009	307	July 2009	261	August 2009	279	September 2009	256	October 2009	287	November 2009	280	December 2009	204	January 2010	234	February 2010	257	March 2010	249
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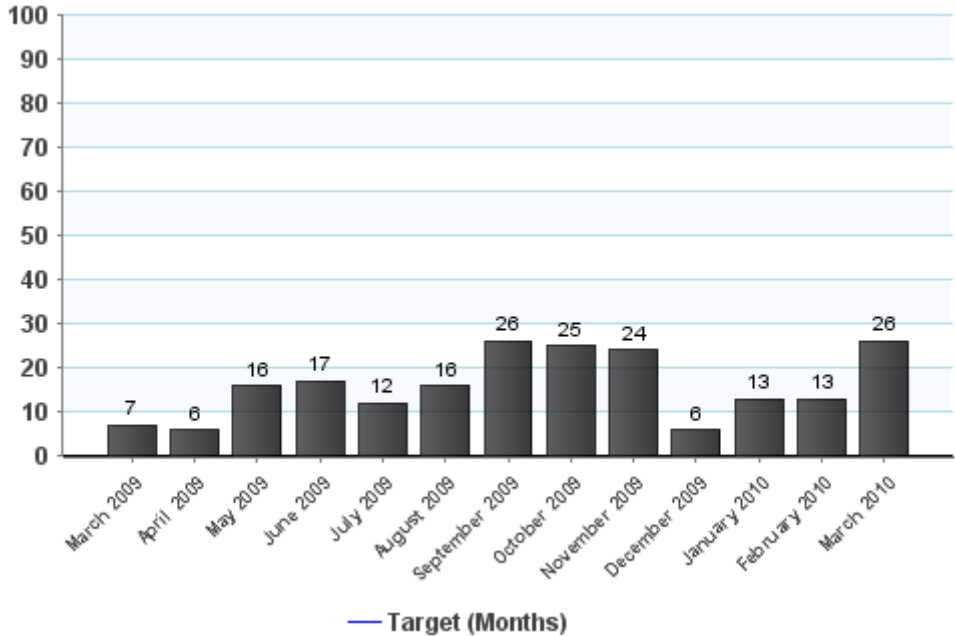
Code	H&E 3.07	Crime and antisocial behaviour incident reports made by City Wardens
Description		

Current Value	259	Current Target		Traffic Light Icon																							
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p data-bbox="100 255 134 901">3.07 Crime and antisocial behaviour incident reports ma</p>  <table border="1" data-bbox="145 263 1086 893"> <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>233</td></tr> <tr><td>December 2009</td><td>130</td></tr> <tr><td>January 2010</td><td>146</td></tr> <tr><td>February 2010</td><td>173</td></tr> <tr><td>March 2010</td><td>259</td></tr> </tbody> </table> </div> <div style="width: 50%; text-align: center;"> <p data-bbox="1780 574 1825 598">259</p> </div> </div>						Month	Value	June 2009	230	July 2009	172	August 2009	107	September 2009	121	October 2009	202	November 2009	233	December 2009	130	January 2010	146	February 2010	173	March 2010	259
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October 2009	202																										
November 2009	233																										
December 2009	130																										
January 2010	146																										
February 2010	173																										
March 2010	259																										
Latest Note	<p>Since June 2009 city wardens have made 2,028 reports of crime and antisocial behaviour to police, housing service, fire service and other community safety partners. Evidence reported is increasing.</p>																										


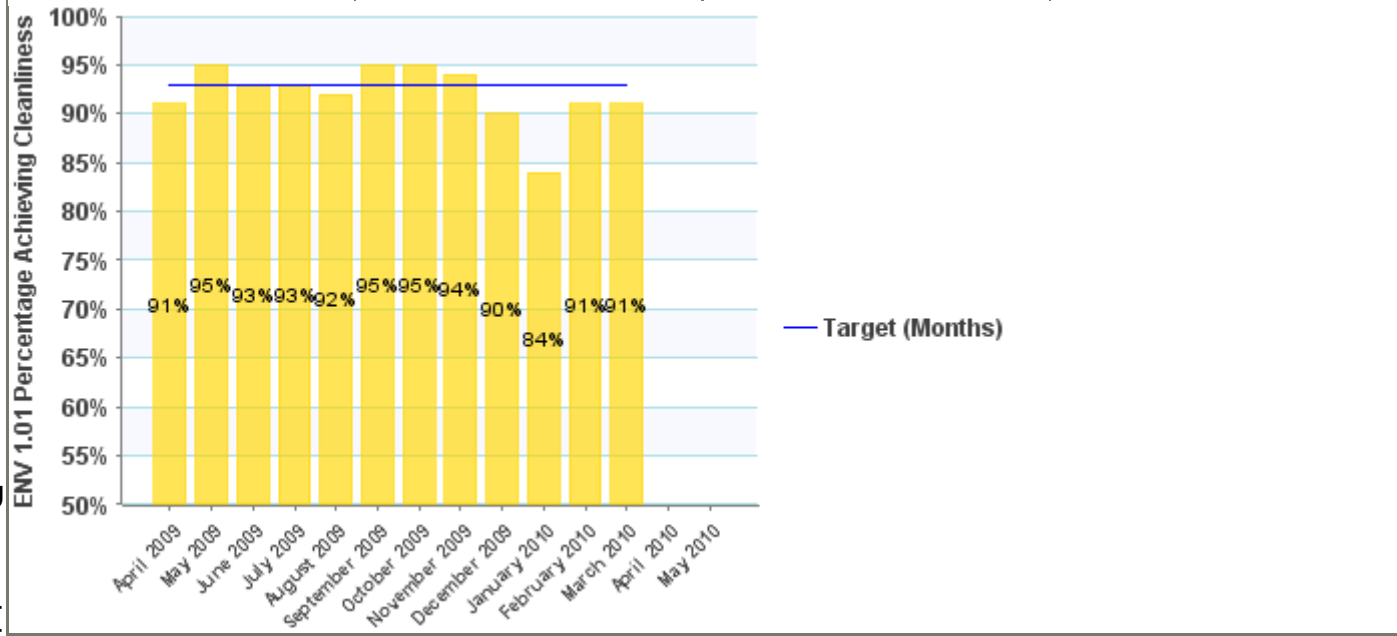
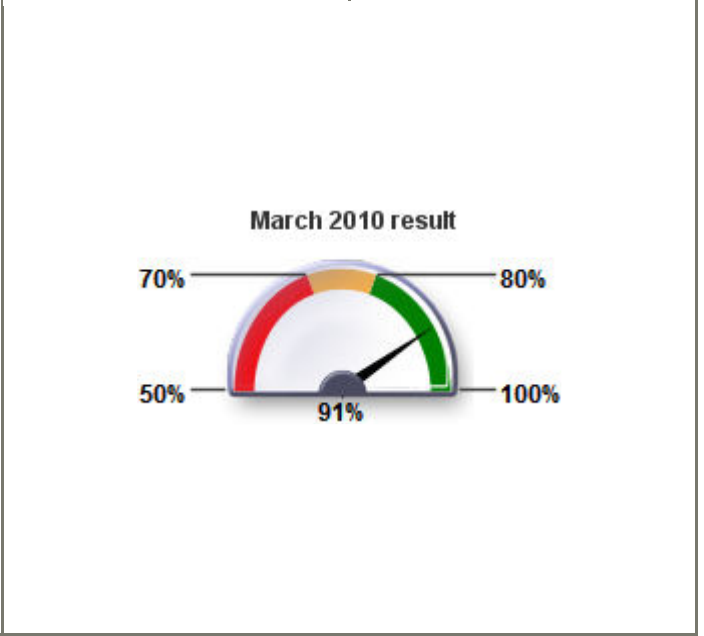
Code	H&E 3.08	Number of fixed penalty notices issued for dog fouling
Description	Number of fixed penalty charge notices issued for dog fouling	

Current Value	6	Current Target		Traffic Light Icon																													
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p data-bbox="73 260 107 853" style="writing-mode: vertical-rl; transform: rotate(180deg);">H&E 3.08 Number of fixed penalty notices issued for</p>  <table border="1" data-bbox="123 260 1064 893"> <caption>Number of fixed penalty notices issued for littering (2009/10)</caption> <thead> <tr> <th>Month</th> <th>Number of Notices</th> </tr> </thead> <tbody> <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> <tr><td>January 2010</td><td>2</td></tr> <tr><td>February 2010</td><td>8</td></tr> <tr><td>March 2010</td><td>4</td></tr> </tbody> </table> </div> <div style="width: 50%; text-align: center;"> <p data-bbox="1792 566 1825 598">6</p> </div> </div>						Month	Number of Notices	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	January 2010	2	February 2010	8	March 2010	4
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March 2010	4																																
Latest Note	10 times more dog fouling fixed penalty notices were issued in 2009/10 compared with the previous year. City wardens continue to make use of their powers and 6 fixed penalty notices were issued in April 2010.																																


Code	H&E 3.09	Number of fixed penalty notices issued for littering
Description	Number of fixed penalty charge notices issued for littering	

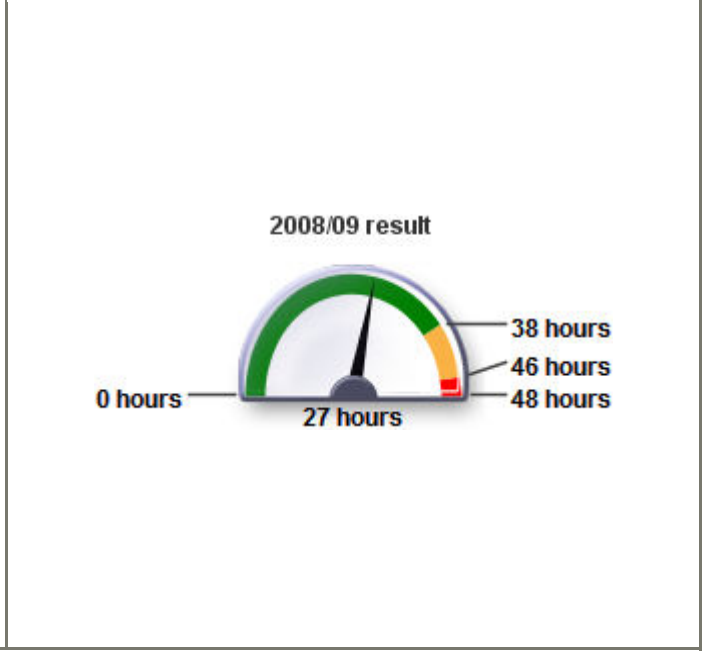
Current Value	33	Current Target		Traffic Light Icon																													
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p data-bbox="100 255 134 829" style="writing-mode: vertical-rl; transform: rotate(180deg);">H&E 3.09 Number of fixed penalty notices issued fc</p>  <table border="1" data-bbox="134 255 1086 893"> <thead> <tr> <th>Month</th> <th>Number of notices</th> </tr> </thead> <tbody> <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> <tr><td>January 2010</td><td>13</td></tr> <tr><td>February 2010</td><td>13</td></tr> <tr><td>March 2010</td><td>26</td></tr> </tbody> </table> <p data-bbox="470 861 705 893">— Target (Months)</p> </div> <div style="width: 50%; text-align: center;"> <p data-bbox="1780 566 1825 598">33</p> </div> </div>						Month	Number of notices	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	January 2010	13	February 2010	13	March 2010	26
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November 2009	24																																
December 2009	6																																
January 2010	13																																
February 2010	13																																
March 2010	26																																
Latest Note	<p>40 more fixed penalty notices were issued in 2009/10 compared with 2008/9. Numbers of notices per month is increasing since the severe winter weather. April 2010 saw the highest amount of litter enforcement in a single month since the service started.</p>																																

Code	ENV 1.01	Percentage Achieving Cleanliness
Description	The Citywide PACS cleanliness score.	

Current Value	91%	Current Target	93%	Traffic Light Icon	
					
Latest Note					

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

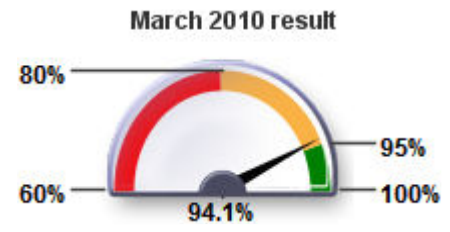
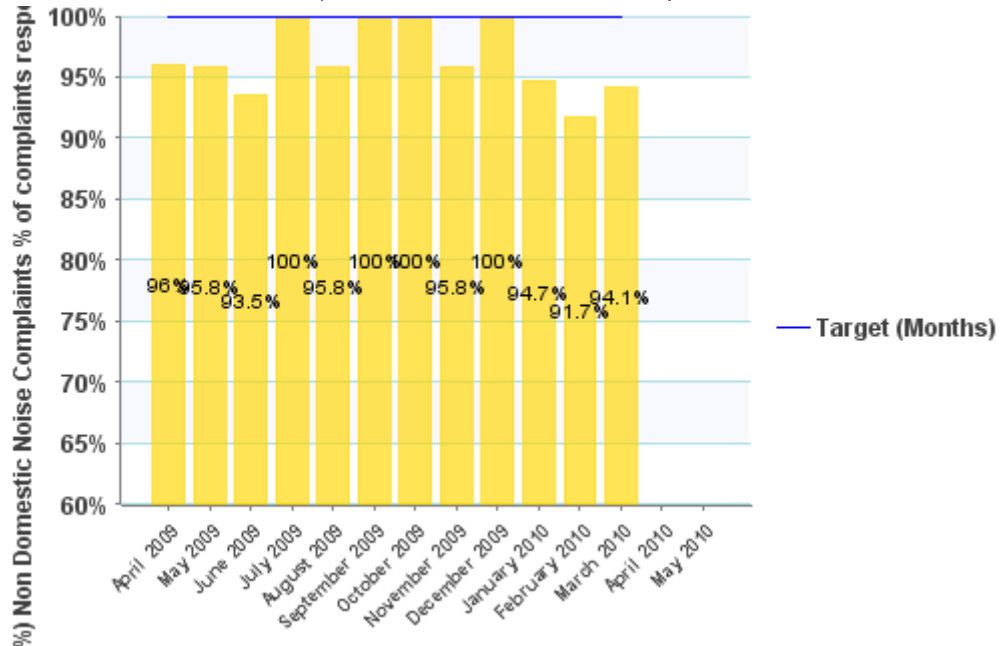


Latest Note

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		

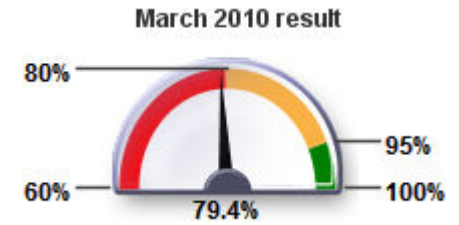
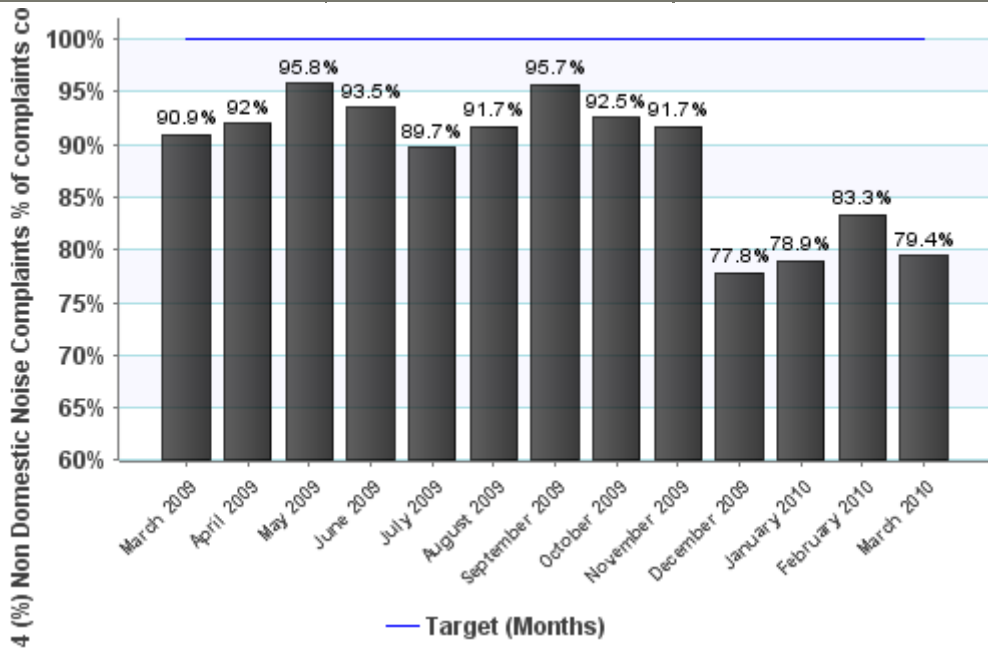
Current Value	94.1%	Current Target	100%	Traffic Light Icon	
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Latest Note	<p>2008/2009: New monthly outcome indicators were introduced in 2008/2009 which require the more timeous completion of complaints. Previously, noise data of this nature was only reported on an annual basis.</p> <p>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 93 and 100%. The percentage of complaints completed within 30 days also showed an improvement over this period.</p> <p>Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010</p> <p>Action : Continue to monitor and challenge performance.</p>
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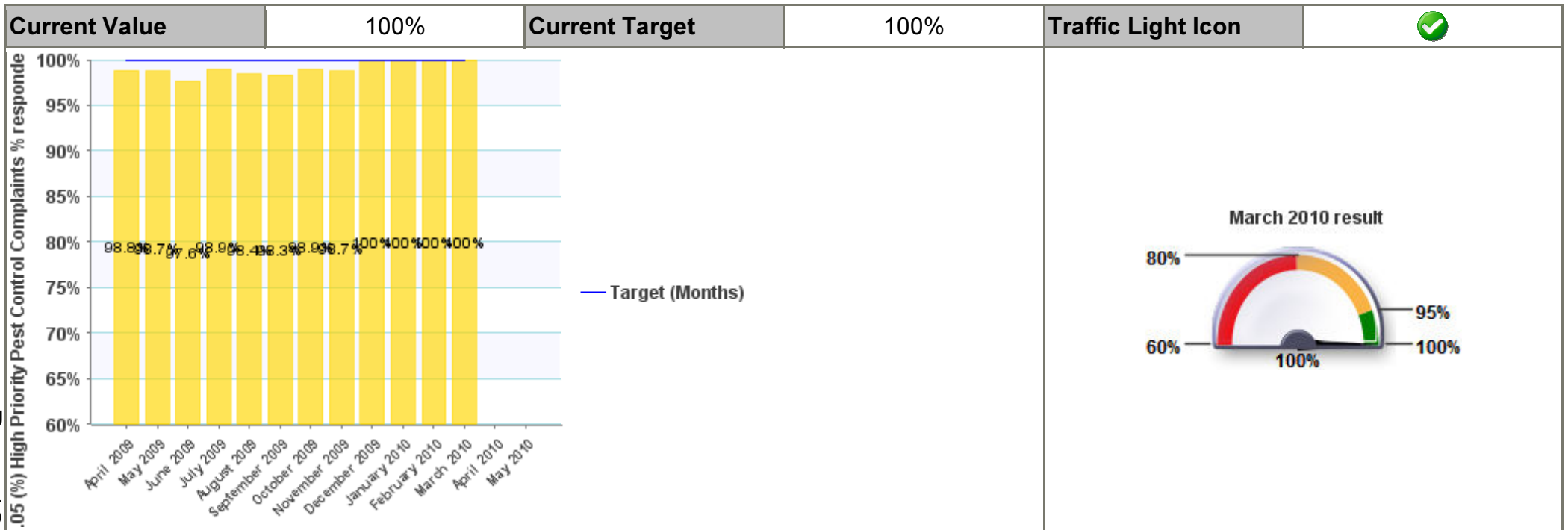
Code	ENV 1.04 (%)	Non Domestic Noise Complaints % of complaints completed within 30 days
Description		

Current Value	79.4%	Current Target	100%	Traffic Light Icon	
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Latest Note	<p>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.</p> <p>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 93 and 100%. The percentage of complaints completed within 30 days also showed an improvement over this period.</p> <p>Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010</p> <p>Action : Continue to monitor and challenge performance.</p>
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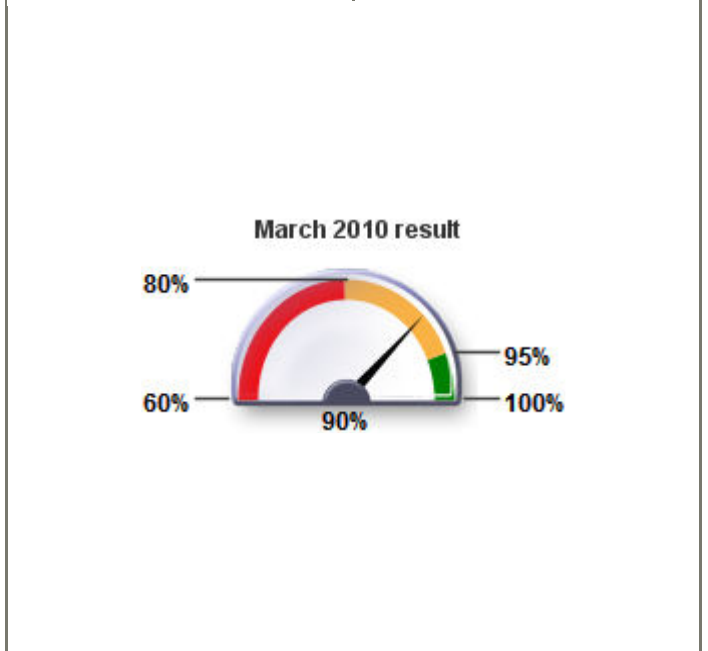
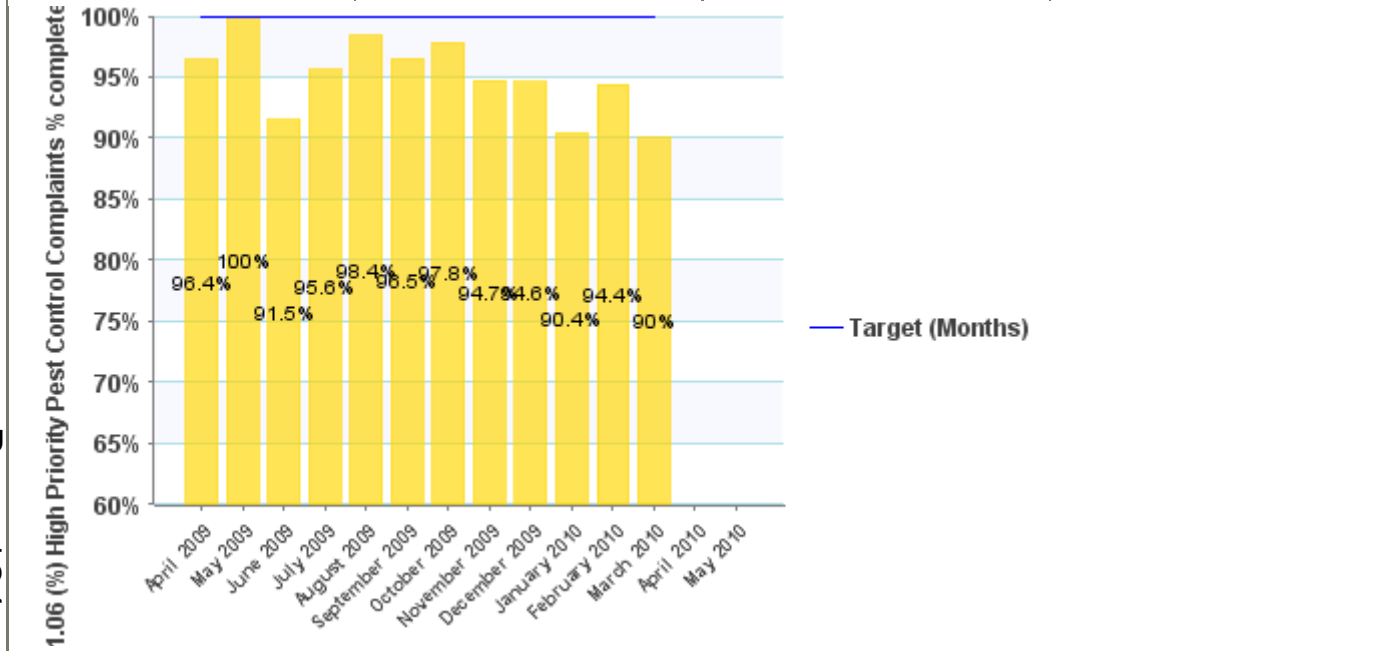
Code	ENV 1.05 (%)	High Priority Pest Control Complaints % responded to within 2 days
Description		



Latest Note	<p>2008/09: The percentage complaints responded to within two days varied between 86% and 98% in 2008/2009 and those completed within 30 days between 84% and 98%.</p> <p>2009/10: In the April to March period the percentage of complaints responded to within 2 days has improved to (98-100%) having regard to the same period in 2008/9. The percentage of complaints completed within the 30 day period (90-100%) also shows an improvement compared with the same period in 2008/9. The outcome %age of 90% for March 2010 represents 72 of 80 complaints meeting the outcome target.</p> <p>Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010</p> <p>Action: Continue to monitor and challenge performance.</p>
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Code	ENV 1.06 (%)	High Priority Pest Control Complaints % completed within 30 days
Description		

Current Value	90%	Current Target	100%	Traffic Light Icon	
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Latest Note

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

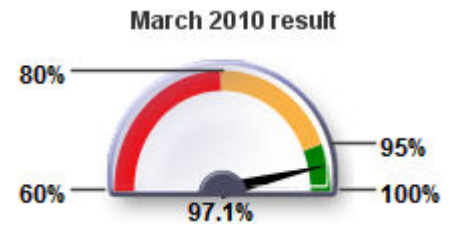
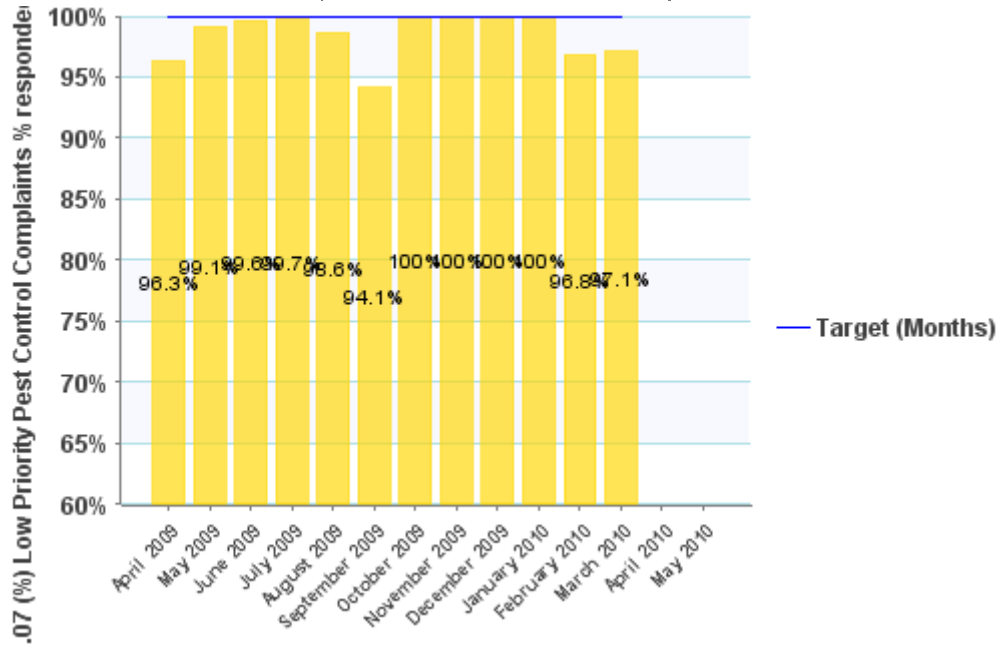
2009/10: In the April to March period the percentage of complaints responded to within 2 days has improved to (98-100%) having regard to the same period in 2008/9. The percentage of complaints completed within the 30 day period (90-100%) also shows an improvement compared with the same period in 2008/9. The outcome %age of 90% for March 2010 represents 72 of 80 complaints meeting the outcome target.

Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010

Action: Continue to monitor and challenge performance.

Code	ENV 1.07 (%)	Low Priority Pest Control Complaints % responded to within 5 days
Description		

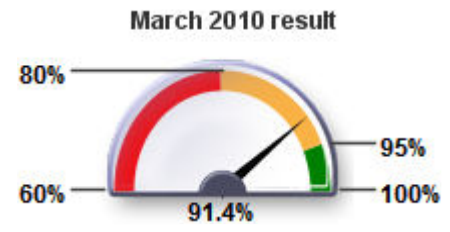
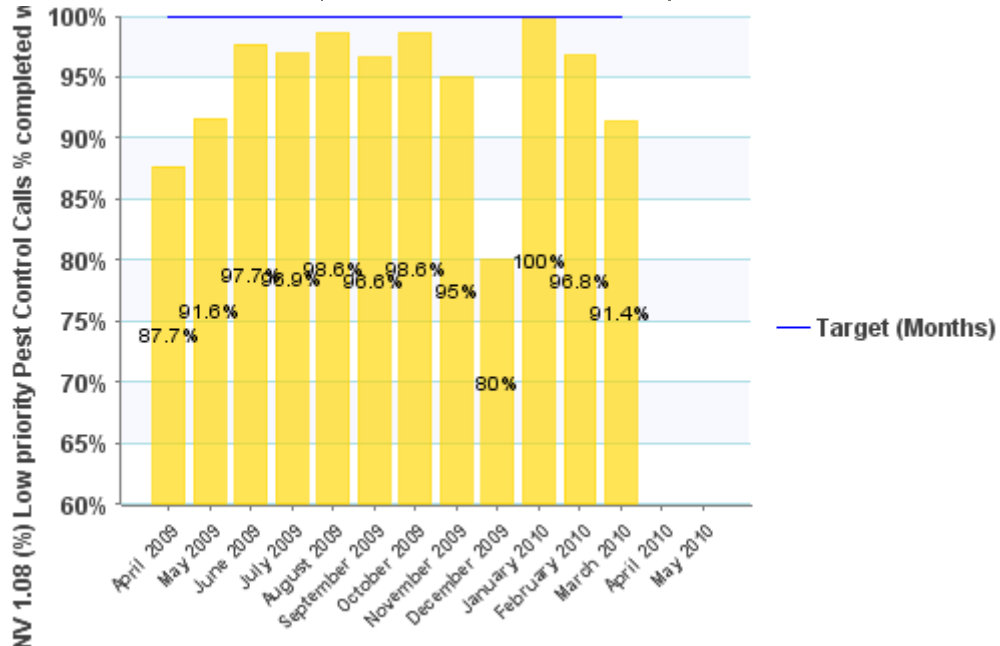
Current Value	97.1%	Current Target	100%	Traffic Light Icon	
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Latest Note	<p>2008/09: The number of priority 2 complaints received showed a traditional summer increase mainly due to wasp and bee complaints. The percentage of priority 2 complaints responded to within 5 days in 2008/9 varied between 80% and 99% while those completed within 30 days varied between 80% and 100%.</p> <p>2009/10: The total number of complaints received between April 2009 and February 2010 is lower than last year, which is mainly due to a decrease in wasp complaints during 2009. The percentage of complaints responded to within 5 days remained high at between 94% and 100% while those completed within 30 days range between 80% and 100%. Having regard to the 30 day outcome timescale this analysis for February 2010 was undertaken in early April 2010 as the data input completion date for February 2010 data was 31 March 2010. Completed data and analysis for March 2010 will be available from 8 May 2010.</p> <p>Action: Continue to monitor and challenge performance.</p>
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Code	ENV 1.08 (%)	Low priority Pest Control Calls % completed within 30 days
Description		

Current Value	91.4%	Current Target	100%	Traffic Light Icon	
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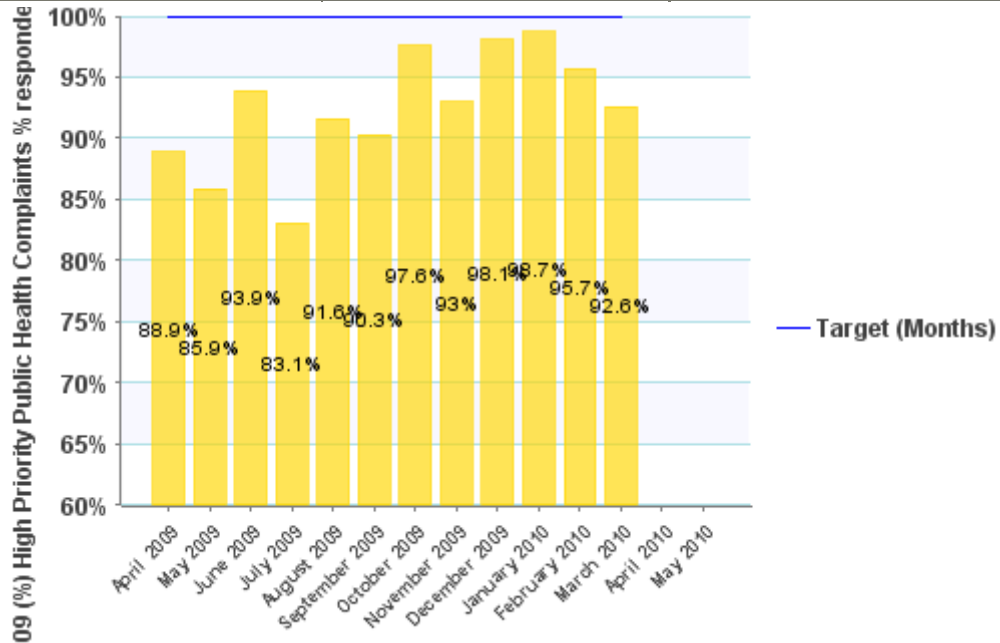
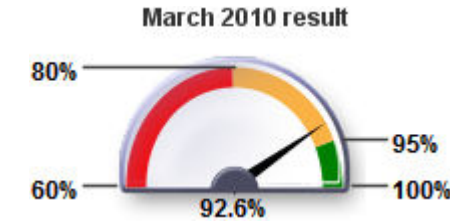
Latest Note


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%.

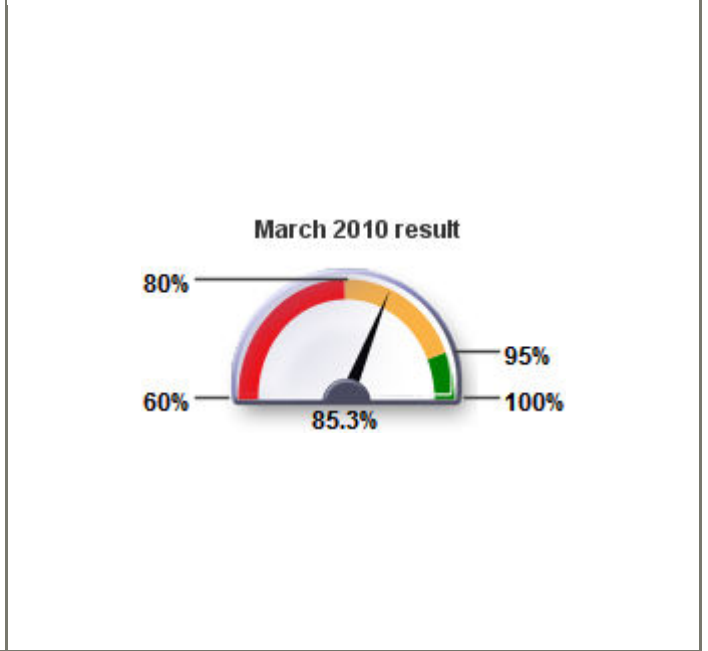
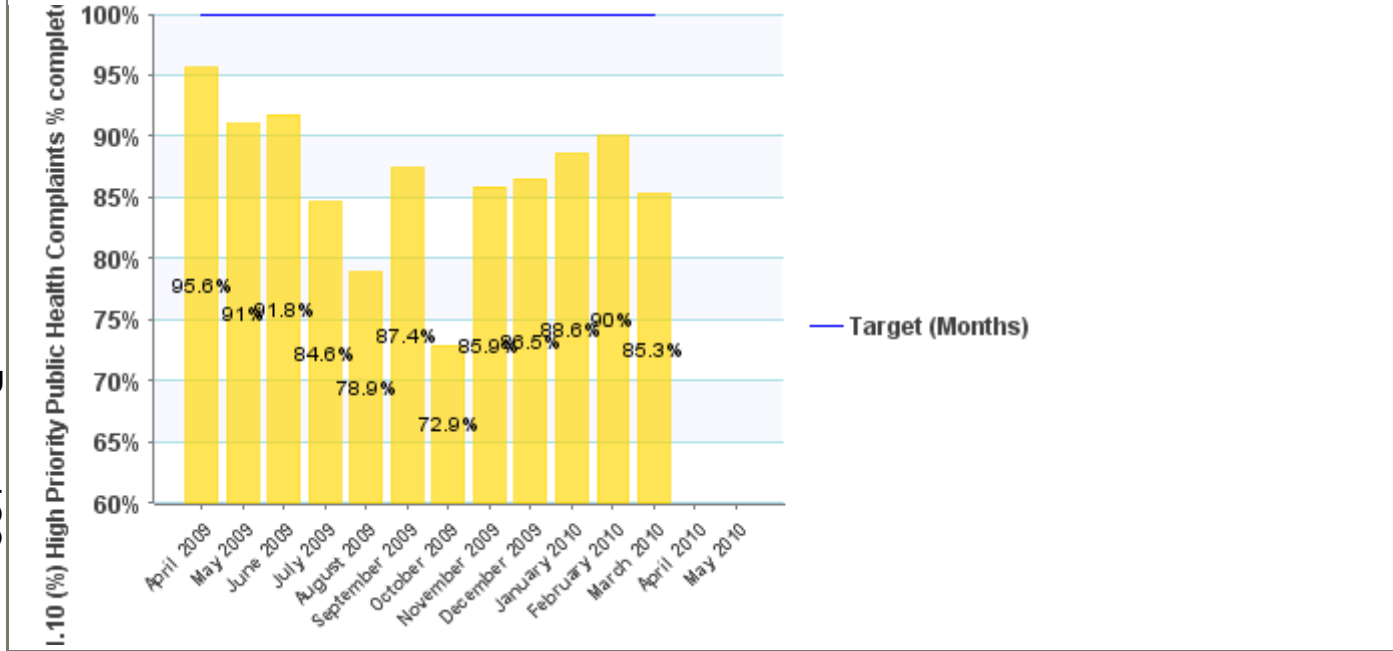
2009/10: The total number of complaints received between April 2009 and March 2010 is lower than last year, which is mainly due to a decrease in wasp complaints during 2009. The percentage of complaints responded to within 5 days remained high at between 94% and 100% while those completed within 30 days range between 80% and 100%.

Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 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	92.6%	Current Target	100%	Traffic Light Icon																															
09	 <table border="1"> <caption>Monthly Response Rates (2009-2010)</caption> <thead> <tr> <th>Month</th> <th>Response Rate (%)</th> </tr> </thead> <tbody> <tr><td>April 2009</td><td>88.9%</td></tr> <tr><td>May 2009</td><td>85.9%</td></tr> <tr><td>June 2009</td><td>93.9%</td></tr> <tr><td>July 2009</td><td>83.1%</td></tr> <tr><td>August 2009</td><td>91.6%</td></tr> <tr><td>September 2009</td><td>90.3%</td></tr> <tr><td>October 2009</td><td>97.6%</td></tr> <tr><td>November 2009</td><td>93%</td></tr> <tr><td>December 2009</td><td>98.1%</td></tr> <tr><td>January 2010</td><td>98.7%</td></tr> <tr><td>February 2010</td><td>95.7%</td></tr> <tr><td>March 2010</td><td>92.6%</td></tr> <tr><td>April 2010</td><td></td></tr> <tr><td>May 2010</td><td></td></tr> </tbody> </table>			Month	Response Rate (%)	April 2009	88.9%	May 2009	85.9%	June 2009	93.9%	July 2009	83.1%	August 2009	91.6%	September 2009	90.3%	October 2009	97.6%	November 2009	93%	December 2009	98.1%	January 2010	98.7%	February 2010	95.7%	March 2010	92.6%	April 2010		May 2010		 <p>March 2010 result</p>	
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Latest Note	<p>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%.</p> <p>2009/10: The number of priority 1 public health complaints received, April 2009 -March 2010, is comparable to last year. The number of priority 1 complaints responded to within 2 days improved from last year varying between 83% and 98% while those completed within 30 days varied between 73% and 96%, showing a slight average decrease on last year (87.6% to 86.6%). 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 at that time. Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010</p> <p>Action: Continue to monitor and challenge performance.</p>																																		

Code	ENV 1.10 (%)	High Priority Public Health Complaints % completed within 30 days			
Description					
Current Value	85.3%	Current Target	100%	Traffic Light Icon	




Latest Note

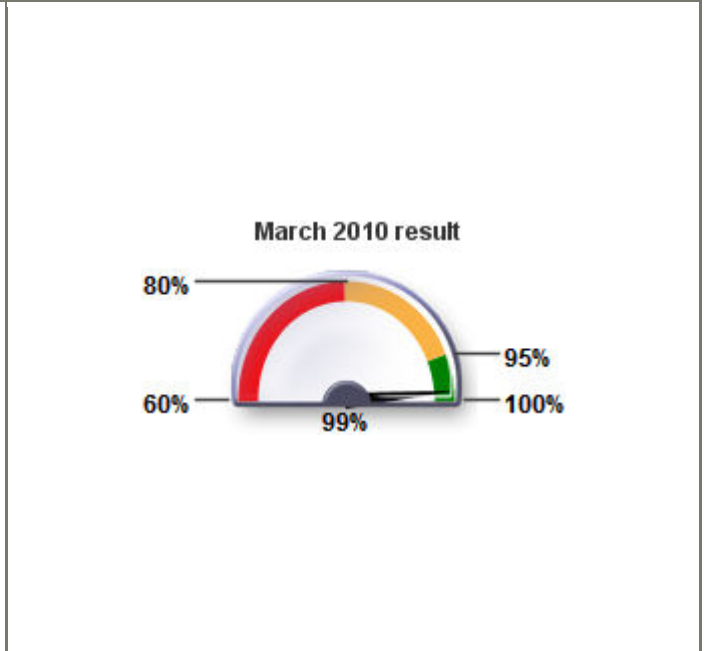
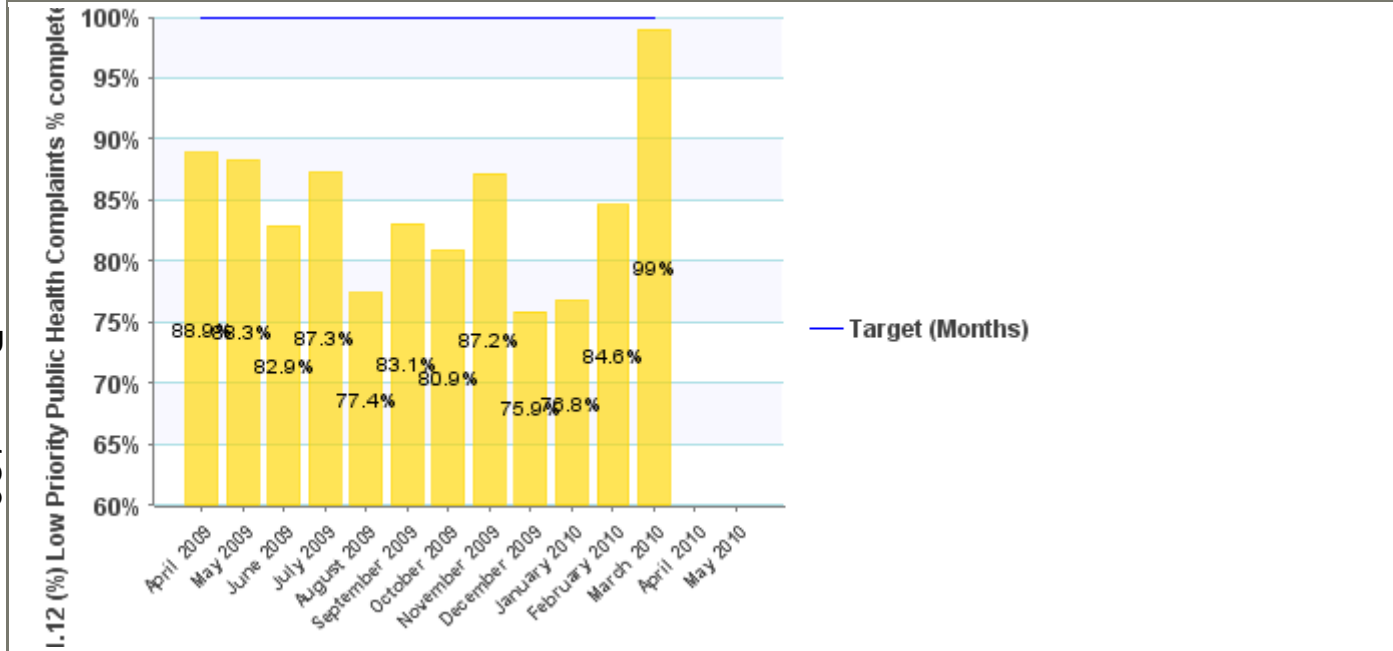
2008/09: The number of priority 1 public health complaints received showed an increase during the summer period. The number of priority 1 complaints responded to within 2 days varied between 74% and 90% in 2008/09 while those completed within 30 days varied between 76% and 93%.

2009/10: The number of priority 1 public health complaints received, April 2009 -March 2010, is comparable to last year. The number of priority 1 complaints responded to within 2 days improved from last year varying between 83% and 98% while those completed within 30 days varied between 73% and 96%, showing a slight average decrease on last year (87.6% to 86.6%). 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 at that time. Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 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	99%	Current Target	100%	Traffic Light Icon	🟢																														
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Latest Note	<p>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%.</p> <p>2009/10: The total number of priority 2 complaints received, April 2009 -March 2010 is comparable to the number received over the same period last year. The complaints responded to within 5 days varied between 89% and 100% while those completed within 30 days varied between 75% and 99% 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. Progress of complaints received since December 2009 has been inhibited by staffing shortages in the Public Health work area since mid December 2009. Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010</p> <p>Action: Continue to monitor and challenge performance.</p>																																		

Code	ENV 1.12 (%)	Low Priority Public Health Complaints % completed within 30 days			
Description					
Current Value	99%	Current Target	100%	Traffic Light Icon	


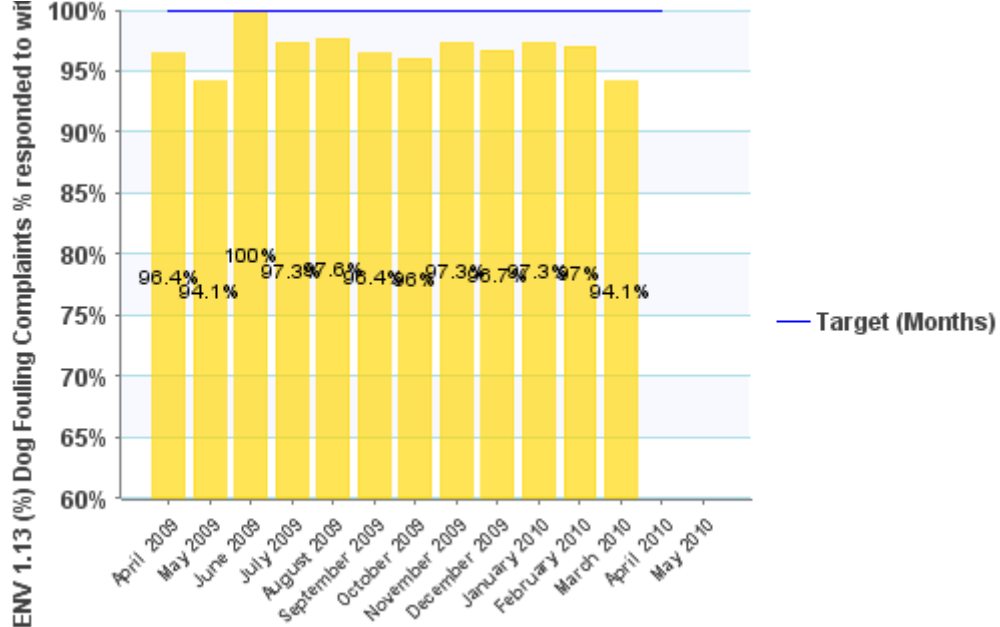
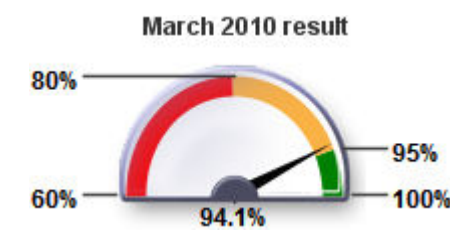



Latest Note

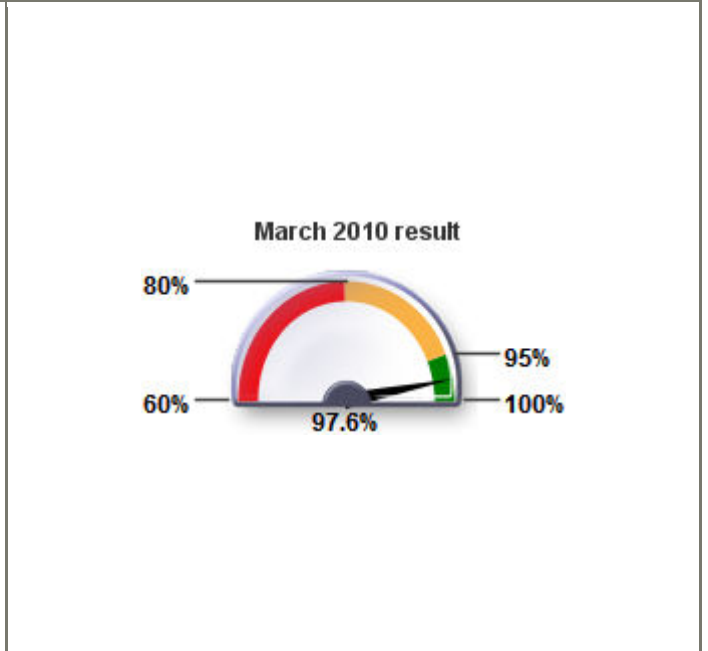
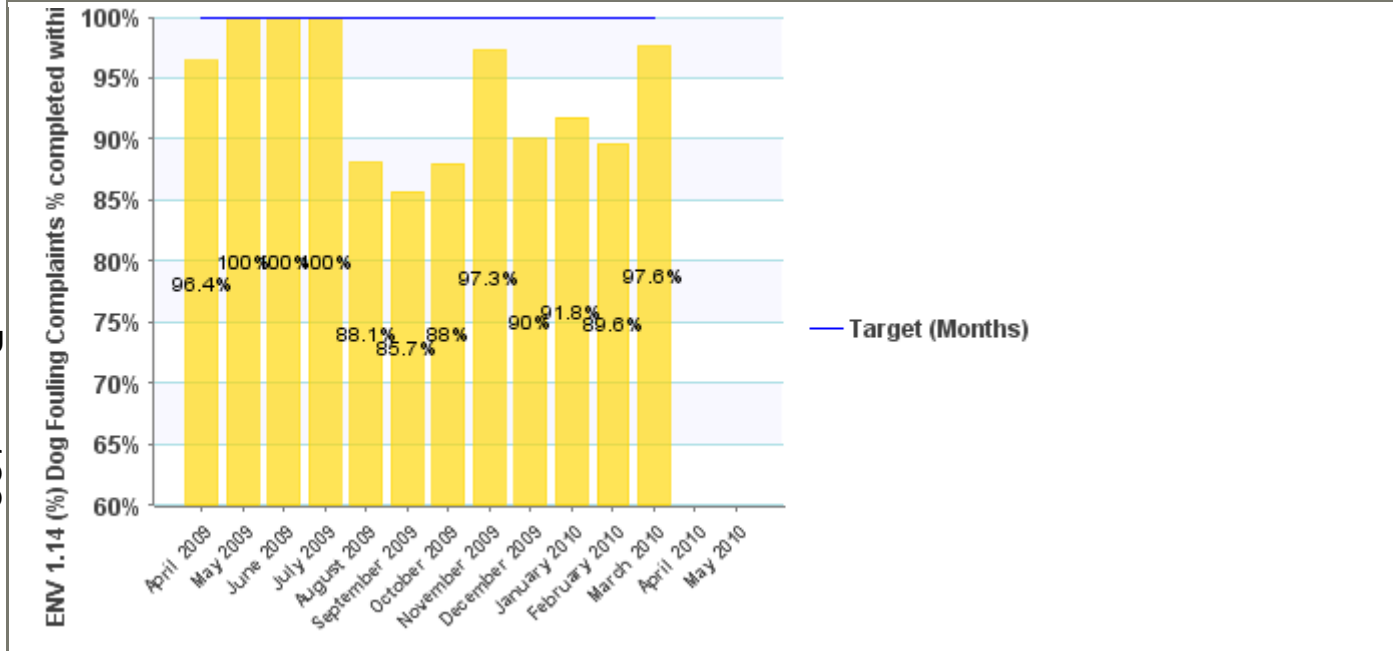
2008/09: The number of priority 2 complaints responded to within 5 days varied between 80% and 100% in 2008/09 while those completed within 30 days varied between 71% and 86%.

2009/10: The total number of priority 2 complaints received, April 2009 -March 2010 is comparable to the number received over the same period last year. The complaints responded to within 5 days varied between 89% and 100% while those completed within 30 days varied between 75% and 99% 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. Progress of complaints received since December 2009 has been inhibited by staffing shortages in the Public Health work area since mid December 2009. Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010

Action: Continue to monitor and challenge performance.

Code	ENV 1.13 (%)	Dog Fouling Complaints % responded to within 2 days			
Description					
Current Value	94.1%	Current Target	100%	Traffic Light Icon	
					
Latest Note	<p>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%.</p> <p>2009/10: The number of dog fouling complaints over the April 2009 to March 2010 period is comparable to the same period in 2008/09. The percentage of complaints responded to within the 2 day period has improved in 2009/10 due to changes in working practices whereby dog wardens can be contacted directly, in the field, and are thus able to respond quicker to priority issues. Complaints completed within 30 days vary between 86% and 100%. Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010</p> <p>Action: Continue to monitor and challenge performance.</p>				

Code	ENV 1.14 (%)	Dog Fouling Complaints % completed within 30 days			
Description					
Current Value	97.6%	Current Target	100%	Traffic Light Icon	




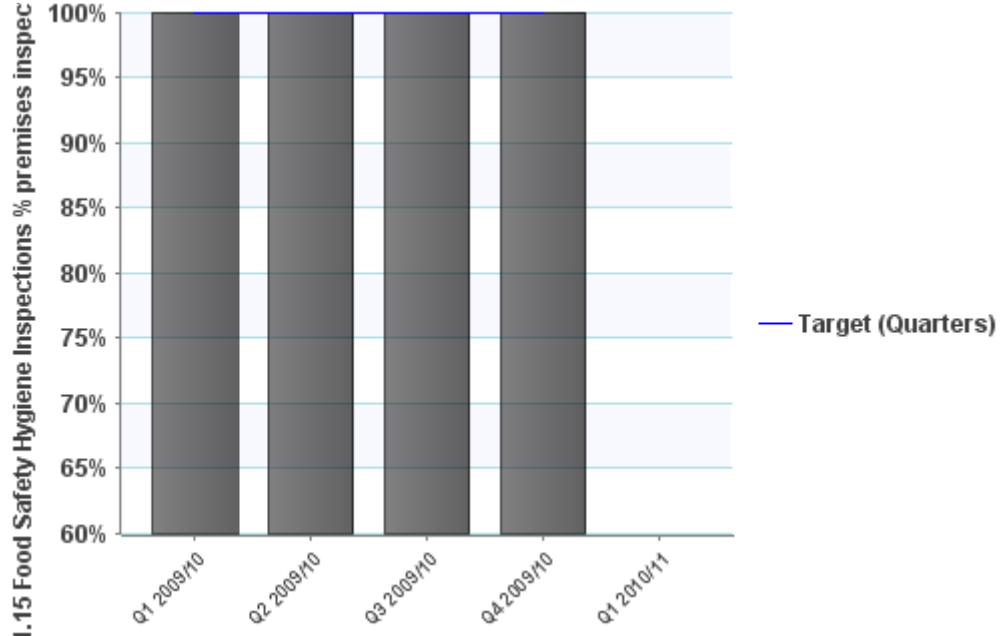

Latest Note

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%.


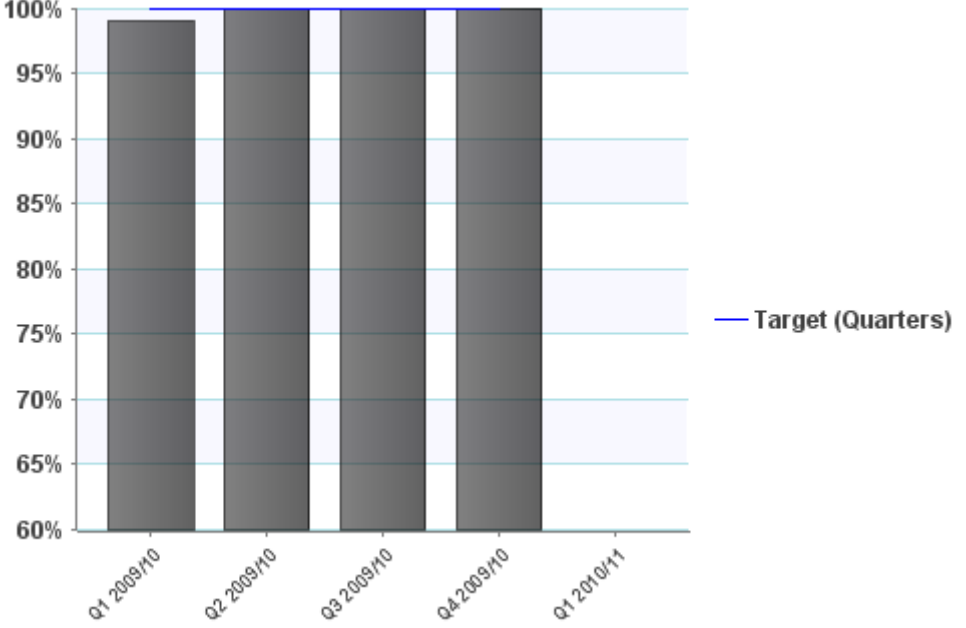

2009/10: The number of dog fouling complaints over the April 2009 to March 2010 period is comparable to the same period in 2008/09. The percentage of complaints responded to within the 2 day period has improved in 2009/10 due to changes in working practices whereby dog wardens can be contacted directly, in the field, and are thus able to respond quicker to priority issues. Complaints completed within 30 days vary between 86% and 100%.

Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010


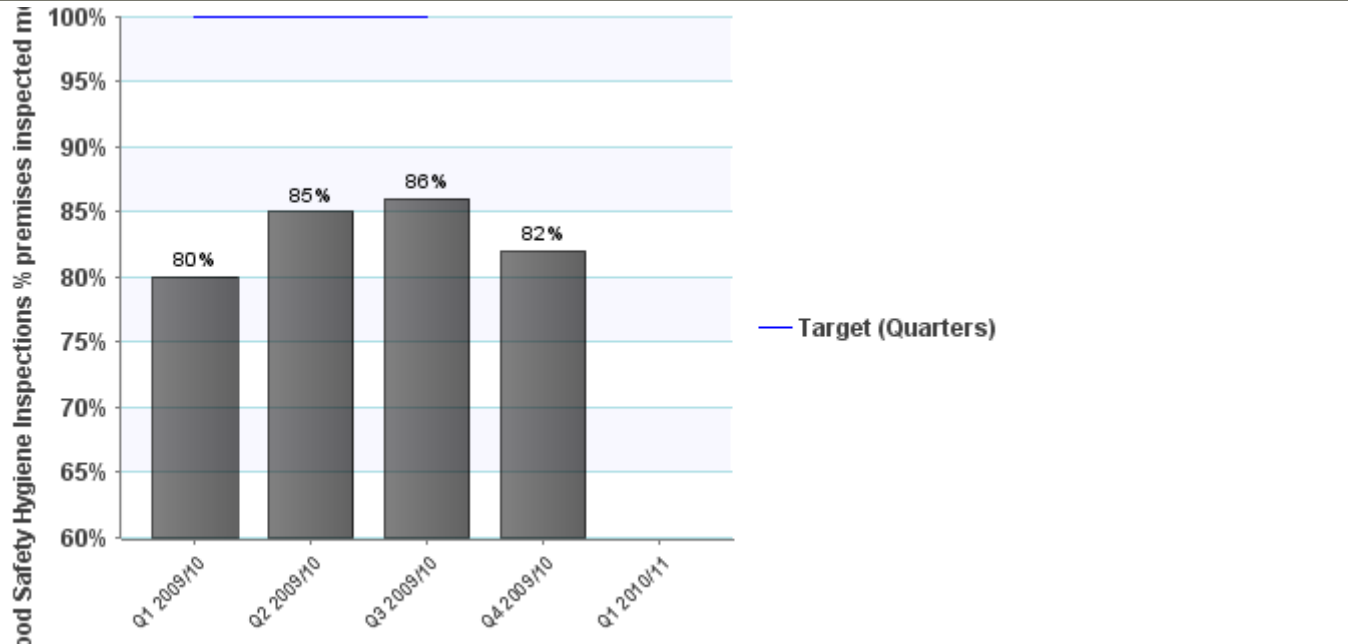
Action: Continue to monitor and challenge performance.

Code	ENV 1.15	Food Safety Hygiene Inspections % premises inspected 6 monthly			
Description					
Current Value	100%	Current Target	100%	Traffic Light Icon	
 <p>1.15 Food Safety Hygiene Inspections % premises inspected</p> <p>— Target (Quarters)</p>			 <p>Q4 2009/10 result</p>		
Latest Note					


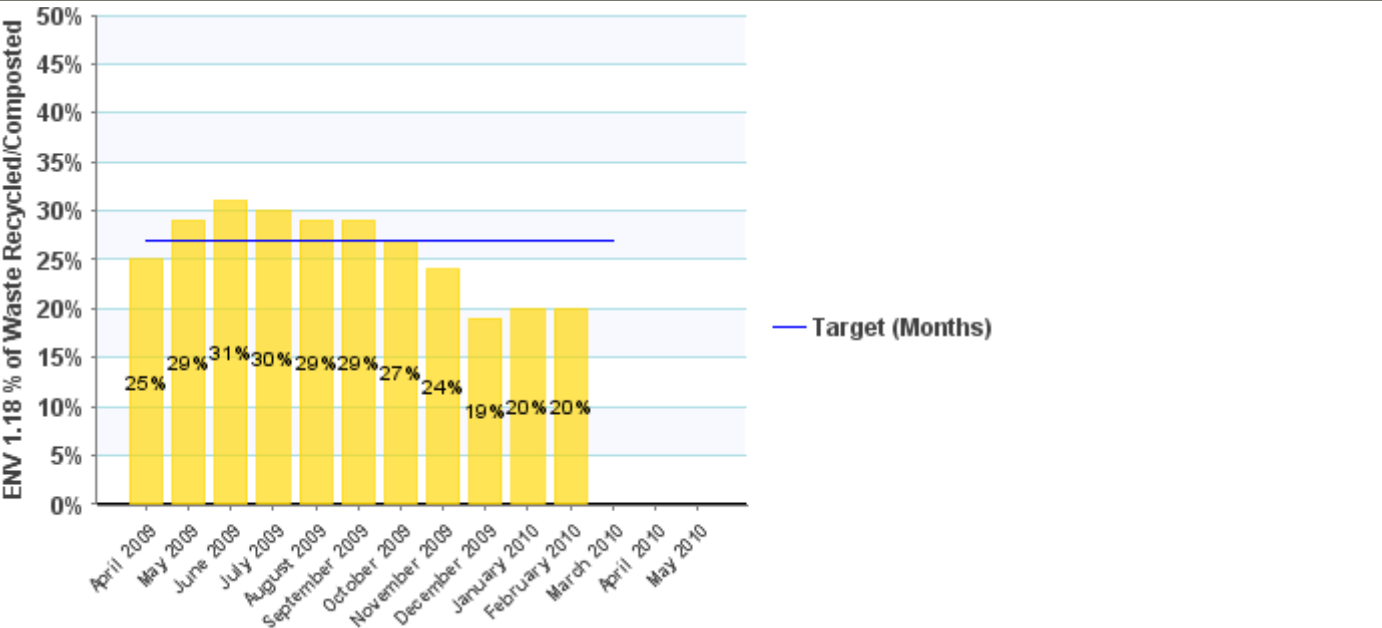
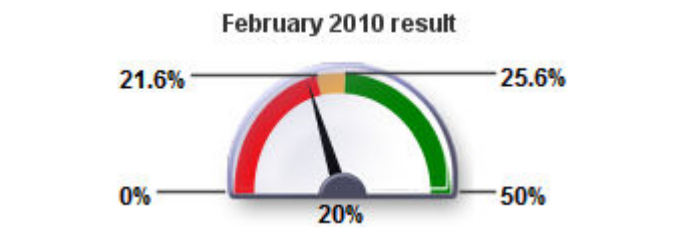
Code	ENV 1.16	Food Safety Hygiene Inspections % premises inspected 12 monthly			
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Description						
Current Value	100%	Current Target	100%	Traffic Light Icon		
.16 Food Safety Hygiene Inspections % premises inspect						
		Latest Note				



Code	ENV 1.17	Food Safety Hygiene Inspections % premises inspected more than 12 monthly
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Description																
Current Value	82%	Current Target		Traffic Light Icon 												
 <p>Food Safety Hygiene Inspections % premises inspected m</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>% premises inspected m</th> </tr> </thead> <tbody> <tr> <td>Q1 2009/10</td> <td>80%</td> </tr> <tr> <td>Q2 2009/10</td> <td>85%</td> </tr> <tr> <td>Q3 2009/10</td> <td>86%</td> </tr> <tr> <td>Q4 2009/10</td> <td>82%</td> </tr> <tr> <td>Q1 2010/11</td> <td>-</td> </tr> </tbody> </table> <p>— Target (Quarters)</p>					Quarter	% premises inspected m	Q1 2009/10	80%	Q2 2009/10	85%	Q3 2009/10	86%	Q4 2009/10	82%	Q1 2010/11	-
Quarter	% premises inspected m															
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Latest Note																


Code	ENV 1.18	% of Waste Recycled/Composted
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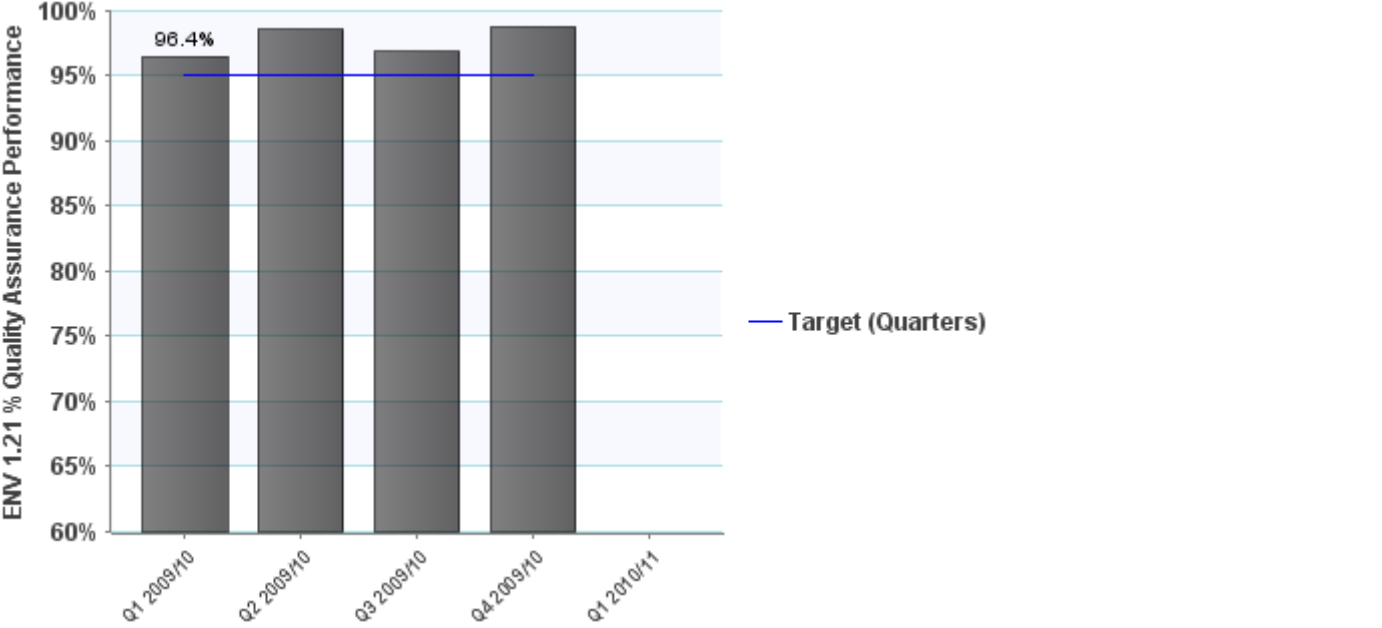
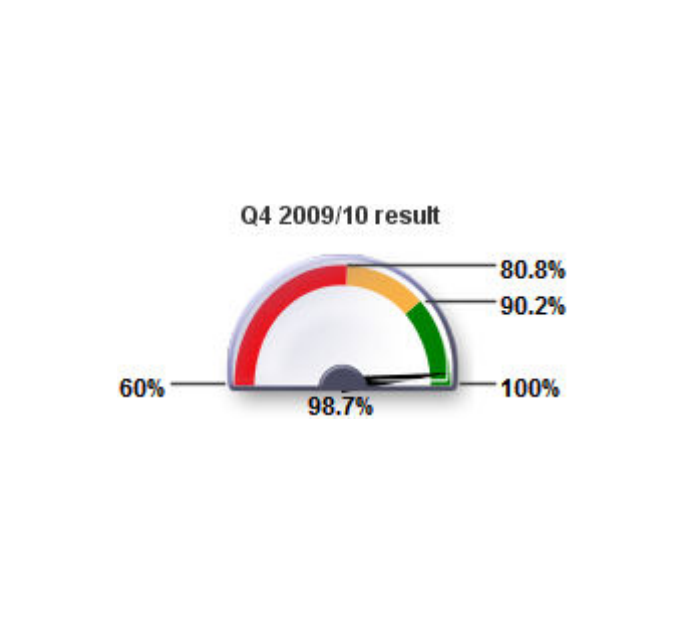
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Current Value	20%	Current Target	27%	Traffic Light Icon																															
 <p>ENV 1.18 % of Waste Recycled/Composted</p> <p>— Target (Months)</p> <table border="1"> <caption>Waste Recycled/Composted Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <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> <tr><td>September 2009</td><td>29%</td></tr> <tr><td>October 2009</td><td>27%</td></tr> <tr><td>November 2009</td><td>24%</td></tr> <tr><td>December 2009</td><td>19%</td></tr> <tr><td>January 2010</td><td>20%</td></tr> <tr><td>February 2010</td><td>20%</td></tr> <tr><td>March 2010</td><td>20%</td></tr> <tr><td>April 2010</td><td></td></tr> <tr><td>May 2010</td><td></td></tr> </tbody> </table>			Month	Percentage	April 2009	25%	May 2009	29%	June 2009	31%	July 2009	30%	August 2009	29%	September 2009	29%	October 2009	27%	November 2009	24%	December 2009	19%	January 2010	20%	February 2010	20%	March 2010	20%	April 2010		May 2010		 <p>February 2010 result</p> <p>21.6% — 25.6% — 50%</p> <p>0% — 20%</p>		
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May 2010																																			
Latest Note																																			

Code	ENV 1.19	Refuse Complaints received per 1000 households in each 4 week period
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Description					
Current Value	27.6	Current Target	20	Traffic Light Icon	
		<p>27.6</p>			
Latest Note					

Code	ENV 1.20	Turnaround Times
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Description	Period for completing analysis process related to target expectation.				
Current Value	94.76%	Current Target	90%	Traffic Light Icon	
<p>ENV 1.20 Turnaround Times</p> <p>— Target (Months)</p>	<p>February 2010 result</p>				
Latest Note	Low score due to ICT failure, meeting schedule and leave of Public Analyst.				

Code	ENV 1.21 %	Quality Assurance Performance			
Description	Percentage of accredited quality assurance testing completed to a satisfactory standard.				
Current Value	98.7%	Current Target	95%	Traffic Light Icon	
					
Latest Note					

Code	ENV 1.22 %	Productivity Hours																											
Description	Percentage of labour resource involved in technical result generation.																												
Current Value	83.88%	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>Q4 2009/10</td> <td>83.88%</td> </tr> <tr> <td>Q1 2010/11</td> <td>-</td> </tr> </tbody> </table>				Quarter	Productivity Hours (%)	Q1 2009/10	88%	Q2 2009/10	84%	Q3 2009/10	87.24%	Q4 2009/10	83.88%	Q1 2010/11	-	<table border="1"> <caption>Gauge Chart Data</caption> <thead> <tr> <th>Value</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>0%</td> <td>Red</td> </tr> <tr> <td>60%</td> <td>Yellow</td> </tr> <tr> <td>71.25%</td> <td>Green</td> </tr> <tr> <td>83.88%</td> <td>Green</td> </tr> <tr> <td>100%</td> <td>Green</td> </tr> </tbody> </table>		Value	Color	0%	Red	60%	Yellow	71.25%	Green	83.88%	Green	100%	Green
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Latest Note																													

COMMITTEE **Housing and Environment** DATE **25th May 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 Business 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
- Preparation and implementation of the Scheme of Assistance to Private Sector Housing
- Homelessness Management Realignment
- Housing Service SLA's
- Development and Implementation of On-line Housing Application Form
- Develop and implement automated parking facilities
- Tenant Mutual Exchanges
- On-line mutual Exchange Project
- 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

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8. REPORT AUTHOR DETAILS

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9. BACKGROUND PAPERS

N/A

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Committee Improvement Plan Report



Report Type: Actions Report




Report Author: David Leslie





Generated on: 13 May 2010











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.
Gas Maintenance	Implement a rolling programme of qualitative checks to monitor performance of gas maintenance contractor. Record gas maintenance records on Consillium 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	01 Jul 2009	20 Oct 2009	11 Jan 2010	33 %		Discussions ongoing with Corporate Governance re whether Infosmart is the appropriate solution for the Housing service.


Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
	to other services as agreed.						
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 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 %		Both contracts for the cleaning service and the security system are currently with our legal section. Cleaning - formal confirmation of Measures they will operate in the contract have been requested from the preferred supplier. A Contract Manager has been interviewed for and selected, and a start date will be confirmed as soon as the contract is





Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
							<p>concluded. Further information / consultation with staff and unions will take place at this time. A mobilisation meeting will be held with the Contractor and information on the new services will be provided to tenants and residents once the contract is concluded and a start date for the service confirmed. The current estimate for when the new cleaning service will start is mid / end of June.</p> <p>Security - A complaint and a Freedom of Information request has been received in relation to the new security system. This will need to be investigated and legal services advise that this will cause a delay in the implementation of the security system.</p>
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	98 %		Report and Recommendations being prepared for SMT consideration.
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
Redesign of the Housing Service - Phase 1	Review and redesign of the housing service including New Ways of Working and mobile working.	29 Sep 2009	29 Oct 2009	25 May 2010	72 %		Bulletin report was submitted at last committee meeting outlining progress. Staff and tenant workshops have been carried out and feedback analysed.


Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
							Preparations need to begin for reporting on structural options to the next committee cycle.
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	25 %		System build continues - testing of current build commencing around end February 2010
Review and Improve Tenant Participation Strategy	To Review the Tenant Participation Strategy	01 Apr 2009	01 Apr 2009	31 Aug 2010	25 %		TPO resources identified and meetings taking place with tenants on mapping out requirements for task. TPO's realigned and now line managed by M.Smith who will control and oversee this project.
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	30 Sep 2010	53 %		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.
Develop a Property Management service for	This project will explore options to establish a property management service that Aberdeen City	04 Oct 2009	08 Jan 2010	30 Sep 2010	25 %		Consultation to establish interest in property management currently being

Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
flatted stock	Council can offer, in the first instance, to owners in mixed tenure properties to assist in carrying out common repairs.						designed.
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
Procurement of Homelessness Services	Commission and monitor services to fit strategically with the Homelessness & Resettlement Strategy & Action Plan and ensure that Best Value is provided	01 Apr 2009	01 Apr 2009	29 Oct 2010	39 %		Information and Advice procurement of services - Officer waiting for outcome of senior management discussions around procurement of independent advice and advocacy services - will progress once lead is provided.
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 %		
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--

Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
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	66 %		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	42 %		Members consultation period has now ended, officers are currently exploring ways of improving medical assessments for housing priority, prior to meeting with Councillor Malone, McDonald and Housing SMT to discuss the next stage of the project.
Asset Management Plan	<p>To develop:</p> <ol style="list-style-type: none"> 1. An asset management approach to capital investment decision making and prioritisation. This will be achieved through the development of: <ul style="list-style-type: none"> · 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 <ul style="list-style-type: none"> · Future capital and repair budgets to be linked to known outcomes; and 		21 Oct 2009	31 Mar 2012	34 %		

Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
	· Engagement with owners well in advance of planned works impacting their homes; and 3. An integrated database solution for the Housing Asset Management Service						
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 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

Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
							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 %		Aberdeenshire/Moray CHR was due to go live at the end of April 2010, however this target has not been met. Continue to monitor progress.
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 %		Ground to a halt with this - CM working on other priorities, also difficulty with supplier (ESRI) and provision of conflicting information.
Development and implementation of the iWorld Advice module	Implementation of Northgate Housing Advice module	23 Nov 2009	23 Nov 2009	31 Mar 2012	60 %		System build being progressed
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	01 Apr 2008	01 Apr 2008	31 Dec 2012	50 %		2009/2010 priority need report will be downloaded to Covalent at the end of May.

Project Title	Project Description	Planned Start Date	Actual Start Date	Due Date	Progress	Status Icon	Latest Note
	priority need is to be abolished.						
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 %		<i>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</i>

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COMMITTEE **Housing and Environment Committee**

DATE **25 May 2010**

DIRECTOR **Pete Leonard**

TITLE OF REPORT **Housing and Environment Business Plan 2010 - 11**

1. PURPOSE OF REPORT

The purpose of this report is to present committee the Housing and Environment Business Plan for 2010 -11.

2. RECOMMENDATION(S)

It is recommended that the Committee:

1. Approve the Housing and Environment Business Plan for 2010-11.
2. Instruct officers to build this plan into the fully costed five year Business Plan which is currently being developed.
3. Instruct officers to continue to report every second cycle on the related Service Improvement Plan.

3. FINANCIAL IMPLICATIONS

There are no direct financial implications arising from this report.

4. SERVICE & COMMUNITY IMPACT

The Business Plan identifies factors which influence service needs, development and delivery. It sets the priorities which the Directorate will undertake in order to achieve the Council's key strategic objectives which are reflective of the National Priorities set by the Scottish Government, the Concordat and the Single Outcome Agreement.

5. OTHER IMPLICATIONS

The Business Plan identifies the Directorate's legislative responsibilities. There are also potential personnel implications from some of the improvements projects.

6. REPORT

The Housing and Environment Business Plan covers a one year planning cycle from 2010 -11 and builds on previously developed and approved separate plans for Housing and Environment services.

This Business Plan sets the context for service delivery and outlines the priorities for the service whilst the five year plan is developed. Also outlined is base-line information on what our customers think of us and key performance measures that will be used to monitor service delivery.

Within the Business Plan, Section 5 contains the Directorate Action Plan which expands upon the strategic priorities and incorporates the key improvement work to take place across the Directorate during the period covered by this Business Plan. The Action Plan for the Directorate has been in place since April 2009 and significant progress has already been made. The service will continue to report on improvement plan progress to every second cycle of the committee. The final section of the Business Plan contains the an extract from the Corporate Risk Register aligned to Housing and Environment, which outlines the potential risks in delivering on our objectives and the controls that are in place to mitigate these risks.

Copies of the Business Plan are available to view in the members library and also within the electronic version of the committee papers.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

Housing Service Plan
Environment Service Plan
Housing Improvement Plan

ABERDEEN CITY COUNCIL

COMMITTEE	Housing and Environment
DATE	25 May 2010
DIRECTOR	Pete Leonard
TITLE OF REPORT	Housing Capital and Revenue Programmes 2010/11
REPORT NUMBER:	H&E/10/079

1. PURPOSE OF REPORT

This report has been submitted to request that

- a) appropriate authorisation be given to the Director of Housing and Environment in terms of tendering and letting the Gas Central Heating replacement framework.
- b) approval be given to the estimated expenditure from the Housing Capital and Revenue budgets set out in Appendices A and B to this report, and
- c) authorisation be given to the Director of Housing and Environment to carry out the appropriate procedures to procure these works in conjunction with the Convener or Vice Convener of the Housing and Environment committee.

2. RECOMMENDATION(S)

It is recommended that committee:

- a) authorise the Director for Housing and Environment to carry out a European Procurement to appoint one or more contractors for the Gas Central Heating replacement framework; and
- b) approve the estimated expenditure from the Housing Capital and Housing Revenue Expenditure budgets set out in Appendices A and B to this report, and
- c) authorise the Director of Housing and Environment to carry out the appropriate procedures to procure these works in conjunction with the Convener or Vice Convener of the Housing and Environment committee.

3. FINANCIAL IMPLICATIONS

The Housing Capital programme will be managed within the capital framework as set out in the Prudential Code, subject to the revenue budgeting process. The funding of the programme derives from several sources that include:

- Possible grants from the Scottish Government (i.e. new build),
- Revenue contributions from the Housing revenue Account, and
- External funding (i.e. Energy Efficiency Commitment (EEC) funding from energy suppliers).

The Housing Repairs programme is financed entirely from the Housing Revenue Account.

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.

Specifically within the Single Outcome Agreement there is a need to enhance the quality of housing and environment for individuals and the community. Furthermore within the Council's Vibrant Dynamic and Forward Looking policy document there is a commitment to increase the speed of the modernisation programme and adherence to the Scottish Housing Quality Standard.

5. OTHER IMPLICATIONS

The Housing Capital Programme provides the catalyst to deliver many of the objectives in the Housing Business Plan. Failure to adequately maintain and improve the Council's housing stock may lead to the Council breaching Health & Safety regulations, poorer housing conditions in Aberdeen, and resulting in lower demand. Failure to deliver an effective programme will lead to tenant dissatisfaction.

The Housing Repairs element of the Housing Revenue Account is a statutory requirement and failure to comply could result in subsequent action against the Council for not fulfilling its legal obligation.

6. REPORT

On 11 February 2010 Council approved the sums set out in the Housing Capital and Revenue Expenditure budget for 2010/11 and indicative sums for 2011-2013. A copy of the budgets has been attached at Appendix A and B.

Gas Central Heating Replacement Programme

Work has been ongoing in preparation for the appointment of contractors to participate in the Council's multi supplier framework for the replacement of gas

central heating systems within the Council's housing stock. It is proposed that the contract will be let for a period of up to three years. Continuation of the contract will be at the Council's discretion at the end of each year. This will give the Council the ability to review its budgetary commitments and the value of works it can afford annually under the contract.

The indicative value of this work currently set out in the Housing Capital Expenditure budget over the next three years is £14.55 million.

Given this figure it will be necessary for the successful contractors to be appointed under a full EU procurement process. The estimated programme for procurement is as follows:

Date	Action
4th May	Publish Contract Notice
7th June	Pre Tender Questionnaire returned
21st June	Issue Invitation to Tender
3rd August	Tenders returned
4th August	Tenders opened
9th August	Evaluation commences
25th August	Advise Successful/Unsuccessful tenderers
9th September	End of Standstill Period
4th October	Anticipated Contract Commencement

To ensure that this programme remains on track it is proposed that committee approve the proposed expenditure subject to estimated budget and give authorisation for the Director for Housing and Environment to carry out a European Procurement to appoint up to three contractors to carry out the works.

Works under the Housing Capital and Revenue Budgets.

The range of works and services procured under the Housing Capital Programme are diverse and complex. These can range from relatively simple works, such as door replacement, to large multi trade frameworks such as the modernisation programme, or programmes which require specialist consultants and contractors like the multi storey structural repairs contracts.

In order for these budgets to be expended it is necessary for the Director of Housing and Environment to let tenders for the works and services covered by the various budget headings in a timely fashion.

Tenders for the Housing Capital and Housing Revenue Programmes are received virtually on a weekly basis. Gaining approval for each and every individual tender would impact adversely on the progress of budget expenditure by delaying acceptance of the preferred contractor..

To avoid this it is proposed that the members of the committee instruct that all sums shown against the various headings in appendices A and B be regarded as estimated expenditure for the works and services required under these headings

in the 2010/11 financial year. The headings where works or services would be tendered have been indicated with an asterisk on each appendix.

It is also proposed that the committee authorises the Director of Housing and Environment, in conjunction with the Convener and Vice Convener of this committee, to procure those works and services to expend both the Housing Capital and Repairs budgets, approved by Council on 11 February 2010.

Budget Monitoring

In order to ensure that the committee is kept informed of the progress on expenditure within the Housing Capital Expenditure budget the Director of Housing and Environment and the Head of Finance will continue to submit a joint update report on the budget position to each committee cycle. These reports will detail any amendments to the budget amounts when appropriate.

In terms of the Housing Repairs element of the Housing Revenue Account, an internal report is issued regularly for budget monitoring purposes. The report details the following information:

Actual Spend
Commitment Cost
Projected Spend

This allows the Director of Housing and Environment and Head of Finance to ensure that this budget is being managed and monitored appropriately.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

Report on the Draft Housing Revenue and Housing Capital Budget 2010/11 to 2012/13 submitted to the Council Budget Meeting of 11 February 2010

APPENDIX A

Draft Housing Capital Budget 2010/11 to 2012/13

Project	2010/11	2011/12	2012/13	
SCOTTISH HOUSING QUALITY STANDARDS				
1 Compliant with the tolerable standard				
1.1 B.T.S Houses	50	50	50	*
For the refurbishment works to below tolerable standard properties				
1.2 H.A.A. Council Flats	50	50	50	*
For the refurbishment works to properties in the Housing Action Area				
	100	100	100	
2 Free from Serious Disrepair				
<u>Primary Building Elements</u>				
2.1 Structural Repairs Multi Storey	2,700	3,603	2,995	*
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.				
2.1.1 Structural Repairs General Housing	1,440	1,440	1,200	*
Structural works carried out in order to keep the building stable and structurally sound.				
<u>Secondary Building Elements</u>				
2.2 Upgrading Of Flat Roofs General	150	150	150	*
Replacement of existing roof covering and upgrading of insulation to meet current building regulations.				
2.3 Upgrade Flat Roofs Multi Storey	700	700	510	*
Full replacement of the flat roofs and also checking the replacement of roof ventilation as required				
2.4 Major Repairs-	500	500	500	*
Roofs Renewal/Gutters/RWP/Roughcast				
Undertaking large scale repairs to Roofs/Gutters/RWP/Roughcast				
2.5 Mono Pitched Types	500	500	250	*
Replacement of the external render of the building, replacement of gutters and downpipes, environmental works				
2.6 Window Replacement General	830	800	600	*
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.				
2.7 Window Replacement Multi Storey	300	400	400	*
A rolling programme to replace existing double glazing to meet current standards. This is based on a cyclical programme.				

2.8 Balcony Storm Doors	60	60	60	*
Replacement of existing doors with more secure, solid doors				
2.9 Balcony Glass Renewal - Multi Storey	0	90	90	*
Replacement of existing balcony glazing on a cyclical basis				
	<hr/>	<hr/>	<hr/>	
	7,180	8,243	6,755	

3 Energy Efficient

Effective insulation

3.1 Condensation Measures	0	0	220	*
3.2 General Houses Loft Insulation	50	50	50	*
Installation of loft insulation where there is none previously or the topping up of existing insulation to comply with current building regulations				
<u>Efficient Heating</u>				
3.3 Heating Systems Replacement	4,300	5,300	4,950	*
Replacement of boiler/whole system as deemed necessary.				
3.4 Medical Need Heating	10	10	10	*
Installation of gas/electric heating depending on the medical assessment.				
This can be installing a completely new system, modifying or extending an existing system.				
3.5 Energy Efficiency Multi Blocks	2,220	2,220	2,220	
Contribution to Aberdeen Heat & Power for the creation of Combined Heat & Power Plants				
3.6 Energy Efficiency Sheltered	200	200	200	*
Introduction of energy efficiency measures in extra care housing such as new or upgraded heating systems.				
<u>Additional Energy Efficiency measures</u>				
3.7 S.C.A.R.F	35	35	35	*
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, Draughtproofing and compact fluorescent bulbs. Also, providing tenants with energy efficiency advice and information.				
3.8 Solid Wall Insulation	50	50	50	*
Installation of solid wall insulation where there was none previously.				
3.9 Vestibule Doors	15	15	15	*
Installation of new doors where there were none before.				
	<hr/>	<hr/>	<hr/>	
	6,880	7,880	7,750	

4 Modern Facilities & Services

Bathroom and Kitchen Condition

4.1 Modernisation Programme	21,952	18,070	16,401	*
Replacement of bathrooms and kitchens.				
	<hr/>	<hr/>	<hr/>	
	21,952	18,070	16,401	

5 Healthy, Safe & Secure

Healthy

5.1 Condensation Measures	50	50	50	*
Installation of heating systems and ventilation measures to combat condensation.				
<u>Safe</u>				
5.3 Rewiring	1,100	1,100	1,000	*
Replacement of cabling, fittings and distribution boards as necessary. This work is carried out in every property on a cyclical basis				
5.4 Lift Replacement Multi Storey/Major Blocks	600	600	600	*
Replacement of lifts where they are beyond economical repair. This can be full replacement or replacement of specific parts of the lift.				
5.6 Services	36	50	50	*
Cyclical maintenance/replacement of the following services				
Ventilation Sytems, water tanks/pipework, refuse chutes/chamber, Dry risers systems, Standby Generators				
5.7 Entrance Halls/Concierge	50	50	50	*
Provision of security service - under discussion				
5.8 Laundry Facilities	25	75	50	*
Replacement of laundry equipment				
5.9 Lighting Of Common Stairs	10	10	10	*
Installation of lighting controlled by photo cell ie switches on and off automatically depending on the level of natural light.				
5.10 Provision Of External Lighting	30	26	26	*
Installation of lighting in areas where there was none before.				
<u>Secure</u>				
5.11 Door Entry Systems	40	40	40	*
Installation of door entry and replacement of existing doors where required				
5.12 Replace Door Entry Systems - Major Blocks	218	240	220	*
Installation of door entry and replacement of existing doors where required				
5.13 Other Initiatives	900	900	400	
Upgrading of stairs and installation of security doors				
	3,059	3,141	2,496	

NON SCOTTISH HOUSING QUALITY STANDARDS

6 Community Plan & Single Outcome Agreement

6.1 Housing For Varying Needs	100	0	0	*
New build including extra care housing.				
6.2 S.U.R.E.	350	200	200	*
Refurbishment of properties or environmental improvements in designated areas.				
6.3 Masionette blocks - Regeneration/Affordable Housing	450	400	400	*
Early Action projects linked to Regeneration and Masterplanning Briefs for Regeneration				
6.4 Regeneration Strategy	200	200	200	*
Provision of consultation events required for promoting Regeneration in Priority Areas				
6.5 Acquisition of Land/Houses	1,000	1,000	1,000	
Acquisition of Land/Houses for the new build programme				
6.6 CCTV – Concierge	400	150	150	*
Provision of CCTV for the new Concierge service				
6.7 Adaptations Disabled	1,450	1,450	1,250	

Installation of level access showers, ramps, stair lifts and kitchen adaptations				
6.8 Special Initiatives/Barrier Free Housing	300	250	250	*
Provision of specialist facilities or housing for tenants with particular needs ie extensions				
6.9 Housing For Varying Needs- Amenity/Adaptations	350	350	200	
Conversion of properties to Amenity Level standard				
6.10 Housing For Varying Needs- Extra Care/Adaptations	170	170	170	
Adaptations required to ensure existing sheltered housing stock meets current standards				
6.11 Roads	200	150	150	*
Upgrade of Roads to an adoptable standard				
6.12 Paths	150	150	150	*
Formation or upgrading of paths				
6.13 Garages	150	50	50	*
Upgrade of Garages				
6.14 New Affordable Housing	10,115	7,540	89	*
	<hr/>	<hr/>	<hr/>	
	15,385	12,060	4,258	
7 Service Development				
7.1 Conditions Surveys	50	50	50	*
Surveying of Council houses to identify failures against Scottish Housing Quality Standard				
7.2 Property Database	150	200	100	*
Various items of IT equipment including hardware and software				
7.3 Integrated Housing System	80	100	80	*
Various purchase of PC's and software packages				
7.4 Corporate IT				
	<hr/>	<hr/>	<hr/>	
	280	350	230	
9 Service Expenditure				
Corporate Fees	8,207	6,970	6,717	
	<hr/>	<hr/>	<hr/>	
	8,207	7,070	6,717	
Gross Programme	63,043	56,814	44,707	
Less Slippage	(8,196)	(6,536)	(5,143)	
Net Programme	54,847	50,278	39,564	

NB Work against all budget headings highlighted with an asterisk will be tendered in conjunction with the Council's Standing Orders.

Appendix B

HOUSING REPAIRS DRAFT BUDGET		Base Budget 2010/11 £'000	Base Budget 2011/12 £'000	Base Budget 2012/13 £'000	
PLANNED AND CYCLICAL MAINTENANCE					
1	External Joinerwork Repairs including external paintwork etc.	1,250	1,250	1,250*	Both In-house and external contractors
2	Boiler Maintenance - Extra Care Housing	200	200	200*	
3	Controlled Entry Systems – Maintenance	200	200	200*	
4	Fire Precautions - Servicing & Renewal of Equipment incl Smoke Detectors & Dry Risers	145	145	145*	
5	Flat Roofs/Dormers – Renewal & Insulation	15	15	15*	
6	Common Rooms - Replacement of Furniture	90	90	90*	
7	Gas Servicing, Maintenance and Repair	2,800	2,800	2,800*	
8	Laundry Equipment Replacement & Maintenance	45	45	45	
9	Legionella Testing incl. Repair/Renewal of Tanks	150	150	150*	
10	Lift Maintenance	170	170	170*	All in-house apart from 2 multitis
11	Mutual Repairs outwith Housing Action Areas	30	30	30	
12	Pumps & Fans - Maintenance & Renewal	70	70	70	
13	Extra Care Housing - Replacement of Carpets, furnishings etc	70	70	70*	
14	Standby Generators – Maintenance	55	55	55*	
15	Warden call systems- maintenance and Repair	90	90	90*	
16	Provision of Community Alarm	130	130	130*	
17	Environmental Improvements	1,250	1,250	1,250	
18	Relets	3,817	2,817	1,817*	Cleaning and vinly flooring outsourced
19	Asbestos	300	300	300*	
DAY TO DAY RESPONSE MAINTENANCE					
20	Blacksmith General incl. Renewing & Repairing Rotary Driers/Handrails	280	280	280	
21	Car Park Repairs	8	8	8	
22	Chimneyheads - Repointing and Rebuilding	5	5	5	
23	Condensation - Treatment of Walls	65	65	65	
24	Electrical Work - General Repairs	1,510	1,510	1,510	
25	Emergency Work - Out of Hours Service	620	620	620	
26	External/Internal Response Paintwork	350	350	350	
27	Fire Damage Repairs	50	50	50	
28	Garage Repairs	25	25	25	
29	Glazierwork	190	190	190*	Double glazing in part outsourced depending on demand
30	Joinerwork - General Repairs	2,850	2,850	2,850*	Wet and dry rot treatment outsourced

31	Masonwork and Water Penetration Repairs	800	800	800	
32	Minor Environmental Services	150	150	150	
33	Plasterwork – General	300	300	300	
34	Plumberwork – General	1,450	1,450	1,450 *	Drain clearance in part outsourced
35	Slaterwork	900	900	900	
36	Snow Clearance	51	51	51	
37	TV Aerial	110	110	110	
38	Rubbish Removal	100	100	100	
39	Vandalism	250	250	250	
40	Water Services Charges	10	10	10	
	HOUSING REPAIRS TOTAL	20,951	19,951	18,951	
	Fees	1,800	1,800	1,800	
	TOTAL REPAIRS AND MAINTENANCE BUDGET	22,751	21,751	20,751	

* Works undertaken by external contractors

ABERDEEN CITY COUNCIL

COMMITTEE: Housing and Environment
DATE: 25 May 2010
REPORT BY: Director and Head of Finance
TITLE OF REPORT: Introduction of Furnishings Service Charge
REPORT NUMBER: H&E/10/090

1. PURPOSE OF REPORT

- 1.1 This report provides information on possible options to provide furniture to new tenants.

2. RECOMMENDATION(S)

- 2.1 It is recommended that the Committee:
- a) Agree on the type of scheme for the furnishing for new tenants listed in Appendix 1.

3. FINANCIAL IMPLICATIONS

- 3.1 Furnishings have been provided for new tenants through two different funding streams. The Homeless Strategy Budget provides funding for tenants who have been housed following a homeless presentation. The HRA provides funding for tenants who are identified as having a need for assistance by the Housing Assistant.
- 3.2 The introduction of a service charge would lead to significant additional work and costs being incurred in maintaining the furnishings and administering the furnishing service. However the introduction of a service charge would lead to a reduction in the overall spend for both General Services Housing and the HRA, with the aim of ultimately reducing the costs to zero. Initially furnishings will need to be purchased with the service charge income building up slowly as new tenants receive the service. The provision of furnishings will require a continuing budget commitment but one which will reduce over time.
- 3.3 The furnishing service will need to be designed in such a way to ensure that the service charge is eligible for Housing Benefit. For any tenant not in receipt of benefit

they will need to decide if paying a service charge is appropriate. It is therefore important that the service charges agreed delivers a cost effective solution for tenants.

- 3.4 The HRA expenditure on furnishings in 2008/9 was £120,000 and the Homeless Strategy expenditure was £328,000
- 3.5 Without the introduction of a service charge the continuing provision of furnishings is not sustainable.

4. SERVICE & COMMUNITY IMPACT

- 4.1 The delivery of the furnishing service aims to provide our citizens with an option on how they can ensure the basic furnishing requirements for their home are met. This 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

- 5.1 The continued provision of furnishings will make a significant contribution towards ensuring homeless households are able to move into permanent housing. This is not only important to ensure homeless households are able to maintain their tenancy but it will also have a positive impact in minimising the period during which properties are empty awaiting relet.

6. REPORT

- 6.1 Aberdeen City Council currently provides basic furnishings which may include beds, floor coverings, white goods etc for statutory homeless applicants who are entering into permanent Council accommodation.
- 6.2 Funding for this scheme is from General Services Housing budget for Homeless Strategy. Aberdeen City Council originally started providing the furnishings in November 2005. At this time it was funded by the Scottish Governments Furnished Tenancy Grant and their guidance suggested that service charges should be avoided. This grant now forms part of the overall Council's settlement.
- 6.3 The number of tenants assisted each year
 - 2006 = 395;
 - 2007 = 320;
 - 2008 = 484.

The recent rise in the number assisted reflects the policy changes which have been introduced to achieve the targets for the removal of priority need by 2012.

- 6.4 As the take up rate for the furnished tenancy grant has increased and with the budget constraints of the Council the value of the grant has decreased. Applicants now receive furnishings with a value of up to £300 for a single person and £700 for a family.
- 6.5 The provision of furniture helps sustain tenancies and the current figure for tenants still in their tenancy after 1 year is 92% where furnishings have been provided. This is seen as very positive success rate and it is believed that the furnishings have been a major contributory factor.
- 6.6 Discussions have been held with Housing Benefit Officers to ensure that any furnishing service charge can be eligible for Housing Benefit. The key issue is that the furnishings must always remain in the ownership of Aberdeen City Council. If a tenant ends their tenancy or decides that they no longer want to have the furnishings and pay the service charge the Council has to remove all the furnishings.
- 6.7 As the Council, owns the goods and is charging for them we must ensure that the goods are maintained and replaced when necessary. Any electrical goods supplied will be, subject to an annual portable appliance test.
- 6.8 The introduction of this service charge will provide an additional income to the Council this will allow the furnishing service to continue and will potentially result in an increased number of households assisted. It may also be possible to give households greater choice when selecting the goods that they need.
- 6.9 A number of Scottish Local Authorities already charge a service charge for furnished tenancies, these include Edinburgh City Council and North Ayrshire Council.
- 6.10 In investigating the introduction of a service charge officers have reviewed the various options which exist in delivering a furnishing service and these are set out in Appendix 1.
- 6.11 If the recommendation is agreed then a number of key tasks need to be actioned to prepare for the introduction of a service charge.
- 6.12 Administration – an additional staff member will be required to manage the ordering and payment for furnishings; organising replacement furnishings, the removal of furnishings at the end of the tenancy or when tenant ends the furnishing agreement, organising storage of goods suitable for re use, organising annual electrical checks, ensuring debt recovery where non payment of service charge, liaison with Housing Benefit (HB) to maximise HB eligibility, etc

- 6.13 Tenancy Agreement/contract – ensure tenancy agreement and furnishings contract is developed to ensure responsibilities of Council and the tenant are clear for the use, maintenance and replacement of furnishings.
- 6.14 Agreement on packages – a range of furnishing packages should be considered, if this is agreed then different service charges will be required depending on the package and size of property. If the recommendation to introduce a service charge is agreed detailed costing will be prepared for the Finance and Resources Committee on 17 June 2010 where approval will be sought for the introduction of a charge. Agreement will be required with Housing Benefit officers to ensure that any proposed service charge is fully eligible for Housing Benefit. In addition the member of staff would be the subject of a business case.
- 6.15 Electrical goods are required to be checked on an annual basis. This means that an electrician will need to visit every property with electrical goods on an annual basis. This will incur additional costs and potential access issue will need multiple visits. The need to provide the option for basic cooking provision is seen as an important contribution that the furnishing service can provide for.
- 6.16 Listed in Appendix 1 are the options available to Aberdeen City Council for the provision of furnishings including costs and a decision will need to be made on the type of scheme to be taken forward.

7. AUTHORISED SIGNATURE

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9. BACKGROUND PAPERS

Appendix 1

Option 1 – To continue with the Status Quo this is to provide furnishings to tenants at no charge and the Council will continue to fund the full cost of supplying and administering the service. This allows the tenants to move into the property at the start of the tenancy.

Option 2 – To discontinue the Furnishing Service. This will provide a saving to the Council in both monetary and staff time. This would be a significant reduction in the service to tenants, which could mean that a number are unable or to delay a move into permanent accommodation which could lead to further pressure on temporary accommodation and increase void rent.

Option 3 – Introduce a service charge to the scheme. The scheme would eventually become self financing but an additional member of staff will be required to administer the scheme, the additional staff costs would be covered by the scheme. Housing Benefit will cover the service charge for those eligible for Housing Benefit and would allow the tenant to move into the property at the start of the tenancy.

Based on the following package – carpets for three rooms, curtains, blinds, a double bed., Cooker, Fridge Freezer and Washing Machine

	£
Administration/staffing	25,000
Removal costs	10,140
Cleaning costs	6,760
Storage costs	23,000
Maintenance Costs – PAT testing	19,225
Recovery of initial purchase of goods	162,510
Replacement of Goods	270,851
Disposal of Goods	5,070
Disconnection of white goods	1,923
Debt recovery	52,728
Total	577,207
Weekly charge (52 weeks)	16.42

Total tenants assumed 676 yearly

Option 4 – Introduce a service charge, but the Council will not provide electrical goods. Such a scheme will have a reduced cost and administration. Housing Benefit will cover the service and it would allow the tenant to move into property at the start of the tenancy.

Based on the following package – carpets for three rooms, curtains, blinds, and a double bed.

	£
Administration/staffing	25,000
Removal costs	10,140
Cleaning costs	6,760
Storage costs	23,000
Recovery of initial purchase of goods	132,271
Replacement of Goods	79,362
Disposal of Goods	5,070
Debt recovery	28,122
Total	309,725
Weekly charge (52 weeks)	8.81

Total tenants assumed 676 yearly

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ABERDEEN CITY COUNCIL

COMMITTEE	Housing and Environment
DATE	25 th May 2010
CORPORATE DIRECTOR	Pete Leonard
TITLE OF REPORT	Affordable Housing Delivery & Financial Assistance
REPORT NO	H&E 10/084

1. PURPOSE OF REPORT

To update Committee on the current position with Section 75 financial contributions for affordable housing and the income received from the reduction in Council Tax Discount for Second Homes and Long Term Empty Properties.

To seek agreement on the use of the HRA contributions made to the Council Tax Discount for Long Term Empty Properties to assist in the funding of the first 3 phases of the Council's new build programme.

2. RECOMMENDATION(S)

It is recommended that members of the Committee:-

- i) instruct officers to continue to develop proposals for projects to utilise this funding whether they be City Council or Registered Social Landlord led projects. The Scottish Government should continue to be asked to undertake a financial assessment of all projects to ensure value for money is achieved prior to reporting projects to Committee for approval.
- ii) agree use of £2,041,287 from Council Tax income from second homes and long-term empty properties to be used as funding for the 151 properties in the first 3 phases of the Aberdeen City Council new build programme. (This being the HRA contribution from 2005/6 to 2009/10).

3. 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 delivery of the new affordable housing aims to provide our citizens with an increased supply of affordable rented homes which 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.

The provision of affordable housing also aims to fulfill the following VD&FL objectives:

- Work with Registered Social Landlords to develop affordable housing including 2,000 new affordable houses

An Equalities & Human Rights Impact Assessment has still to be undertaken.

4. OTHER IMPLICATIONS

The increased provision of good quality affordable housing will make a significant contribution towards reducing the population drift to Aberdeenshire and elsewhere and in particular increase provision of housing for homeless households.

Any grant funding to a Registered Social Landlord (RSL) for such a project falls within the scope of State Aid. The Council has determined that the Grant comes within the ambit of the Services of general Economic Interest block exemption which permits unlimited funding (in accordance with the framework) to Registered Social Landlords in the area of social housing, however the Service routinely consults with Legal and Democratic Services on a case by case basis.

5. REPORT

Affordable Housing Funding

Section 75 agreements negotiated through the planning process with Housing Developers may, on occasion, require that the developer makes a financial contribution toward affordable housing rather than delivering affordable housing on the specific site to which the planning permission applies.

Agreements to date have provided an income detailed below. No further agreements are in place which require a financial contribution to be provided. Given it is normal for payments to be linked to completion, and thus cash flow from sales, it is likely that little additional income will be generated in the next couple of years. This has to be coupled with the slowdown in the house building

industry, both in terms of completion of existing projects and new site starts as well as the low level of new planning applications.

	£
Income received	1,678,201
Grants paid to RSLs	737,435
Commitments to RSLs	<u>700,000</u>
Available Balance	240,766

The funding received comes with a requirement to be spent within 5 years of receipt, with the money held in an interest bearing account.

The Council has now paid out S75 monies received to 30 March 2007. Once the committed £700,000 has been paid this will mean that monies will have been paid out to those received in October 2008. There is therefore no likelihood that any money would have to be repaid to developers, permitting the Council to disburse further grant until October 2013.

Section 75 negotiations

In negotiating onsite affordable housing through the planning system it is important that the Council can deliver the finance required by RSLs to acquire completed properties from a developer. With Scottish Government Housing Association Grants tied in to Devanha for the next year, it is important that the Council is able to give some level of assurance that new schemes being negotiated can be funded. Without this assurance the planning negotiations may lead to only commuted sums being paid as an alternative to onsite provision or provision by way of Low Cost Home Ownership (discounted house prices) which is ordinarily provided by a developer rather than affordable housing for rent which is the main priority of the Council.

Council Tax Discount on Second Homes and Long-term Empty Properties

The Council used its new powers to reduce the Council Tax Discount to 10% for these properties from 2005/06.

To date income received and commitments are shown below, which are due to be paid now.

	£
Income	5,444,411
Commitment	<u>1,484,047</u>
Available Balance	3,960,364

The Council Tax Discount provided an income of just over £1.1 for 2009/10. Based on current void rates in both the private and public sector, projected

annual income is assumed to be around this figure, but shall be closely monitored every year and assumptions adjusted accordingly.

The Government, following discussion with COSLA, changed the rules on the use of Council Tax monies during November 2008. Until then the money could only be provided to a RSL with the agreement of the Scottish Government.

The Council Tax monies can now be used by local authorities for the direct provision of affordable council housing as well as grant funding for RSLs. At this time this money has not been factored into the Council's current new build business plan.

The HRA has in effect made a contribution of £2,041,287 to this budget through the reduced discount it has received for long term vacant properties held on the Housing Revenue Account (HRA). As can be seen the figure for 2009/10 is 49% of the 2005/6 figure reflecting the significant reduction in the number of long term vacant council houses.

2005/6	£637,587
2006/7	£493,778
2007/8	£318,421
2008/9	£278,687
2009/10	£312,814

£2,041,287

The Housing and Environment Committee on 13th April 2010 agreed:

“Subject to Scottish Government approval that members agree in principle that part of the monies from the council tax income from second homes and long term empty properties be used to fund the New Build Council House programme (currently circa £2m) and for officers to report back on the detail at the Housing & Environment Committee on 25th May 2010.”

It is proposed that the £2,041,287 be used as funding against the 151 units across the 4 development sites. This would equate to circa £13,518 per unit.

Financial Implications

The fund for Council Tax Discount on Second Homes and Long Term Empty Properties currently sits at £3,960,364. If the recommendations of this report are agreed then £2,041,287 will be used for the Council's new build programme leaving a balance of £1,919,077 for affordable housing projects.

The S75 fund currently has an available balance of £240,766 to fund RSL affordable housing projects.

Affordable Housing Committed funding

Crombie Road - £450,000 February 2008 – payment imminent to Langstane Housing Association from Council tax income.

Jasmine Terrace - £385,536 March 2009 – Tenants First Housing Co-operative from Council Tax income.

Holland Street £175,000 March 2009 – Tenants First Housing Co-operative from Council Tax income.

Greyhope Road - £450,000 June 2009 – Grampian Housing Association from Council Tax income.

Copper Beech - £700,000 April 2010 – Langstane Housing Association from Section 75 income.

Total commitments = £2,160,536

Payments made during 2009/10

£463,274 – Tenants First Housing Co-operative from Section 75 income towards Kingsford & Kirkhill Janitors Lodges.

£23,511 - Grampian Housing Association from Council Tax income towards 101 & 103 Brimmond View, Ruthriehill

2009/10 Affordable Housing Completions

Millburn St = 18 - LIFT - Grampian Housing Association

Grandholm St = 18 - rent - Grampian Housing Association

Coronation Court - Aberdeen City Council = 33 - rent

School Rd = 24 - rent – Langstane Housing Association

Ruthriehill = 42 - mid market rent (7) & shared ownership (35) - Grampian Housing Association

Kirkhill = 2 – rent – Tenants First Housing Co-operative

Total completions = 137

Affordable housing developments currently onsite (completion 2010/11)

Crombie Rd = 32 - rent – 2010 – Langstane Housing Association

Auchmill Rd = 20 - rent – 2010 – Langstane Housing Association

Holland St = 15 - rent - September 2010 likely – Tenants First Housing Co-operative
Cockers Roses, Lang Stracht = 104 = 87 rent, 17 LIFT - July 2010 likely – Castlehill & Grampian Housing Associations
Kingsford = 2 rent anticipated completion summer 2010 –Tenants First Housing Co-operative
Timmermarket = 53 - rent - Feb 2011 likely – Grampian Housing Association
Byron Park = 28 - Aberdeen City Council
Hayton Road = 30 - Aberdeen City Council
Rorie Hall = 27- Aberdeen City Council
Dyce = 18 - rent - Castlehill Housing Association

Total anticipated completions 2010/11 = 329

**Site preparations - build not commenced
(expected completion 2011/12)**

Greyhope Rd = 46 = 34 rent & 12 Low Cost Home Ownership June 2011 – Grampian Housing Association
Marchburn Primary School = 35 - Aberdeen City Council Dec 2011
Donside = 209 = 144 rent, 65 LIFT - summer 2011 onwards - 7 phases to development – Tenants First Housing Co-operative and Langstane Housing Association

Total maximum completions 2011/12 = 290

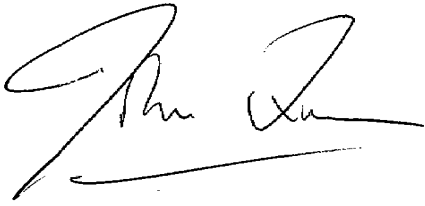
Future sites – awaiting grant funding for construction phase

Stockethill Church = 32 - rent – Langstane Housing Association
Double Two = 20 – rent – Langstane Housing Association
Copper Beech = 35 – rent – Langstane Housing Association

Potential new projects

Officers are currently in discussion with Devanha on the programme they have to deliver as part of their agreement with the Scottish Government. We are also discussing future projects which will take RSL development beyond March 2011 when the current funding arrangements come to an end.

6. AUTHORISED SIGNATURE

A handwritten signature in black ink, appearing to read 'Graeme Stuart', with a long horizontal flourish underneath.

7. REPORT AUTHOR DETAILS

Graeme Stuart (Strategist - Policy & Planning Housing)

ph. (52)3043

E-mail – gstuart@aberdeencity.gov.uk

8. BACKGROUND PAPERS

Guidance on local authority discretion to reduce council tax discount on second homes and long-term empty properties.

GUIDANCE ON LOCAL AUTHORITY DISCRETION TO REDUCE COUNCIL TAX DISCOUNT ON SECOND HOMES AND LONG-TERM EMPTY PROPERTIES

Original Guidance December 2005

In most cases, projects funded or supported will be developed, owned and managed by Registered Social Landlords. Funding provided will be for new build development; except in exceptional circumstances where funding can be used to support the acquisition and upgrading of properties currently not on the market, subject to the agreement of Scottish Government Scotland local offices. Projects will be primarily for social rent, although low cost home ownership can be considered.

With the agreement of Scottish Government local offices, Rural Home Ownership Grants to individuals can be funded or supported.

Local Authorities may use the additional income to:

- Fund or support discrete RSL projects – specifically this can be used for the funding of actual affordable housing projects with eligible RSLs; to secure the purchase of land for future RSL affordable housing developments; or to fund specific water and wastewater infrastructure costs as part of an agreed RSL affordable housing programme developed in consultation with Scottish Government.
- Top up existing Scottish Government funding for specific RSL projects, which the local authority and Scottish Government will have previously worked together to develop.
- Make contributions via Scottish Government Area Offices to provide additional funding for new eligible RSL projects within the Local Authority's area, which the local authority and Scottish Government will have previously worked together to develop.
- Fund Rural Home Ownership Grant projects, subject to agreement with Scottish Government local offices. The local authority may fund or support discrete projects; top up existing Scottish Government funding for specific projects; or make contributions via Scottish Government Area Offices to provide additional funding for new eligible projects within the local authority's area.

October 2008 Amendment

Can now be used by local authorities to support revenue and capital expenditure related to the following housing activities:

- new council house building;
- bringing empty properties back into affordable housing use;
- land acquisition for affordable housing development;
- purchasing off-the-shelf houses from private developers for affordable housing use¹

February 2009

Letter advising that funds can now be used to:

- buy off-the-shelf houses from private developers for affordable housing use;
- be used to support revenue expenditure related to the delivery of agreed housing activities; and
- be disbursed to other organisations and individuals beyond Registered Social Landlords (RSLs) and Councils.

¹ This will be governed by the same criteria applied to the Affordable Housing Investment Programme - Housing Investment Division regional offices can provide further guidance on this.

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COMMITTEE	Housing and Environment Committee
DATE	25 May 2010
DIRECTOR	Pete Leonard
TITLE OF REPORT	Refurbishment of Kepplehills Garages
REPORT NUMBER:	H&E/10/065

1. PURPOSE OF REPORT

1.1 The purpose of this report is to:

- (a) advise members that we have successfully completed phases 1 & 2 of the Kepplehills Garage renewal programme but have encountered problems with the last phase (three) of the Kepplehills Garage project, which is associated with a failure to take account of the different construction types of garages in the programme; which reduced the garage widths by 140mm, or approximately 5.5 inches making it difficult to open car doors once a car is parked in the garage, and
- (b) provide details of the options identified by officers for overcoming these difficulties in phase 3.

2. RECOMMENDATION(S)

2.1 It is recommended that the committee:

- (a) note the content of this report, and
- (b) approve the proposals contained within option 3 of paragraph 6.14 of the report

3. FINANCIAL IMPLICATIONS

- 3.1 In considering the content of this report members should note that the cost of undertaking the works contained in the recommendation will be in the region of £326,500 whilst the cost to the Council if it withdrew from the contract at this stage would be £70,000.
- 3.2 Currently, within the Housing Capital Expenditure budget approved for 2010/11 there is a sum of £150,000 for improvements to the Kepplehills garages. This sum will not be sufficient to cover the cost of the recommended option and a further £176,000 would require to be found from other headings. It is felt this can be achieved as the full sums under some

budget headings such as the Gas Central Heating Replacement have yet to be fully committed due to lengthy lead in to the EU procurement process.

4. SERVICE & COMMUNITY IMPACT

4.1 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

4.2 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

5.1 If the Committee decides not to continue with the full scope of works remaining for this contract then it is likely that the contractor will make a claim for losses incurred which will be in the region of £70,000.

5.2 In addition such a decision is likely to attract further negative media attention.

6. REPORT

6.1 On 15 November 2005 the Community Services committee approved a proposal to carry out the refurbishment and selective demolition of 279 lock up garages in the Kepplehills area. The number of garages increased to 281 following further inspection of garages in Overhills Walk. The attached appendix A shows the current situation with regard to works on all phases of the project.

6.2 Work commenced on the first phase of the project on 29 September 2008. To date, in phases one and two of the work 167 garages have been refurbished and 25 have been demolished. The tenants of the refurbished garages in these phases have returned to them and there have been no difficulties with regard to the internal dimensions of the refurbished garages.

6.3 Phase three of the project which covered the works to the non traditionally built garages proposed the demolition of all 89 garages with only 58 being rebuilt.

6.4 The construction of these garages differed from those in phases 1 and 2 as they were built using precast concrete panels rather than block. This meant that whilst the internal dimensions were similar, the overall footprint of the garages in phase three was less than those in phase one and two.

- 6.5 The cumulative tendered cost of the three phases of work is £1.26 million
- 6.6 The first 8 refurbished garages in phase three were completed on 23 March 2010 and the keys were handed back to the tenants on that date.
- 6.7 On 24 March reports were received from a tenant stating that the garages were now smaller and that whilst they could get their car in to the garage they could not then get the doors open far enough to exit the car.
- 6.8 WA Fairhurst and Partners, the Council's appointed structural engineers for the housing stock, had been acting as the contract administrator on this project and were asked to measure the internal dimensions of the newly rebuilt garages in phase three. When this was done it was found that the width of the garages had been reduced from 2440mm to 2300mm. A loss of 140mm, or approximately 5.5 inches.
- 6.9 It has since been established that the reason for this reduction is due to:
- a) failure of lead officer to respond to a request from the appointed contract administrator to check the proposed layout of the phase three garages which clearly showed the use of 215mm blockwork to reconstruct the internal and gable walls.
 - b) the use of 215mm wide blocks to rebuild walls which were originally constructed of precast concrete panels
 - c) the garages being rebuilt on the original concrete bases. This meant that when the wider block work was used to construct the new walls the internal dimensions of the garages was reduced as stated above.
- 6.10 It is clear that neither the structural engineer nor the contractor are at fault for the error that occurred. The structural engineers had acted in good faith when issuing the tender documentation stating that the garages in question were to be rebuilt using block work as they were not instructed that any amendment was required to the specification used for phases one and two on asking for comment from the Council on the drawings for phase three. Similarly, the contractor, who had not worked on phases one and two, has carried out the work to the specification given to them.
- 6.11 On establishing these facts work was suspended on the remaining sites on phase three where work had not yet started. There were however two sites where rebuilding work to a further 17 garages was nearing completion. These garages will also only be 2300mm wide internally. It was decided that work in the two sites should be completed to ensure that the new garages were properly protected against the weather. These garages will not be handed back to tenants until the outcome of this report is known.
- 6.12 Similarly demolition work had been started on another site in phase three and it was decided that this should be completed for health and safety reasons before the suspension of any further works took place.

6.13 Following suspension of the work an investigation was undertaken to establish what options were open to the Council to:

- a) Rectify the difficulties with the internal dimensions of the rebuilt garages, and
- b) Continue with the work on the remaining sites on phase three whilst ensuring the dimensions of the new garages met those of the old garages.
- c) Cancel any remaining works

6.14 Officers, with the assistance of WA Fairhurst and Partners, have now carried out an option appraisal of the methods open to the Council to resolve this matter. Of the options considered the following were felt to be the most feasible:

1. Do nothing with 25 garages rebuilt to smaller dimensions and cancel work at remaining sites in phase three

Whilst there is no statutory guidance given for the internal dimensions of lock up garages the “New Metric Handbook” is used extensively by design professionals as a reference for space standards. This publication states that the minimum internal width for a domestic garage should be 2.4m.

It is clear that some; if not all of the tenants of the 25 garages in question will have difficulty with a garage of 2.3 m in width. Not resolving this issue would lead to future difficulties in letting these garages in the future.

Cancelling the rebuilding work of the remaining sites in phase three would still result in a cost to the Council, estimated to be £70,000 for loss of profit to the contractor. Additionally it would also leave the Council with a continuing maintenance problem with the garages which will not be refurbished and the need to resite the two tenants who are currently hold tenancies of garages in the demolished site at Wagley Court.

It is not recommended that this option is pursued.

2. Do nothing with 25 garages rebuilt to smaller dimensions but complete works at remaining sites in phase three

Whilst under this option we would be leaving the 25 rebuilt garages as they are we would continue with works in the remaining sites in phase three.

Appendix A shows that there are four sites where any work is yet to commence and one site where only demolition work has been undertaken. Members will note that in each of these sites at least one garage will not be rebuilt. As the number of garages is being reduced on these sites it is possible for the garages to be rebuilt to the original internal width of 2.44m.

The cost for this option would be the remainder of the value of the contract

which is £287,518 Therefore there is no additional capital cost to the Council

Whilst this option may present an opportunity to ensure that the tenants of the garages in the five sites where work is not yet completed are given garages which match the dimensions of the originals it does still leave a number of the tenants of the completed garages with a facility they cannot use. It is therefore not recommended that this option is pursued.

3. Partial replacement of gable and internal walls of the 25 completed garages and completion of works at remaining sites in phase three

The internal walls of the 25 newly built garages could be partially rebuilt using 100mm concrete block panel for the internal walls and 140 or 150 mm concrete block panels for the gable walls. If carried out this would offer revised internal widths of between 2.415m to 2.432m. At worst this would mean the difference in dimensions between the smallest garage width and the original width being 25mm or 1 inch. It is felt that this would provide sufficient internal space for most family cars to be parked in these garages.

This solution would not work in one gable end garage at Holmhead Place because the gable has been rebuilt in fyfestone. This was done as the site is extremely tight and the gable wall is too close to the boundary of the site to allow room for workmen to render the newly built wall. In this case the internal width of this garage can only be increased to approximately 2.36m.

The cost for the remedial work to the 25 previously completed garages would be £38,913.

Works on the four sites yet to be completed would be undertaken as in option 2.

The overall cost of this proposal would be £326,431. However, this includes the cost for the already planned work at the four sites yet to commence.

It is recommended that this proposal is approved by committee as it will ensure, as far as possible that the 25 garages which have been completed in phase three to date are altered to ensure their continued future use. It also allows completion of the remaining sites which will reduce the risk of further adverse publicity to the Council in connection with this project.

- 6.14 The contractor has committed to working with us and our structural engineer to consider all steps that can be taken to reduce the final cost of undertaking the remaining work on this project. This will include reconsidering the materials to be used and reprogramming of works.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

Report on Kepplehills Garages submitted to Community Services committee
on 15 November 2005.

APPENDIX A

REMEDIAL WORK TO KEPPELHILLS GARAGES

PHASE 1 - Works commenced 29/9/2008 and completed 1/5/2009

Site	Original No. of Garages	No of Garages Refurbished	No. of Garages Demolished Only	Final No. of Garages
Overhills Walk	14	14	0	14
Tulloch Park	6	6	0	6
Brimmondside L	7	7	0	7
Middlebrae J	3	3	0	3
Brimmondside K	16	8	8	8
Middlebrae H	14	14	0	14
Wagley Parade B	16	16	0	16
Wagley Parade C	9	9	0	9
OVERALL TOTAL	85	77	8	77

PHASE 2 - Works commenced 27/4/2009 and completed 20/11/2009

Site	Original No. of Garages	No of Garages Refurbished	No. of Garages Demolished Only	Final No. of Garages
Pitdourie Walk	20	20	0	20
Wagley Parade D	16	8	8	8
Watchman Brae	11	11	0	11
Middlebrae G	10	10	0	10
Middlemuir Place	12	12	0	12
Dykeside Way	5	5	0	5
Middlebrae I	21	12	9	12
Sunnybrae F	12	12	0	12

OVERALL TOTAL	107	90	17	90
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PHASE 3 - Works commenced 16/11/2009

Site	Original No. of Garages	No of Garages to be Re-built	No. of Garages Demolished Only	Final No. of Garages	Comments
Ashtown Walk	8	8	0	8	Works complete 23/3/2010
Holmhead Place	7	7	0	7	Works approaching completion
Ashtown Place	10	9	1	9	On hold - no works commenced
Netherhills Avenue	24	6	18	6	On hold - no works commenced
Sunnybrae E	10	10	0	10	Works approaching completion
Wagley Court	5	4	1	4	Demolition complete, rebuilding on hold
Wagley Parade A	7	6	1	6	On hold - no works commenced
Wagley Place	18	8	10	8	On hold - no works commenced
OVERALL TOTAL	89	58	31	58	

NB. The garages being rebuilt on sites in phase 3 where garage numbers are being reduced would be built to the same dimensions as those in phases 1 and 2.

ABERDEEN CITY COUNCIL

COMMITTEE	Housing and Environment Committee
DATE	25 th May 2010
DIRECTOR	Pete Leonard
TITLE OF REPORT	Ex Warden Accommodation
REPORT NUMBER:	H&E/10/081

1. PURPOSE OF REPORT

The purpose of the report is to provide an updated response to the Housing and Environment Committee's instruction on the 13th April 2010 wherein Officers submit a report to the next meeting on the future use of ex warden flats.

2. RECOMMENDATION(S)

The Committee is requested to;

1. Instruct the Director of Housing and Environment to work in partnership with the Director of Social Care and Well Being to establish the most suitable client group for this style of accommodation.
2. Approve the Director of Housing and Environment to select applicants from the Amenity Housing list for this style of accommodation.
3. Note the progress on all ex warden accommodation held on the UTBR list.

3. FINANCIAL IMPLICATIONS

A sum of £100,000 was set aside under the housing capital budget heading (6.10 Housing for Varying Needs – Sheltered / Adaptation) to upgrade any ex-warden accommodation during the financial 2009/10. However a predicted under spend in the Housing Capital Programme for 2009/10 enabled more funding to carry out additional properties under this budget heading.

A sum of £170,000 has been committed under the housing capital budget heading (6.10 Housing for Varying Needs – Sheltered / Adaptation) to upgrade any ex-warden accommodation during the financial 2010/11.

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.

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

The overall responsibility for void management lies with the respective Area Housing Manager. However, performance is determined by the successful joint working between Estate Management, Repairs & Maintenance, Asset Management and Lettings Management. There have been significant improvements in housing management service delivery, including void management, through a network of Service Improvement Teams (SITs).

The process for deciding on the future use of all ex-warden properties are checked against applicants on the sheltered housing. These checks would be for applicants who require larger sheltered accommodation and are carried out before conversion work is considered. If recommendation two in this report is approved, these checks would be extended to include Amenity Housing applicants.

5. OTHER IMPLICATIONS

The Council's Scottish Housing Quality Standard (SHQS) 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.

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.

For properties where discussions are ongoing with the Learning Disability Accommodation Options Group (AOG) the first option would be a tenancy direct to the individual with the support service commissioned separately, however where appropriate the option to lease directly to a voluntary organisation maybe considered, this will be agreed as part of the commissioning process.

6. REPORT

Changes to the warden service, has lead to a surplus of larger ex warden accommodation within sheltered blocks. In general the accommodation would be

larger due to the live in requirements of the warden who would require larger/family style accommodation.

As the provision of “Amenity Housing” properties increases through other initiatives, so does the number of applicants for this style of accommodation. As the table below highlights a demand does exist for larger amenity style accommodation within the city;

Accommodation Type	Demand City Wide	No of Bedrooms
Sheltered	13 applicants	2+
Amenity	26 applicants	2+

To date, seven (ex warden) properties has been upgraded or converted and added to the sheltered housing stock with varying degrees of conversion levels. Only applicants from the sheltered housing list have been selected for this style of properties.

These properties have been considered in conjunction the Community Care Strategy Officer and the Housing Occupational Therapist to establish the options available and to recommend the future use of the property.

All the properties have been considered whether it would be feasible in isolating the property from the main building. This would allow an external access route into the property without having to use the main entrance and common areas. Only one property lends itself to this being a cost effective approach in upgrading / converting this style of accommodation. Below is a list of void ex warden properties still to be converted and funded through this budget heading;

Address	Size (Apts)	Suitable for conversion with external access	Recommendation / Progress	Target Date
23 Dominies Court	4	No	Convert the existing maisonette into two x one bedroom wheelchair accessible flats. Work on site progressing well towards the target date. Being let as additional sheltered flats within the complex.	11/06/10
29 Taransay Court	4	No	Create a two bedroom property from existing layout, warrant drawings have been amended, Building Services have been instructed to carry out the work. Let as sheltered flat within the complex.	04/06/10
4 Hamewith	1	No	Convert bedsit property into	30/07/10

			one x one bedroom property. Building Services will be instructed to carry out the work Let as sheltered flat within the complex.	
5 Hamewith	1	No	As above	As above
10 Clashieknowe	4	No	In discussion with the Learning Disability Accommodation Options Group (AOG). Let as supported tenancy.	30/07/10
21 Fairley Den	3	No	Create a two bedroom property from existing layout, warrant drawings have been submitted, Building Services have been instructed to carry out the work. Let as sheltered flat within the complex.	30/07/10
20 Clashieknowe	3	No	In discussion with the Learning Disability Accommodation Options Group (AOG). Let as supported tenancy.	30/07/10
26 Charlie Devine Court	4	No	Create a two bedroom property from existing layout, warrant drawings have been amended, Building Services have been instructed to carry out the work. Let as sheltered flat within the complex.	26/06/10
11 Stocket Grange	4	Yes	Leave existing maisonette layout due to technical constraints and funding levels. Let as sheltered flat within the complex. (The property has the ability to have external access)	30/07/10
9 Taransay Court	4	No	Create a two bedroom property from existing layout, warrant drawings have been amended, Building Services have been instructed to carry out the work.	04/06/10
27 Constitution Court	4	No	Property is being assessed and surveyed as to its best appropriate potential use. (New revised date, awaiting survey information)	28/06/10

7. AUTHORISED SIGNATURE

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8. REPORT AUTHOR DETAILS

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9. BACKGROUND PAPERS

Housing Service Plan 2009 – 2012

Scottish Housing Quality Standards SHQS,

Community Care Housing Strategy 2006 - 2011

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

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COMMITTEE: Housing & Environment DATE: 25 May 2010

CORPORATE DIRECTOR: Pete Leonard

TITLE OF REPORT: Properties Removed from Charge

REPORT NUMBER: H&E/10/064

1. PURPOSE OF REPORT

The authority to grant retrospective approval for properties removed from charge was transferred from the Voids Sub-Group to the relevant Committee.

This report details properties that have been removed from charge and require retrospective permission.

2. RECOMMENDATION(S)

- a) Note the return to charge of the properties detailed in TABLE 2 of the report.
- b) Note the current position of all off-charge properties detailed in Appendix 1
- c) Note the additional comments in respect of Woodend House, 254 Queens Road.

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.

4. SERVICE & COMMUNITY IMPACT

This report is in line with the Council's key aims to improve the quality of housing and environment for individuals and the community.

5. OTHER IMPLICATIONS

None

6. REPORT

a) Housing SPI - Indicator 2:

This indicator reports on the total annual rent loss due to voids expressed as a percentage of the total rent due in the year.

Definitions

'Total amount of rent due in the year' is the total annual charges levied by the council in respect of rent and services for the housing stock held on the HRA that are available for let.

No deductions are to be made for housing benefit or rent written off.

A 'Void' is any house held on the HRA, which has no tenant for any period of time. A property may be counted as a void on one or more occasions during the year.

For this indicator, voids exclude:

- 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.

Authorisation

The Area Housing Teams were instructed to remove from charge any properties that met the required criteria and to seek retrospective approval from the former Voids Sub-Group. This included the reason for removal from charge and the anticipated date for return from charge. The retrospective approval was transferred from the Voids Sub-Group to the relative Neighbourhood Committee.

Properties removed from charge requiring retrospective approval.

The following properties have been removed from charge and currently remain off charge at this time.

N/a

In addition the following properties have also been removed from charge or were previously removed from charge and the remedial works have been completed and the charge re-instated. Retrospective permission is required for those properties where the retrospective permission had not previously been obtained.

TABLE 2:

Address	Date Removed	Reason	Date returned	Status
101f Menzies Road	29/11/09	Dry Rot	1/4/10	LET
38b Menzies Road	2/3/09	Dry Rot	8/4/10	Under Offer
29 Hollybank Place	14/1/07	Property refurbished	8/4/10	LET
5 Byron Park	26/2/07	Amenity Upgrade	29/3/10	LET
6 Byron Park	6/7/09	Amenity Upgrade	29/3/10	LET
52 Byron Crescent	4/5/09	Amenity Upgrade	29/3/10	LET
1 Regensburg Court	12/12/05	Ex Wardens property	22/3/10	LET
5 Regensburg Court	23/1/06	Ex Wardens property	29/3/10	LET
8b Granton Place	12/10/09	Dry Rot	10/05/10	LET

Woodend House, 254 Queens Road

This property was previously let as a Womens Shelter to Aberdeen Womens Aid. The service provider decided to no longer continue with the service and ceased to provide the service resulting in the property being vacated. The property was unsuitable to be let as mainstream accommodation in its current condition and layout and would require significant upgrading before this could be achieved. There was and still is a need to provide this type of service and Committee approved that a new provider should be commissioned. The procurement requirements are currently being undertaken and are at an advanced stage. However, there are still a number of legal and practical requirements before a new service provider can be appointed and the service re-commence. It is expected that new service provider can be appointed and contract in place in August although it is anticipated that the service would not commence for a further 3 - 6 months depending on the appointed service provider's need for any recruitment, registration or other requirements.

The property would also be subject to HMO licensing although this is not expected to delay the process.

7. AUTHORISED SIGNATURE

A handwritten signature in black ink, appearing to read 'Pete Leonard', with a large, stylized initial 'P'.

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8. REPORT AUTHOR DETAILS

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9. BACKGROUND PAPERS

None

Master List of all Off Charge Properties as at 26 April 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
2010/2011	£62.28	End June/ Sept/ 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	Strategic review of the block - report submitted to Housing and Environment Committee (13th April 2010) in relation to 49A, B & C	08/03/2009	30/09/2010	No works could commence until block vacated. Now vacant	Major structural works required	£3,047.51	Ian Burrows	12/03/2009	13/04/2010
Major works - Structural	49B Beattie Avenue, Ashgrove	Flat 2 Apartment	Non Low	29/03/2010	As above	29/03/2010	30/09/2010		Major structural works required	£249.12	Ian Burrows	Housing & Environment Committee 13/4/2010	13/04/2010
Major works - Structural	49C Beattie Avenue, Ashgrove	Flat 5 Apartment	Non Low	17/09/2007	As above	08/03/2009	30/09/2010	No works could commence until block vacated. Now vacant	Major structural works required	£3,047.51	Ian Burrows	12/03/2009	13/04/2010
Major works - Structural	259 North Anderson Drive, Mastrick	Four in Block 4 Apartment	Non Low	31/08/2009	Structural Repairs	30/08/2009	30/09/2010	Decant property accepted for tenant of 261 North Anderson Drive. Property to be vacated early May and works commence thereafter.	Major structural works required	£1,953.76	Ian Perry	19/11/2009	04/05/2010

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 - upgrade	5b Sandilands Drive	3 Apartment	Non Low	08/09/2008	Major works - Dry Rot	08/03/2009	31/05/2010	5D & 5F still 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.	£3,047.51	Agnes Esson	04/05/2010	
Major works - structural	Flat A/2, 9B Tanfield Walk	Flat	Non Low	30/03/2009	Major works - Structural	30/03/2009	01/08/2010	Warrant application delayed due to structural information not being available. This information is now complete, warrant application has now to be submitted.		£2,864.87	Kenny Paterson Astrid McLeod	Housing & Environment Committee 19/11/2009	11/01/2010
Major works - upgrade	Woodend House, 254 Queens Road	Cottage 6 Apartment	Non Low	01/09/2009	Held for similar use - Grampian Womens Aid.	31/08/2008	01/08/2010	Work on tendering exercise being progressed. Expect to appoint service provider and have contract in place in August 2010.		£4,811.33	Graeme Stuart	20/11/2008	11/01/2010
Major works - fire damage	97a Menzies Road	Flat	Non Low	15/03/2010	Fire damage	14/03/2010	31/05/2010	Awaiting gas parts.		£373.68	Graham Souter	Housing & Environment Committee 13/04/2010	Waiting on parts for the Gas boiler.

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 -Dry rot	164B Victoria Road, Torry	Flat 1 Apartment	Non Low	30/11/2009	Dry Rot	29/11/2009	15/05/2010	Once work started on site, additional work was discovered, increasing the overall programme.		£1,223.20	Scott Bremner	Housing & Environment Committee 11/01/2010	Property returned to housing
Major Works	21 Farley Den	3 Apartment	Non Low	25/02/2008	Ex Warden property - 3 bedroom flat with access via 2 doors. Property on one level.	13/03/2008	30/07/2010	Held for conversion to sheltered standard. Additional funding now in place to complete the chosen option for this property	Options are considered to H&E Committee 25/5/2010	£6,099.14	Kenny Paterson		Options are being considered to H&E Committee 25/5/2010
Major Works	12c Auchinyell Terrace	2 Apartment	Non Low	22/02/2010	Major Works - Asbestos	22/02/2010	28/06/2010	Contractor to be appointed to carry out specialist works.		£492.64	Graham Souter		04/05/2010
Conversion of sheltered property	23 Dominies Court, Rosehill	Sheltered Flat 4 Apartment	Non Low	21/03/2005	Major Works - Conversion to main stream sheltered Ex wardens flat 3 bed. Waiting on plans to 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 warden properties (14 in total) were prioritised due to the lack of funding available	£11,895.79	Astrid McLeod Kenny Paterson	Voids Sub Group	Options are being considered to H&E Committee 25/5/2010

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 1 year+ WHY	Rent charge saving	Lead Officer	Date of Approval	Date of last update
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. Waiting on plans to split in to 2 x 1 bedroom flats	08/03/2009	30/07/2010	Held for conversion to sheltered standard. Additional funding now in place to complete the chosen option for this property	Recommendation to allocate on current layout to H&E Committee 25/5/2010	£2,987.31	Astrid McLeod Kenny Paterson	Voids Sub Group	Options are being considered to H&E Committee 25/5/2010
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.	£8,792.07	Astrid McLeod Kenny Paterson	Voids Sub Group	Options are being considered to H&E Committee 25/5/2010
Conversion of sheltered property	1 Granitehill House, Northfield	Sheltered Flat 3 Apartment	Low	23/01/2006	Major Works - Conversion to main stream sheltered	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	£11,616.00	Astrid McLeod Kenny Paterson	Voids Sub Group	Options are being considered to H&E Committee 25/5/2010
Conversion of wardens property	9 Taransay Court, South Sheddocksley	Wardens property 4 Apartment	Low	01/06/2009	Major Works - Conversion to main stream sheltered	31/05/2009	04/06/2010	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	£2,684.32	Astrid McLeod Kenny Paterson	Housing & Environment Committee 26/08/09	Options are being considered to H&E Committee 25/5/2010

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 1 year+ WHY	Rent charge saving	Lead Officer	Date of Approval	Date of last update
Conversion of wardens property	29 Taransay Court, South Sheddocksley	Wardens Property, Sheltered Multi Storey Flat 4 Apartment	Non Low	10/10/2005	Major Works - Conversion to main stream sheltered	09/10/2005	04/06/2010	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	£12,360.99	Astrid McLeod Kenny Paterson	Voids Sub Group	Options are being considered to H&E Committee 25/5/2010
Conversion of wardens 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	26/06/2010	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	£3,345.08	Astrid McLeod Kenny Paterson	North Committee	Options are being considered to H&E Committee 25/5/2010
Conversion of sheltered property	10 Clashieknowe, Balgownie	Sheltered Flat 4 Apartment	Non Low	05/12/2005	Major Works - Notice of Motion has been raised to take whole block up to Scottish Housing Quality Standard (SHQS)	01/10/2006	30/07/2010	Options are being considered to H&E Committee 25/5/2010	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£9,956.09	Kenny Paterson	Voids Sub group	Options are being considered to H&E Committee 25/5/2010
Conversion of wardens property	20 Clashieknowe, Balgownie	Warden Flat 3 Apartment	Non Low	02/02/2009	Major Works - Notice of Motion has been raised to take whole block up to Scottish Housing Quality Standard (SHQS)	01/02/2009	30/07/2010	Options are being considered to H&E Committee 25/5/2010	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£3,579.68	Kenny Paterson	North Committee	Options are being considered to H&E Committee 25/5/2010
Conversion of sheltered property	4 Hamewith, Balgownie	Sheltered Flat 1 Apartment	Low	15/05/2006	Major Works - Works orders are being prepared and will be issued to Building Services thereafter.	30/07/2006	30/07/2010	Convert two bed flats to one bed flat	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£9,850.17	Astrid McLeod Kenny Paterson	Voids Sub group	Options are being considered to H&E Committee 25/5/2010

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
Conversion of sheltered property	5 Hamewith, Balgownie	Sheltered Flat 1 Apartment	Low	06/09/2004	Major Works - Works orders are being prepared and will be issued to Building Services thereafter.	30/07/2006	30/07/2010	Convert two bed sits to one bed flat	Similar ex warden properties (14 in total) were prioritised due to the lack of funding available	£9,850.17	Astrid McLeod Kenny Paterson	Voids Sub group	Options are being considered to H&E Committee 25/5/2010

NTBR PROPERTIES - TO BE SOLD										
Category	Address	Property Type	Low Demand/ Non Low Demand	Void Date	UTBR Reason	Date Removed From Charge	Lead Officer	Date of Approval	Date of last update	
Sale	Weighbridge Cottage,Queens Road,Hazlehead	Cottage 4 Apartment	Non Low	28/06/2004	Valuations were requested and provided to the Scottish Government in December 2009. Scottish Government have yet to confirm approval	27/06/2004	Helen Sherrit	Committee approval to dispose - Housing and Environment 26/08/09	12/05/2010	
Sale	5 Affleck Place, Bon Accord	Flat 2 Apartment	Non low	22/01/2007	Valuations were requested and provided to the Scottish Government in December 2009. Scottish Government have yet to confirm approval	15/04/2007	Helen Sherrit	Committee approval to dispose - Housing and Environment 26/08/09	12/05/2010	
Sale	2 Elmbank Road, Sunnysbank	Flat 2 Apartment	Non low	27/12/1994	Valuations were requested and provided to the Scottish Government in December 2009. Scottish Government still to give ACC authority to sell. Senior Civil Servant looking into this.	02/07/2006	Helen Sherrit	Committee approval to dispose - Housing and Environment 26/08/09	11/01/2010	

NTBR PROPERTIES - TO BE SOLD

Category	Address	Property Type	Low Demand/ Non Low Demand	Void Date	UTBR Reason	Date Removed From Charge	Lead Officer	Date of Approval	Date of last update
Sale	285b Hardgate, Holburn	Flat 2 Apartment	Non Low	01/06/2008	Valuations were requested and provided to the Scottish Government in December 2009. Scottish Government still to give ACC authority to sell. Senior Civil Servant looking into this.	17/08/2008	Helen Sherrit	Committee approval to dispose - Housing and Environment 26/08/09	11/01/2010
Sale	58a Menzies Road, Torry	Flat 2 Apartment	Non Low	14/08/2006	Valuations were requested and provided to the Scottish Government in December 2009. Scottish Government still to give ACC authority to sell. Senior Civil Servant looking into this.	20/04/2008	Helen Sherrit	Committee approval to dispose - Housing and Environment 26/08/09	12/05/2010
Sale	89 Menzies Road, Torry	Flat 2 Apartment	Non Low	22/05/2006	Approval received for acceptance of recommended offer. Paperwork with Legal to finalise.	27/08/2006	Helen Sherrit Ian Harris	Committee approval to dispose - Housing and Environment 26/08/09	12/05/2010
Sale	37g Victoria Road, Torry	Flat 1 Apartment	Non Low	13/08/2007	Valuations were requested and provided to the Scottish Government in December 2010. Scottish Government still to give ACC authority to sell. Senior Civil Servant looking into this.	12/08/2007	Helen Sherrit	Committee approval to dispose - Housing and Environment 26/08/09	12/05/2010

INTBR PROPERTIES - TO BE SOLD

Category	Address	Property Type	Low Demand/ Non Low Demand	Void Date	UTBR Reason	Date Removed From Charge	Lead Officer	Date of Approval	Date of last update
Sale	173h Victoria Road, Torry	Flat 2 Apartment	Non Low	22/05/2006	Approval received for acceptance of recommended offer. Paperwork with legal to finalise.	27/08/2006	Helen Sherrit Ian Harris	Committee approval to dispose - Housing and Environment 26/08/09	12/05/2010
Sale	8g Walker Place, Torry	Flat 1 Apartment	Non Low	11/09/2006	Valuations were requested and provided to the Scottish Government in December 2009 Scottish Government have yet to confirm approval	05/11/2006	Helen Sherrit	Committee approval to dispose - Housing and Environment 26/08/09	12/05/2010
Sale	136g Walker Road, Torry	Flat 1 Apartment	Non Low	25/02/2008	Valuations were requested and provided to the Scottish Government in December 2009 Scottish Government still to give ACC authority to sell. Senior Civil Servant looking into this.	22/06/2008	Helen Sherrit	Committee approval to dispose - Housing and Environment 26/08/09	12/05/2010

NTBR PROPERTIES - TO BE DEMOLISHED										
Category	Address	Property Type	Low Demand/ Non Low Demand	Void Date	UTBR Reason	Date Removed From Charge	Lead Officer	Date of Approval	Date of last update	
Demolition	1a Logie Gardens, Logie	Flat 3 Apartment	Non Low	04/08/1998	As reported on 11th January 2010 Further to Housing and Environment Committee decision (11th November 2009) - Awaiting outcome of the Scottish Government's approval on Haudagain options	10/09/2006	Martin Smith	Voids Sub group	12/05/2010	
Demolition	1b Logie Gardens, Logie	Flat 4 Apartment	Non Low	11/08/1998	As reported on 11th January 2010 Further to Housing and Environment Committee decision (11th November 2009) - Awaiting outcome of the Scottish Government's approval on Haudagain options	10/09/2006	Martin Smith	Voids Sub group	12/05/2010	
Demolition	1c Logie Gardens, Logie	Flat 4 Apartment	Non Low	10/05/1999	As reported on 11th January 2010 Further to Housing and Environment Committee decision (11th November 2009) - Awaiting outcome of the Scottish Government's approval on Haudagain options	10/09/2006	Martin Smith	Voids Sub group	12/05/2010	

NTBR PROPERTIES - TO BE DEMOLISHED

Category	Address	Property Type	Low Demand/ Non Low Demand	Void Date	UTBR Reason	Date Removed From Charge	Lead Officer	Date of Approval	Date of last update
Demolition	1d Logie Gardens, Logie	Flat 4 Apartment	Non Low	15/03/1999	As reported on 11th January 2010 Further to Housing and Environment Committee decision (11th November 2009) - Awaiting outcome of the Scottish Government's approval on Haudagain options	10/09/2006	Martin Smith	Voids Sub group	12/05/2010
Demolition	1e Logie Gardens, Logie	Flat 4 Apartment	Non Low	16/12/1997	As reported on 11th January 2010 Further to Housing and Environment Committee decision (11th November 2009) - Awaiting outcome of the Scottish Government's approval on Haudagain options	10/09/2006	Martin Smith	Voids Sub group	12/05/2010
Demolition	1f Logie Gardens, Logie	Flat 4 Apartment	Non Low	18/10/1999	As reported on 11th January 2010 Further to Housing and Environment Committee decision (11th November 2009) - Awaiting outcome of the Scottish Government's approval on Haudagain options	10/09/2006	Martin Smith	Voids Sub group	12/05/2010

NTBR PROPERTIES - TO BE DEMOLISHED

Category	Address	Property Type	Low Demand/ Non Low Demand	Void Date	UTBR Reason	Date Removed From Charge	Lead Officer	Date of Approval	Date of last update
Demolition	5a Logie Gardens, Logie	Flat 4 Apartment	Non Low	21/12/1998	As reported on 11th January 2010 Further to Housing and Environment Committee decision (11th November 2009) - Awaiting outcome of the Scottish Government's approval on Haudagain options	10/09/2006	Martin Smith	Voids Sub group	12/05/2010
Demolition	5b Logie Gardens, Logie	Flat 4 Apartment	Non Low	05/05/1998	As reported on 11th January 2010 Further to Housing and Environment Committee decision (11th November 2009) - Awaiting outcome of the Scottish Government's approval on Haudagain options	10/09/2006	Martin Smith	Voids Sub group	12/05/2010
Demolition	5c Logie Gardens, Logie	Flat 4 Apartment	Non Low	01/09/1998	As reported on 11th January 2010 Further to Housing and Environment Committee decision (11th November 2009) - Awaiting outcome of the Scottish Government's approval on Haudagain options	10/09/2006	Martin Smith	Voids Sub group	12/05/2010

NTBR PROPERTIES - TO BE DEMOLISHED										
Category	Address	Property Type	Low Demand/ Non Low Demand	Void Date	UTBR Reason	Date Removed From Charge	Lead Officer	Date of Approval	Date of last update	
Demolition	5d Logie Gardens, Logie	Flat 4 Apartment	Non Low	17/06/1997	As reported on 11th January 2010 Further to Housing and Environment Committee decision (11th November 2009) - Awaiting outcome of the Scottish Government's approval on Haudagain options	10/09/2006	Martin Smith	Voids Sub group	12/05/2010	
Demolition	5e Logie Gardens, Logie	Flat 4 Apartment	Non Low	14/04/1998	As reported on 11th January 2010 Further to Housing and Environment Committee decision (11th November 2009) - Awaiting outcome of the Scottish Government's approval on Haudagain options	10/09/2006	Martin Smith	Voids Sub group	12/05/2010	
Demolition	5f Logie Gardens, Logie	Flat 4 Apartment	Non Low	10/06/1997	As reported on 11th January 2010 Further to Housing and Environment Committee decision (11th November 2009) - Awaiting outcome of the Scottish Government's approval on Haudagain options	10/09/2006	Martin Smith	Voids Sub group	12/05/2010	

ABERDEEN CITY COUNCIL

COMMITTEE	Housing and Environment
DATE	25 May 2010
CORPORATE DIRECTOR	Pete Leonard
TITLE OF REPORT	CIH Conference 2010
REPORT NUMBER:	H&E/10/082

1. PURPOSE OF REPORT

The purpose of this report is to inform members of the key issues and priorities for the housing service over the coming years which were highlighted at the Chartered Institute Of Housing (CIH) Conference and Exhibition held in Glasgow in March 2010 and to inform members on the feedback that our own exhibition stand generated.

2. RECOMMENDATION(S)

For the Committee to note the content of the report and to authorise the Director of Housing and Environment to pursue appropriate responses to the key priorities listed in the report appendices as part of the Council's redesign and modernisation plans for the Housing Service, namely;

- **Ministerial Address – Alex Neil MSP**
- **Prepare for the Housing Green Paper – “Shaping Scottish housing policy” which will propose among many initiatives the adoption of new ways of thinking and fresh approaches to funding affordable housing**
- **The introduction of the new Housing Acts requiring:**
 - **Introduction of local requirements for the implementation of the Scottish Social Housing Charter – a tenant(s) charter**
 - **Redesign of housing services to meet the needs of our customers**
 - **Housing Options Advice**
 - **Tackling poverty and rent arrears effectively through Tenancy Sustainment & Financial Inclusion**
- **Engaging hard to reach youth**
- **Regeneration**
- **The Private Rented Sector**
- **Tackling Addictions**
- **Responding the wider consequences of the outcomes of the recession and the 2010 General Election**

3. FINANCIAL IMPLICATIONS

There are no financial implications in this report.

4. SERVICE & COMMUNITY IMPACT

Encouraging and promoting the staff and community representatives to attend this conference brings vital business benefits to the Council. This compliments and promotes the Council's Vibrant, Dynamic & Forward Looking (VDFL) Efficient & Fair Funding principles.

5. OTHER IMPLICATIONS

There are no direct legal, resource, personnel, property, equipment, sustainability and environmental, health and safety and/or policy implications and risks contained within this report.

6. REPORT

Attending the CIH Conference offers the opportunity for Housing professionals and Community Representatives to advance their knowledge and personal effectiveness by attending workshop sessions and networking with other housing practitioners and tenant groups.

Delegates attending the Conference were made up of Housing Staff, Marketing staff and Community Representatives.

The Delegate list was made up of:

Director of Housing & Environment (1)
Community & Tenant Representatives (3)
Tenancy Support Officer (1)
Tenant Participation Officer (1)
Architects (2)
Housing Strategist (1)
Change Manager (1)
Marketing Officers (2)

We also used the opportunity to promote and raise awareness of the Council's Housing Services at the Exhibition. We focused on the ground breaking approach taken by the Housing Service to help shift the balance of Care and encourage independent living for the city's older population.

The Council's exhibition stand was visited by Alex Neil MSP, Minister for Housing and Communities.

The marketing team engaged with approximately 300 delegates during the course of the conference. The team received very positive response to the Housing Services proactive approach to independent living and especially for Rosewell House.

Feedback from the team reported that “ultimately it was a good for building reputation with some stakeholders”. However, our most important stakeholders are staff, citizens of Aberdeen and local media and these were not reached at all at the conference.

In previous years the conference has been held in Aberdeen, where the local venue enabled a strong PR campaign to be developed for residents. This year the campaign concentrated on national recognition and a much broader approach. Opportunities to develop a national reputation are few and the team maximized this approach as much as possible.

In summing up, the conference offered a comprehensive range of services and information enabling delegates, whether they are tenants, housing practitioners, and or exhibitors to discover new ways to improve their service delivery in order to help meet customer needs and expectations.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

Key Priorities for Housing and Environment Appendix 1
Objectives and Comments from staff who attended the Conference Appendix 2
Report of Conference from Florence Cal-Anglia – Secretary of the North Area Subgroup Appendix 3
Report of Conference from Bill Pinkerton – Treasurer of Loch Court Tenant Association Appendix 4
Assessment of the Exhibition Stand (Marketing point of view) 2010 Appendix 5

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Appendix 1

Highlights from CIH Conference 2010 Key Priorities for Housing and Environment

Ministerial Address – Mr Neil acknowledged the challenges that all Local Authorities are facing and that the current economic climate was difficult and would be for some considerable time. The major announcement was that a **Green Paper** aimed at shaping Scottish housing policy would be launched in May. New thinking and fresh approaches would need to be adopted. Extensive consultation with housing bodies, tenants and stakeholders would be taking place over the summer, culminating in a White Paper in Autumn. He also touched on **service redesign** and the changing role of housing officers.

Housing Options Advice – This looked at the type of advice that was being offered by housing staff to people who required help to solve their immediate housing problem. The session explored how we should begin to rethink our housing advice services and include more tenure options.

Housing Bills (Scotland) – The 2010 bill will, amongst other things mainly cover the new right to buy modifications. The forthcoming Bill on private housing which will include in it's coverage of disrepair in private housing and a further amendment of private landlord registration. Further explanation of this is covered in the Private Landlord Sector.

Scottish Housing Charter – This aims to put tenants at the forefront of measuring landlord performance.

Green Paper – This has been addressed in the Ministerial Address.

Redesign of Housing Services – The minister touched on this in his opening speech saying that we need to be able to offer more options than just whether the applicant would or would not get a house from the landlord.

Tenancy Sustainment – This focussed on the cost of failed tenancies in relation to both economic and social factors. Pragmatic approaches were required and it was felt that the Housing Officer was the lynch pin of good tenancy sustainment

Engaging Hard to reach Youth – This presentation offered a pioneering perspective of social intervention initiatives that were developed though his (Mr Twilight Bey) many experiences, including gang intervention in the USA and the UK.

Financial Inclusion – This focussed on the role that landlords have to promote financial Inclusion and looked at innovative banking and affordable lending projects to help the most vulnerable in our communities.

Regeneration – This concentrated on the experiences and approaches for successful regeneration. John Quinn our new head of Service offered a presentation

on the approach on the regeneration of Craigmillar a council estate area in Edinburgh.

The Private Rented Sector (PRS) - This session acknowledged that housing providers were relying more than ever on the PRS and that the majority of landlords did not plan to be landlords. The new housing bill will further define “fit and proper” within landlord registration and the HMO licensing regime would be tidied up along with some legislative changes. The Scottish Association of Landlords would like to raise standards and a voluntary accreditation has been cited.

Tackling Addictions – A recovering addict offered this presentation based on his own experiences. He believes that addiction is a learned behaviour and not genetic. He cautioned against feeling sorry for an addict and discouraged judgement. He acknowledged that providing services for addicts sometimes encouraged dependency, and did not teach responsibility. He felt that when addicts got what they wanted all the time, they were in control and did not learn to change their behaviour.

The 2010 General Election – This keynote session saw representatives from the four main political parties discussing and debating key housing issues.

Appendix 2

Contents of comments on sessions from staff who attended the CIH 2010

Objectives

Ministerial Address – Mr Alex Neil MSP

Keynote session - Recession & Recovery - Fiona Early – Economist

Getting in on the Act - Housing (Scotland) Bill 2010 - Natalie Sutherland

Making Support Work – Sustaining tenancies

Progress to 2010 – Graeme Brown - Director of Shelter

Access and choice in Housing – John Mills and Debbie Burns (SHBVN)

Building Zero Carbon Homes - Euan Barr Tenant First

Housing Options – Helen Turley – Head of Housing Perth and Kinross

Investing in Regeneration and affordable homes – John Quinn

**Engaging hard to reach youth – Twilight Bey Youth Engagement
Manager**

**Shaping Tenant Involvement in the Scottish Social Housing Charter – Ilene
Campbell Tenant Information Service (TIS)**

New Models for Delivery – Frank Koser – Director ICS –Advies

Summary from Aileen and Karen

Objectives:

- **Networking with Fellow Professionals**
- **Keeping up to speed with new developments in Housing**
- **Opportunities to advance knowledge by attending workshops sessions**
- **Learn about any new initiatives/Products**
- **Sharing and learning about best Practice**
- **To hear our new head of service John Quinn give a presentation on the Regeneration of the Craigmillar in Edinburgh**

Ministerial Address

It is always helpful to understand where Government policy is heading, what constraints or assistance may exist to help Councils achieve policy goals and to get a sense about whether the speech is simply rhetoric or said with conviction. I got the impression that housing is high on this Government's agenda and, at last, there is a recognition that appropriate housing does not only meet the basic need for shelter, but can also contribute to the wider agenda, e.g. balance of care, health, fuel poverty etc.

The keynote session on the Recession and Recovery was excellent, putting the reasons behind the recession and the prospects for recovery into easily understood language. The session was relevant to the conference as speakers used many examples to show what the impact of public spending cuts, market forces and fiscal policy could have on the housing system and public services in general. I would recommend all Managers should hear what was being said to help them understand the impact that economic factors will have on Council services over the next few years. This gave a reflection of the current economic situation – Doom and Gloom for the next 4/5 years – hard work ahead for the construction industry

Good session on the **Housing Bill (Scotland) 2010** proposals, particularly about the new regulatory regime and the right to buy proposals. The speaker indicated the proposals are still open to influence through the consultation process.

Session on Making **Housing Support work was also relevant given our redesign and focus on sustaining tenancies**. The need to ensure "Supporting People" funding was protected despite the removal of ring fencing was emphasised. Loreburn Housing Association gave an interesting presentation about how they were maximising the opportunities to make funding go further whilst the speaker for the Care Commission was generally complimentary about housing support services across Scotland.

The session on “**Progress towards 2012**” gave an overview of where Councils were in relation to the 2012 target and what the challenges were. There was a lot of emphasis on the role of the private rented sector which seems to be an acknowledgement that the target may be unattainable by some Councils based on the stock and turnover of social rented sector housing in their areas. (Colin)

Access and Choice in Housing – John Mills and Debbie Burns

Good session where we did group work. We split into groups and tackled about 8 topics. We discussed and debated. The outcome was that there is a lot to be done to address access and choice in Housing. There were very few solutions or practical applications, more declarations of targets that we have all known about for a few years now – things have got to progress quicker if we are to achieve these targets (2016 – 2020)

A session on Access and Choice was a bit disappointing; being mainly about CHR’s but not really telling me anything new.

Building Zero Carbon Homes – Very Informative and an excellent presentation. With regards to specification for Code for sustainable homes 1 – 6. Code 5- 6 for example is not an “affordable solution” in economic terms which is a major consideration for LA in the current economic climate. Code 3-4 is more realistic in terms of being classed as being “affordable” and this aim needs to be clear from the outset. Still lots of government work to be done with regards to classifications and what can be achieved within the realms of affordable housing. More than likely that Code 3 – 4 is achievable in order to render a solution “affordable”

I attended sessions on **Housing Options** where I learned about an interesting approach being developed by Perth and Kinross that may be useful in shaping our future allocation service redesign.

It was evident that each Council’s approach / procedure differ. Is there any mileage in sharing information across Councils? Some Councils highlighted that they have limited stock availability for example

Investing in Regeneration and affordable Homes – John Quinn and George Norval – Interesting to hear approaches which were achieved in Craigmillar. However 3 people walked out of the session at the beginning of the video. Overall it was a reasonably weak presentation

This presentation was perhaps perceived as being weak due to the simplistic, uncomplicated style in the way it was projected. The adopted approach taken in this case was sensible, considered and done with the people who would be living there in mind.

Engaging hard to reach youth – Presented by **Twilight Bey** Youth Engagement Manager Kensington Housing Trust. A very cool individual from LA talking about his experiences as a young man living (and only just) in down town LA. He is working for Lambeth Council now engaging with youths, trying to find out what they want, what would fit and what can be achieved. Once on board special bespoke projects are set up and monitored to ensure commitment is demonstrated by both sides. This was a very upbeat, thought provoking presentation – I'm unsure of it's success north of the border – however it would be worth a visit to see it in operation. Perhaps Community Education/Youth Workers would be interested.

Shaping Tenant Involvement in the Scottish Social Housing Charter (TIS)

This session covered the Social Housing Charter – the why? What/ and How? It will be approved by the Scottish Parliament following consultation. There will be a framework for regulation and it will be legally binding on all Social landlords. The charter will be effective from 2012. Initial stakeholder discussion will be Autumn 2010)

Key Issues for tenants:

- Include tenants in preparing the Charter
- More information needed on how the Regulators new powers will work in practice
- National and Local outcomes will be different – how will they be regulated
- Tenant Participation needs to be a national outcome
- Support and funding for tenants to participate

We (ACC) need to be thinking about this when we are redesigning our service. The views of tenants on service delivery should be recognised and valued as this can only enhance the social rented sector.
Caroline

New Models for Delivery – Frank Koser – Director ICS –Advies

This was about the housing market in the Netherlands and how they are coping with it. They have a “supply model” which helps the customer in his or her search for accommodation. Within the supply model they offer:

- Lottery model
- Showcase mode
- Housing on offer
- Urgent Searchers model
- Immediately for rent
- Combi models.

This model has been developed to cover all the markets in order to better match supply and demand.

The threat of waiting lists of millions of people seeking housing and the wishes of the customer, as an individual consumer, is the reason that the focus is not being placed on the individual customer. This comes second place to “ the major task” of having to house everyone who is in need.

Someone raised the Homeless Issue and the reply came loud and clear – Why have you become homeless – that was a stupid thing to do!!!

I have papers relating to this presentation and they can be made available if necessary.

Summary from Architects

The conference was not really geared towards Architects but it was interesting to get a different perspective / angle on the housing industry / profession. It is clear that there is a need for Housing Representatives to be working a lot more closely with Architects and other professionals in order to gain an appreciation of each others involvement in the whole process and it is essential that there is good team work.

Missing from the conference – practical applications of how to implement change / progression to achieve government targets. Without this it is an unrealistic exercise.

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Appendix 3

CIH CONFERENCE AND EXHIBITION, Glasgow on 16th 17th 18th March 2010.

At the Chartered Institute of Housing (CIH) and Exhibition held in the Glasgow Conference Centre, Tenants Representatives and Associations were welcomed along with Officers from the various City Councils, Associations, Managements, Consultancies, Housing, Scottish Government and Students from Stirling University.

Six of us who travelled together from Aberdeen were accommodated in the Premier Inn George Square, Glasgow – Carol Hannaford, Catherine McGregor, Florence Cal-Anglia, Eric Allan, William Pinkerton and Colin Ross - where we had the good fortune to meet and talk with Pete Leonard the new Director of Housing. He was with us as well at our table in the Crown Plaza Hotel for the Provost of Glasgow's Dinner a further opportunity to get to know him much better. I found him very pleasant and easy to talk too.

There was a warm welcome when we arrived at the conference centre, each of us handed a lightweight shoulder bag containing our badge, delegates' names and useful information to guide us through our stay. There were stalls on all types of information pertaining to housing with plenty of free pens and other gadgets. Stall personals ready to talk and to answer any question on their product. Sometimes it was difficult to decide on which seminar to attend. All seemed to be full of valuable information and a choice had to be made, I hope I chose well. My only quibble was the serving of a cup of tea/coffee only at specific times!

An opportunity arose from an actual disappointment. When applying for tour tickets to see the renovated Gorbals in Glasgow they were all finished. In stepped John Quinn who invited Bill and me (Tenant Representatives) to come in his car to view the new buildings. He was an excellent guide and good company full of information on the different architectural structures with their variety of designs Gorbals' transformation is wonderful. One building I had doubts, the roof was sticking far out at one end similar to the sharp end of a triangle. Probably wrong my opinion that it would cause a wind trap for pedestrians below instead of shelter.

The whole Conference, Exhibition and our accommodation I would recommend to any future Tenant Representatives to partake in, for I thoroughly enjoyed the whole experience.

F. B. Cal-Anglia

The Opening Address was by Craig Stirrat, Chair CIH Scotland and the Ministerial Address by Alex Neil MSP.

Some of the information spoken of was that there would be –

- Scottish Housing Social Charter
- Self-assessment by landlords
- Promote equal opportunities
- Further reform on the right to buy, which brought up the question would the right to restrict to buy be against disabled people?

Health Care and Housing Options

- Housing to be a part of good health
- sheltered housing with two bedroom and wet room
- helping people in long term housing

Alex Neil MSP; -

- Green Paper on future housing
- many ideas on housing with private sector as well as government
- further reform on right to buy
- Housing sector challenges to Councils with 45% allocation going to homeless at expense of people on the main list
- in 2016 eliminate fuel poverty
- standard quality responsibility of Councils, should be the target
- Equate with health, decent housing.
- Funds taken from advance years to help recession years
- Record spend on housing
- 50% cut in capital spend. Needed more effective use, people no longer able to mortgage, no longer first buyers, rent housing instead adding to double whammy.
- Choice and fairness – only told eligibility instead of informing tenants a broader outlook.
- New technology – able to heat houses for less and to meet new targets
- Genuine discussion of housing the kind we want to see in Scotland

Housing a prescription for Good Health – speakers Dr David Bell NHS Scotland, Lorraine McLaren and Catherine Jamieson, Glasgow, some items spoken of were already done in Aberdeen such as heating systems, loft insulation, and double-glazing.

- GHA tackling fuel poverty, energy service advice delivered to 11,500 tenants
- External insulation
- Neighbourhood renewal programme, environmental improvements
- Play areas joint partnership with Glasgow city council

Handy person

- Tenants supported with tasks

Most popular tasks

- Changing light bulbs/strip lights
- Taking down/re-hanging curtains
- Cleaning internal windows
- Building flat-pack furniture

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Appendix 4

CHARTERED INSTITUTE OF HOUSING SCOTLAND CONFERENCE AND EXHIBITION 2010 AT GLASGOW SECC

BILL PINKERTON

I was invited by Aberdeen city Council to attend the above Conference, it was an experience never to be missed I enjoyed every minute and ACC team made Florence and I most welcome and gave us information and help at the conference and at the hotel.

I learned a lot about all aspects of Housing from the start to the finished article ready for tenant by visiting the many stands and speaking about the wares they were exhibiting and of course the freebies readily available not to mention.

We also met and talked to a group from Dundee and found out they have the same problems that we have.

Pete Leonard invited Florence and I to visit the Gorbals with him and John Quinn in the car. John was the consultant responsible for regenerating the Gorbals. It was very interesting seeing all the different house styles and John explained that it was done with the tenant groups being involved in all aspects of the project.

There was plenty to do and see at the Conference. We attended breakout sessions and learned what other tenant groups were saying about Tenant Participation. The session that the Tenant Information Service (TIS) offered was about the Tenants Charter which I found particularly interesting.

The Tenant Participation Advisory Service (TPAS) have awarded us (ACC the Sheltered Housing Network) an award. It was nice to meet up with Jamie (staff member of TPAS) again and learn that since our last meeting he and his wife had an addition to the family.

The Conference Dinner at the Crowne Plaza was a most enjoyable evening. Both the food and the company were very agreeable.

I have had a very enjoyable and educational four days with very helpful friends. Thank you.

Bill Pinkerton
27 Loch Court
ABERDEEN

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Report to: Head of Regeneration and Housing Investment
Report from: Victoria Livingstone, Marketing Manager
Date: 15 April 2010
Subject: Assessment of the exhibition stand at the 2010
Chartered Institute of Housing Annual Conference

Purpose of report

To review and assess effectiveness, success and value for money of the Council's exhibition stand at this year's Chartered Institute of House (CIH) Annual Conference.

Event

The exhibition ran from 16 – 18 March at the SECC in Glasgow alongside the CIH annual conference and was visited by delegates in between conference sessions and at the beginning and end of the days.

Aberdeen City Council's Housing and Environment Service joined Glasgow and Edinburgh City Councils in taking stands in the exhibition hall. The aim was to raise awareness of the Council's Housing services and specifically to focus on the ground breaking approach taken by the service to encourage independent living for the city's older population. The activity involved creating and manning a stand at the exhibition, dealing with individual requests for information and ensuring a presence both online and in conference literature.

In total 800 delegates attending the conference and visited the exhibition over the three days.

Presence created by Aberdeen City Council

The Council was represented at the conference by the Head of Service for Housing and Community Regeneration who was also Chair of the CIH, the service director, senior and service managers, tenant participation officers and tenant volunteers. In total 10 Council staff and tenants attended the conference, a figure that roughly mirrored delegations from other organisations.

In addition, three of the Council's marketing team attending the exhibition with two staff members on the stand each day.

The cost of creating a stand at the exhibition was as follows:

	(£)
Stand	1380
Materials	1459
Accommodation	744
Travel	197
Total	3780

This was funded through the Housing marketing and engagement budget managed by the marketing team.

Assessment

Attending the exhibition was valuable from a reputation point of view. Conference delegates represented other local authorities, housing associations, housing professionals and tenants with whom there is comparatively little contact outside of the event. A majority of the 800+ delegates came from across Scotland but there were also representations from England and Wales.

The Council's exhibition stand was also visited by Alex Neil MSP, Minister for Housing and Communities.

The marketing team engaged with approximately 300 delegates during the course of the conference. The team received very positive response to the Housing Services' proactive approach to independent living and especially for Rosewell House.

Feedback from the team reported that 'ultimately it was a good for building reputation with some stakeholders. However, our most important stakeholders are staff, citizens of Aberdeen and local media and these were not reached at all at the conference'.

In previous years the conference has been held in Aberdeen, where the local venue enabled a strong PR campaign to be developed for residents. This year the campaign concentrated on national recognition and a much broader approach. Opportunities to develop a national reputation are few and the team maximized this approach as much as possible.

Again, feedback from the team suggests that we maybe got more out of the conference when held in Aberdeen as 'we were able to take people around the city to see areas of best practice to build awareness' and a positive reputation.

Was the exhibition valuable from a business point of view?

The purpose for attending the exhibition was to build and create a positive reputation, and to encourage dialogue and engagement amongst peers, stakeholders, and service users.

As we were not selling services directly from the stand the presence was not valuable from a business or commercial perspective.

Was the exhibition was valuable from an awareness point of view?

This year the stand was far smaller than it had been at previous exhibitions with much less spent on dressing and decoration. As all materials had to be taken to Glasgow this approach was chosen for ease and to allow for the extra expense of travel and accommodation. Previous sponsorship arrangements for badges and lanyards were not renewed this year for the same cost reasons.

The approach at the exhibition was to invest in one giveaway to attract people to the stand. This featured the Council's website for follow up communication. The team also

produced information leaflets concentrating on the ethos and inspiration behind Rosewell House. The approach was broad and chosen to illustrate the 'next generation of care homes'. The giveaways were eye-catching, bright green apple corers that loosely supported the idea of independent living. These were a huge hit, quickly becoming a real talking point across the conference and driving many people to the stand.

To make the giveaways 'earn their keep' no one received a corer without listening to details about Rosewell and the benefits of the Council's approach to independent living. Each corer was handed out with a leaflet. Business cards were collected and a tally of people visiting the stand and asking for further information was also kept.

Did the exhibition provide value for money?

With the interest in and traffic to the stand the exhibition achieved one aim in increasing profile, reputation and standing amongst peers. This could have been enhanced still further by having staff from the service present to provide more detailed information to answer questions and queries from delegates with specialist knowledge and interest.

Staff manning the stand had to deal with peaks of high interest between long quiet periods whilst the delegates attended conference sessions. An alternative to having marketing staff on the stand could be for housing staff attending the conference as delegates to also be on the stand during breaks and for it to be unmanned during sessions.

Other comments

Preparation for, building and attending the event in Glasgow was quite intensive in terms of staff resources. During the conference three members of the marketing team were away from the office for several days. Whilst it is a core part of the team's function to produce this sort of marketing activity, we also needed to be able to call upon housing staff for detailed and specialist information, advice and guidance. The team struggled to make contact with the managers and teams at Rosewell to develop the promotional materials and this affected how complete a representation could be achieved. Should we attend future exhibitions it would be advantageous to have this support from the service through a working group in advance of the event and with stand support during.

Impact/presence and positive/negative PR?

The cost of creating a stand at the three day exhibition was just under £4000. As a direct comparison this would buy a full page advert in the Press & Journal for all editions for one day or nearly two weeks advertising on Northsound FM. The value in attending the exhibition was that it gave us access to a focused audience we would never usually reach; the decision makers, policy makers, stakeholders and service users across Scotland. Ideally it would be our intention to build upon this for future exhibitions to increase the profile of the Council's housing services across Scotland.

It is the Service's decision whether or not to continue with a presence at the exhibition. We look forward to receiving this decision and also your comments and feedback on the conference, exhibition and this report.

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COMMITTEE: Housing & Environment

DATE: 25 May 2010

DIRECTOR: Pete Leonard

TITLE OF REPORT: Use of Aberdon House

REPORT NUMBER: H&E/10/087

1. PURPOSE OF REPORT

To act on the instruction at the last meeting to provide Committee with information with regard to potential uses of Aberdon House which it has previously been agreed will be a new temporary accommodation unit for homeless people.

2. RECOMMENDATIONS

To note that Aberdon House is not suitable for use as temporary accommodation for homeless single parents with one child.

3. FINANCIAL IMPLICATIONS

There are no financial implications.

4. SERVICE & COMMUNITY IMPACT

The report links to the Single Outcome Agreement and Vibrant, Dynamic & Forward Looking to 'increase the number of temporary homes for homeless people across the City' and 'retain the 24 hours contact point for homeless people'. It also links to the National Indicator and Target 'All unintentionally homeless households will be entitled to settled accommodation by 2012'.

Our public services are high quality, continually improving, efficient and responsive to local people's needs.

Vibrant Dynamic Forward Looking - this report is in line with the Council's key aim to enhance the total environment in social housing areas.

The proposals will assist the Council to deliver against, in particular, one of the five key areas of activity – the services we provide and secure for the most vulnerable members of our community.

There are direct links to the Housing Service Plan 2009-2012 – Modernisation of Service, the Resettlement & Homelessness Strategy (2009 – 2013) and the Temporary Accommodation Strategy.

5. OTHER IMPLICATIONS

N/A

6. MAIN CONSIDERATIONS

6.1. It has been proposed that “Aberdon House should be utilised for homeless single parents with one child given the accommodation constraints, which would enable early engagement with parents by social services in developing their parenting and life skills prior to the family living alone”.

6.2. The Unsuitable Accommodation (Scotland) Order 2004.

6.3. In providing temporary accommodation for homeless households a local authority must work within the Unsuitable Accommodation (Scotland) Order 2004.

6.4. The Order was introduced as part of the Homelessness etc. (Scotland) Act 2003 and effectively bans the use of bed and breakfast accommodation for families with children, except in specific circumstances.

6.5. How the Order is implemented:

- Any accommodation used as temporary accommodation for families with children must meet certain basic standards. These include accommodation with adequate cooking and washing facilities, etc.
- Families can only be placed in accommodation that does not meet these standards (usually bed and breakfast accommodation) in specific circumstances.
- These exceptions allow for flexibility both for the family and the council, in exercising its duty. So, for example, a family can only be placed in unsuitable accommodation where they apply as homeless 'out of hours', or where there is no other accommodation available. In both these situations, the longest time they should spend in this accommodation is fourteen days.
- However, if, at the end of fourteen days, a family chooses to stay in unsuitable accommodation rather than be moved, they can exercise that choice (this might be because they want to stay near a child's school, for example). In doing so, they must be offered alternative suitable accommodation by the local authority in order to ensure their choice is an informed one.

6.6. In addition, in placing a family in temporary accommodation we need to have regard to the needs of the parent(s) and child(ren). This would include:

- Maintaining links with current education
- Proximity to other supports
- Maintaining healthcare links as necessary

6.7. A Short Scottish Secure Tenancy (SSST)

6.8. A Short Scottish Secure Tenancy is a short term or probationary tenancy agreement which can be given to tenants by a council, housing association

or housing co-op. SSSTs can be offered:

- for lets for a trial period, after which a tenancy may be upgraded to a Scottish secure tenancy, or
- for temporary lets

6.9. A household may be offered a SSST instead of an ordinary tenancy because:

- in the last three years they have been evicted from a previous tenancy because of antisocial behaviour (in this situation there will be services available such as counselling during the duration of the tenancy)
- they have a let of six months or more with support to help them sustain their tenancy (this could include debt and financial advice if they have previously had problems with rent arrears, or other forms of counselling)
- they are homeless and have been offered temporary accommodation for six months or more

6.10. Tenancy would not be granted in temporary accommodation such as Aberdon House and there would be no mechanism to compel households to use the service in the manner set out.

6.11. Children in temporary accommodation

6.12. At 31 December 2009, Aberdeen had 258 households in temporary accommodation (2.51% of the Scottish total compared with 3.78% for Aberdeenshire).

6.13. Of these 78 (2.17%, Aberdeenshire – 4.34%) households had children.

6.14. 114 children (1.9%, Aberdeenshire – 4.52%) were in temporary accommodation at 31 December 2009.

6.15. The numbers of families with children in temporary accommodation in Aberdeen is below the national average.

6.16. We don't currently have a figure for the number of single parents with only one child but this would be substantially lower than the overall number in temporary accommodation. Within this would also be a proportion that did not have specific support needs.

6.17. This figure is reducing substantially as it is possible to re-house families within one month at present.

6.18. However, single person households are having to wait at least six months.

6.19. Registration with the Care Commission

6.20. Given the Social Care and Wellbeing focus indicated in the motion, it would probably be a requirement that the service would have to be registered with the Care Commission.

- 6.21. The current and proposed standards within the building would make it difficult to achieve the necessary standards.
- 6.22. This focus could also have implications in relation to the qualifications and experience that would be required by staff possibly resulting in higher costs.
- 6.23. Disclosures are not currently required for housing/homelessness staff but would probably be a requirement for such a service.

7. REPORT AUTHOR DETAILS

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ABERDEEN CITY COUNCIL

COMMITTEE : **Housing & Environment**

DATE: 25th May 2010

CORPORATE DIRECTOR: Pete Leonard

TITLE OF REPORT: Review of Public Toilets – Progress Report

REPORT No. H&E/010/073

1. PURPOSE OF REPORT

The report contains the concluded public toilet review and gives recommendations that will put in place a public toilet strategy for Aberdeen which both complements and improves upon existing public toilet facilities already in place both publicly and privately.

2. RECOMMENDATION(S)

That the Committee:

- (i) note the progress and improvements made to date with Aberdeen's Public Toilets;
- (ii) approves, subject to iii), below Option 3; namely, to 'Retain existing public toilets, adding 24/7 APC facilities in the city centre and priority locations (City Parks etc) and introduce a Community Toilet Scheme across Aberdeen' as the preferred choice for the long term strategy for public toilets in Aberdeen;
- (iii) instructs the Director of Housing & Environment to report back with a detailed, costed business analyses having taken into consideration the potential influence and implications of the "City Centre Development Framework" (Council meeting on the 19 May 2010) on option 3 as outlined in recommendation (ii) above at its meeting on 24 August 2010.

3. FINANCIAL IMPLICATIONS

Once a decision has been made and an option agreed to take forward, further budgetary implications and potential capital investment will be outlined to Committee for consideration in future years' budgets.

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.

Public toilet provision also links generally to the "health" and "clean city and environment" aspects of the Community Plan and Single Outcome Agreement.

The public toilet provision needs to be considered in conjunction with the objectives of the City Centre Development Framework" which went to a meeting of the Council on 19 May 2010. The framework may give the Council an opportunity to deliver improvement to the service by obtaining capital and revenue costs associated with the service from planning gain.

5. OTHER IMPLICATIONS

Bright, clean and well maintained toilet facilities enhance the local environment and improve facilities available to residents, visitors and tourists to the city.

Failure to provide and improve these services places risk on our ability to implement our vision in future Clean City Challenges.

6. REPORT

6.1 Public Toilet Review

Providing public toilets is not a statutory function of local authorities. However, public toilets are an important service for visitors and residents alike. Aberdeen City Council needs to continue to ensure that adequate public toilet provision is in place across Aberdeen.

The council's traditional stand-alone public toilets are no longer the sole toilets available for public use. Shopping centres, supermarkets and others increasingly provide toilets for the public. There are a number of civic buildings which provide toilet facilities but not for general public use. Public expectations of what should be provided have also altered; for example, people now expect baby-changing facilities and the law requires disabled provision where practical.

Aberdeen City Council currently has 13 public toilets open and available to the public for use. See Appendix 1 for details.

Aberdeen's current toilets are very well managed and maintained. The toilets receive good feedback from the public and for the first time in 2009 four toilets, Upperkirkgate, Footdee, Chapel Street and Beach Central were awarded 'Loo of the Year' awards in recognition of their standard of maintenance and cleanliness.

Aberdeen has many other sites that have in the past been used as public toilet facilities but many of these properties are old, in poor condition and no longer meet accepted standards. Over the year these site have gradually been closed down and accordingly, in 2009 a council decision was made to further reduce the number of toilets open to the public and close a number of facilities across the city. This represented a budget saving of £81,000.

Revenue budget for public toilets is on track for an under spend of £30,000 in the financial year 2009 / 10.

Appendix 2 gives details of public toilet property / facilities in Aberdeen that have been closed. The information also provides a grading as to the property condition and also an estimated rebuild cost.

6.2 Phase 1 of the Public Toilet Review

6.2.1 Phase 1 of the Public Toilet Review has been completed.

Following approval from Committee refurbishment work began on the public toilets in June 2007. Work was undertaken on the toilets at Footdee, Upperkirkgate, Spa Street and Chapel Street. This work was completed in the summer of 2008.

All public toilet refurbishment on current, operating facilities has been completed and paid for through capital monies.

A total of £87,000 remains against capital monies to be spent on public toilets.

Appendix 3 provides a summary of the works undertaken in Phase 1.

6.2.2 New APC (Automatic Public Convenience) units for parks.

New APCs have been sited at Duthie Park, Victoria Park and Seaton Park. Installation works of these toilets has been completed and they were in full operation and open to the public from the end of March 2008.

These units are coin operated, fully automatic, self cleaning, public conveniences that have been designed to accommodate all members of the public including those with children and the less able user. The units significantly exceed the typical specification for a DDA toilet.

6.3. Public Toilet Review Phase 2 – Long term strategy for Aberdeen’s public toilets.

6.3.1 The second part of the review began in late 2009 and looked in detail at:

- Current facilities that are not well used and the possible alternatives;
- Recently closed facilities and the impact on the communities involved;
- City centre, night time provision required by Aberdeen;
- The long-term strategy of providing public toilets, linking to long term plans and proposals for public toilet facilities in parks, libraries and other public buildings and
- Funding required for the necessary menu of improvements to public toilet facilities required for Aberdeen.

Consideration will have to be given to where the outcome of the review sits as a priority and how any additional costs resulting from the review are to be met.

There is no direct financial impact of Phase 2 on the 2010 / 2011 budget.

In order to best identify the public toilet requirements of Aberdeen City Council, four main options were considered and reviewed.

1. Close all public toilets.
2. Service provision per status quo (and potential improvements).
3. Retain existing public toilets, adding 24/7 facilities in the city centre and priority locations (City Parks etc) and introduce a Community Toilet Scheme across Aberdeen.
4. Retain existing public toilets plus adding new public toilet facilities / APC units across city.

Each option was considered in terms of five criteria:

- Human Resources implications
- Financial implications
- Performance implications
- Legal Implications
- Positive and negative impact.

Appendix 4 gives detail of the four options considered.

6.3.2 Conclusion

An option appraisal on the future strategy of the public toilet service, managed by Environmental Services, was carried out to assess the options for future

optimisation of resources and service delivery.

Option 1 – Close All Public Toilets

This option:

- Provides a substantial saving to the council but in closing all public toilets the council would face significant criticism from the public, visitors and the business sector.
- Cannot, it is submitted, be considered as a realistic way forward for the aforesaid reason.

Option 2 – Service provision per status quo (and potential improvements).

This option:

- The current public toilets are well managed and maintained and, on the whole, provide good facilities within the areas they serve.
- New signage, redecoration and better promotion of the public toilets in Aberdeen would see the current facilities improved further at a cost that could be accommodated within existing budgets and by using existing capital budget.
- However, with option 2, toilet provision is limited and there is little scope to address the need for 24/7 facilities for the city centre and also additional facilities across Aberdeen.
- Option 2 is seen as a possible low risk, working solution but it does not provide any long term commitment to improve the provision of public toilets in Aberdeen and because of this, it is submitted that it should be discounted.
- There is little risk associated with this option and potential to make a small budget saving.

Option 3 – Retain existing public toilets, adding 24/7 facilities in the city centre and priority locations (City Parks etc) and introduce a Community Toilet Scheme across Aberdeen.

This option:

- Combines the existing facilities as they are but with the addition of a number of new 24/7 facilities in the city centre and other priority areas.

The 24 / 7 facilities are Automatic Public Conveniences (APC) installed and managed by a third party. Further work would need to be carried out to identify suitable areas for these facilities. Also suitable land would need to be identified where the additional provision could be placed. This could require the Council to purchase suitable land in the city. The additional provision would need to be linked into the "City Centre Development Framework" and consideration given to private finance delivering additional provision and ongoing maintenance as part of the city redevelopment.

- The delivery of 24/7 facilities by the City Council would commit the Council to additional revenue and capital budget requirements. Total costs of delivering this would need further detailed work subject to members preferred option. Revenue costs per unit £25,000 per annum for lease maintenance plus utility costs of approximately £10,000 per annum.
- The costs of the 24 / 7 schemes could be offset by using advertising although it is likely that member approval would need to be obtained to carry out advertising on the facilities. There would be a charge of 20 pence to use these facilities.
- Additionally there could also be the introduction of a Community Toilet Scheme across Aberdeen. This could include:
 - a) conveniences to which the public have access but are not in the ownership of the Council, and
 - b) conveniences which are in the ownership of the council but are not open for general public use, such as the Museum, Library, Art Gallery, etc.
 - c) closed conveniences which could be re-opened and / or the land / building asset used to finance other more modern conveniences.
- The Community Toilet Scheme involves the council engaging with local businesses to ask them to open up their toilets to the Public. Typical businesses might be larger retail stores, cafes, hotels or pubs. In return the business receives a small annual payment from the council, and a heavier footfall of potential customers. An estimated payment of £750 per business with the council maintaining public liability. This would equate to £18,750 with 25 partners.
- Careful selection of the community scheme members is important as this will ensure that the toilets are open for the majority of the day and comply with DDA requirements.
- The Community Toilet scheme would incur costs but this would be partly

covered within existing revenue budget.

- The Council could explore the possibility of charging entrance to all public conveniences to off-set costs.
- There is scope to carry out more detailed work on this scenario if members approve Option 3 as the preferred way ahead for the public toilet provision in Aberdeen. This is subject to the additional financial resources being found to move forward this scenario.

Option 4 – Retain existing public toilets plus adding new public toilet facilities / APC units across city.

This option would

- Require the Council to provide additional facilities across the city. These facilities would be APC units and would consist of
 - a) refurbishment of existing facilities
 - b) demolish and replace open and some closed facilities
 - c) new locations.

The sites all need to be identified and linked to the council's aspirations as detailed in the "City Centre Development Framework".

- There is a cost to option 4. To purchase an APC unit would be in excess of £100,000 depending upon the specification plus the cost of the land and installation. There would be revenue costs to manage and maintain the facilities. It is estimated that £1.8 million capital would be required for approximately 12 units.
- In the current financial climate this option is not recommended due to the cost of the option being restrictive to providing an increased provision across the City. It is submitted this option is not best value and should not be considered for taking forward.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

The Provision of Public Toilets, Twelfth Report of Session 2007 – 08.
An Urgent Need, The State of London's Public Toilets
Improving Public Access to Toilets, Guidance on Community Toilet Schemes and
SatLav. Department for Communities and Local Government.
Public Conveniences – Policy, Planning & Provision.
The Management of Public Toilets – Aberdeenshire Council
Smarter Public Conveniences. Healthmatic.
Danfo Public Toilets.
Review of Public Toilets – Progress Report November 2009
Review of Public Toilets – Progress Report October 2009

Appendix 1

Existing operating toilet facilities / sites

Name	Address	Codes	Options	Opening Times
Beach Central, Beach Promenade	Beach Promenade between Beach Boulevard and the Beach Ballroom	<ul style="list-style-type: none"> ▪ (WA) ▪ (M) ▪ (F) ▪ (AA) ▪ (H) ▪ (P5m) 	Showers, Mother / Baby Room, Alarm fitted	<p>Oct – Mar: Mon – Fri 9:30am – 17:30</p> <p>Apr – Sep: Mon – Fri 9:30am – 17:30pm</p> <p>Xmas/New Year: 10am – 16:30pm</p>
Chapel Street, Within NCP Car Park	City Centre - located within the NCP car park on the corner of Huntly St and Chapel St.	<ul style="list-style-type: none"> ▪ (WA) ▪ (M) ▪ (F) ▪ (AA) ▪ (H) ▪ (R) ▪ (P10m) 	Baby changing facilities in disabled toilet	<p>Oct - Mar: 8am - 17:30pm</p> <p>Apr - Sept: Mon - Sun: 8am - 18:00pm</p>
Esplanade, Footdee,	Footdee, southernmost end of Esplanade	<ul style="list-style-type: none"> ▪ (WA) ▪ (M) ▪ (F) ▪ (AA) ▪ (H) ▪ (P5m) 	Baby changing facilities in disabled toilet	<p>Oct - Mar: Mon – Sun 9:30am – 17:30pm</p> <p>Apr - Sept: Mon – Sun 9:30am – 20:00pm</p> <p>Xmas/New Year: 9:30am – 17:30pm</p>
North Deeside Road, Cults	Adjacent to library	<ul style="list-style-type: none"> ▪ (WA) ▪ (M) ▪ (F) ▪ (H) ▪ (R) ▪ (P5m) 	Alarm fitted	Automatic Public Convenience 24 Hours

		<ul style="list-style-type: none"> ▪ (NKS) 		
North Deeside Road, Culter	Adjacent to Cooters Restaurant	<ul style="list-style-type: none"> ▪ (M) ▪ (F) ▪ (NKS) 	Alarm fitted	Automatic Public Convenience 24 Hours Christmas/New Year: 24 Hours
Upperkirkgate	City Centre, North side of St. Nicholas House	<ul style="list-style-type: none"> ▪ (WA) ▪ (M) ▪ (F) ▪ (AA) ▪ (H) ▪ (R) ▪ (P25m) 	Alarm fitted Baby changing facilities in disabled toilet	Oct - Mar: Mon - Sat 7am - 17:30pm Apr - Sep: Mon - Fri 7am - 17:30pm
Skene Street	West steps to Upper Denburn	<ul style="list-style-type: none"> ▪ (WA) ▪ (M) ▪ (F) ▪ (NKS) 	Alarm fitted	Automatic Public Convenience: 24 Hours
Spa Street	City Centre, entrance to NCP car park	<ul style="list-style-type: none"> ▪ (WA) ▪ (M) ▪ (F) ▪ (AA) ▪ (H) ▪ (R) ▪ (P25m) 	Alarm fitted Baby changing facilities in disabled toilet	Oct - Mar: Mon - Sun 8am - 17:30pm Apr - Sept: Mon - Sun 8am - 18:00pm
Hazlehead Park	Access at main car park	<ul style="list-style-type: none"> ▪ (WA) ▪ (H) ▪ (P) ▪ (M) ▪ (R) ▪ (F) 		Oct - Mar: Mon - Sun 8am - 17:30pm Apr - Sept: Mon - Sun 8am - 18:00pm
Johnston Gardens	At entrance access off Viewfield Road	<ul style="list-style-type: none"> ▪ (WA) ▪ (H) ▪ (P) ▪ (M) ▪ (R) 		Oct - Mar: 8am - 16:00pm Apr - Sept: Mon - Sun: 8am -

		▪ (F)		18:00pm
Victoria Park	Access via Watson Street and Westburn Road			Automatic Public Convenience: 24 Hours
Seaton Park	In car park, access off Don Street			Automatic Public Convenience: 24 Hours
Duthie Park	Riverside Drive or Polmuir Road			Automatic Public Convenience: 24 Hours

Codes:

- (WA) Wheelchair access
- (H) Handrail alongside WC
- (U) Unisex
- (Pm) Parking
- (M) Male
- (R) Ramp
- (F) Female
- (St) Step
- (AA) Attendant available

Appendix 2

The following table provides details of all current open toilets and also property / sites used in the past as public toilet facilities.

All properties have been subject to a condition survey and graded.

Grade A - Good (Performing well and operating efficiently)

Grade B - Satisfactory (Performing adequately but showing minor deterioration)

Grade C - Poor (Showing major defects and/or not operating efficiently)

Grade D - Bad (Life expired and/or serious risk of imminent failure)

Existing Public toilet property / sites

Toilet	Current Condition Grading	Estimated Cost to re-commission	Current Situation
Esplanade, Footdee	B	NA	Open
Chapel Street	A	NA	Open
Upperkirkgate	B	NA	Open
Spa Street	B	NA	Open
South Esplanade West	Demolished	£70,000 (APC)	Closed
North Deeside Road, Culter	A	NA	Open
East North Street	Demolished	Site now redeveloped	Closed
Beach Central	B	NA	Open
King Street	C	?	Closed
Greenfern Road	Demolished	Site being redeveloped	Closed
Oldmeldrum Road	C	?	Closed

Victoria Street	B	£62,000	Closed
Hazlehead Park	C	£84,975	Open
Johnston Gardens	C	£7,350	Open
Duthie Park APC	A	NA	Open
Victoria Park APC	A	NA	Open
Seaton Park APC	A	NA	Open
North Deeside Road, Cults APC	B	NA	Open
Skene Street APC	C	Reaching end of life. £70,000 to replace.	Open
Union Terrace Gardens	Survey information not available	Survey information not available	Closed
Stonehaven Road APC	Off line	£70,000	Closed
Brighton Place	Survey information not available	Survey information not available	Closed
The Green	Survey information not available	Survey information not available	Closed
West North Street	Survey information not available	Survey information not available	Closed
Great Southern Road	Survey information not available	Survey information not available	Closed
High Street	Survey information not available	Survey information not available	Closed
Stewart Park	Survey information not available	Survey information not available	Closed

Loirston Road	Survey information not available	Survey information not available	Closed
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Appendix 3

Refurbishment Programme Undertaken On Existing Public Toilet Facilities.

Following approval from Committee refurbishment work began on the public toilets in June 2007. The first of the public toilets to be tackled was Footdee.

Footdee

Works undertaken include new flat room covering, new roller shutter, secure, entrance door, new windows, cleaning and repairing of existing terrazzo to walls and floor, repairs to roughcast and mortar beds, full external and internal decoration, replacement ceiling and lighting, new wall panels, vanity units and sanitary ware and the fitting of water saving devices to the taps, urinals and cisterns. The toilet for use by people with a disability was fully upgraded to comply with the Disability Discriminations Act regulations.

The refurbishment of Footdee was completed on September 2007 and has been very well received by the public. The feedback on the work carried out has been fantastic and the staff has received many letters congratulating them on the work done.

The toilet attendants have taken real pride in their new facilities and the toilets are kept spotlessly clean. Visitors and local residents have taken the time to write and acknowledge the good work being done.

Total cost of works £90,000

Chapel Street

Work on the Chapel Street toilet began in September 2007 and was completed in late November 2007.

Works undertaken include new roller shutter, secure entrance door, cleaning and repairing of existing terrazzo to walls and floor, new doors, full internal decoration, replacement ceiling and lighting, new wall panels, vanity units and sanitary ware and the fitting of water saving devices to the taps, urinals and cisterns. The toilet for use by people with a disability was fully upgraded to

comply with the Disability Discriminations Act regulations.

The refurbishment works to the Chapel Street toilets has been a great success with very positive feedback on the new facilities.

Total cost of works £35,500

Upperkirkgate

Work began on the refurbishment of Upperkirkgate toilets in January and was completed in March 2008.

Works undertaken include painting of existing terrazzo to walls, full internal decoration, replacement ceiling and lighting, new wall panels, vanity units and sanitary ware and the fitting of water saving devices to the taps, urinals and cisterns, new floor covering and signage. The toilet for use by people with a disability was fully upgraded to comply with the Disability Discriminations Act regulations.

Total cost of works £21,000

South Esplanade West

The existing toilet on South Esplanade West was demolished in May 2008 and the site made good.

Total cost of works £5,000

Spa Street

Work began on the refurbishment of Upperkirkgate toilets in January and was completed in March 2008.

Works undertaken include new roller shutter, secure entrance door, cleaning and repairing of existing walls and floor and painting works.

Total cost of works £8,500

Appendix 4 – Option Appraisal

Option 1 – Close All Public Toilets

Proposed Service Provision

All public toilets across the city would be closed. This would include all APC units and toilets located in parks and gardens.

HR Implications

All public toilet staff made redundant, There would also be a knock on effect on staff with Environmental Services who although do not work directly with public toilets are involved as part of their day to day duties i.e. parks staff / Authorised Officers.

This proposal would see 12 posts at risk of redundancy.

Financial Implications

Closure of all toilets would see a substantial budget saving in the region of £400,000.

Closure of the toilets would also mean that the current £87,000 capital set against public toilets would not be required.

Performance Implications

Toilets will be closed so KPI's will no longer be recorded.

Loo of the year awards would no longer be applicable.

Legal Implications

There is no statutory obligation to supply public toilets.

Implications may arise with some of the more recent APC units which are tied in to leasing / maintenance agreements.

Positive Impact

Significant savings to service / Council

Reduction in vandalism to the facilities.

Reduced risk of facilities being mis-used i.e. drugs / other inappropriate

behaviour.

Negative Impact

No public toilets

Significant increase in number of complaints from public.

City reputation for tourists and visitor will suffer.

Negative impact on Council and Environment Services.

Media backlash.

Large investment required should a decision be made in the future to re open toilets.

Loss of Seaside Award (public toilets are part of award criteria).

Unable to contribute to Crime and Disorder Groups on public safety issues i.e. Safer Aberdeen Forum.

Option 2 – Service provision per status quo (and potential improvements).

Proposed Service Provision

Public toilet provision is to remain as it currently is with some investment within existing budgets / capital budget to improve facilities i.e. redecoration, new signage etc.

Public toilets improvements also need to include for improved signage and promotion of Aberdeen's public toilets (through maps, website and information leaflets). This is the case for both public and private toilets available to the public and will include toilets in public buildings available to the public and shopping malls.

HR Implications

None.

Financial Implications

Potential for a small saving in 2011 / 2012 in the region of £20,000 depending on budget invested back in to the service in terms of signage, promotion etc.

The current £87,000 capital set against public toilets would be invested in the remaining toilets to add further improvements.

Performance Implications

Set KPI targets for facility checks.

Target further success in 'Loo of the year' awards.

Legal Implications

None

Positive Impact

Current provision is sufficient taking in to account the current financial situation of the council in relation to service investment.

Service currently works very well.

Existing facilities are well run and maintained.

Public feedback on existing facilities very positive.

Toilets are award winning.

Service flexible i.e. longer opening hours in summer.

Dedicated staff that are willing to take on additional duties for good of service i.e. litter picking around toilets.

Small saving to service.

No threat to staff jobs therefore staff moral remains good.

Complaints are very low relating to current facilities.

Closed toilets have resulted in very few complaints.

Negative Impact

There is a perception that current city centre toilet provision is inadequate.

With the exception of mobile units there is currently no City Centre public toilet night time provision.

Areas outwith city centre have no public toilets.

Public desire to have access to public toilet facilities across Aberdeen could see rise in complaints and negative feedback against Council.

Option 3 – Retain existing public toilets, adding 24/7 facilities in the city centre and priority locations (City Parks etc) and introduce a Community Toilet Scheme across Aberdeen.

Proposed Service Provision

This option refers to two distinct parts.

Public toilet provision to remain as it currently is (refer to Appendix 1) but built on and improved by adding improved, APC 24 hour facilities at key locations in the city centre and other priority locations.

Public Toilet Facilities to be considered in relation to the "City Centre Development Framework" which was presented to a meeting of the Council on

19 May 2010.

The service will also introduce a Community Toilet Scheme. This will see partnerships formed with local businesses and other Council services across the city to provide access for the general public to clean, safe toilets.

A Community Toilet Scheme allows members of the public to use the toilet facilities in a range of approved local businesses and other organisations (partners) during their opening hours. The service is made available for free and without any expectation that users will purchase goods or services. Participating premises undertake to keep their toilets safe, clean, hygienic, easily accessible, and well stocked. In return they receive an annual payment (estimated for this report purpose of £750). The council also maintains public liability insurance.

This scheme would operate in areas across Aberdeen where public toilets would be seen as a benefit to the community by providing greater access to toilets across the city. The scheme would help to address issues such as healthy living and social inclusion. Older people, parents and people with health problems are still; able to maintain a more active lifestyle and confidently enjoy the local environment.

Environmental Services would manage the scheme and monitor the partners to ensure that each toilet complies with the scheme and meets cleanliness and other criteria.

Participating partners would display prominent signs and admit members of the public to use their facilities. Directional street signage will be positioned near to participating toilet scheme members and a leaflet explaining how the Community Toilet Scheme works will be distributed and made widely available. The leaflet will include a list of participating premises and also a map. The scheme will also be detailed on the council's website.

Public toilets improvements also need to include for improved signage and promotion of Aberdeen's public toilets (through maps, website and information leaflets). This is the case for both public and private toilets available to the public and will include toilets in public buildings available to the public and shopping malls.

HR Implications

Staff will have to be made available to manage and implement additions to current facilities and also implementation of Community Toilet Scheme.

This would require a change to employee's current job descriptions. It would also

potentially impact on other staff workloads especially during the initial stages of the implementation.

Financial Implications

Budget would be required to pay for new city centre / priority area facilities. This could be in the form of capital or revenue budget for the installation of 5 APC units.

A. Cost to purchase -

Total Cost (A)		
Cost	Capital (one off cost)*	Revenue*
APC Units	£500,000	
Land Costs	£125,000	
Signage etc	£87,000	
Maintenance contracts		£65,000
Utility Bills		£50,000
Community Toilet Scheme Fees		£18,750
Additional Staff Costs		£17,125**
Total	£712,000	£150,875 PA

*Costs given are indicative and not actual.

** Revenue Cost is a one off cost to establish the scheme.

Costs based on –

- Capital Cost - £100,000 per unit
- Capital Cost of Land - unknown (locations need to be identified to determine costs) cost given estimated.
- Current capital of £87,000 to be used for improved signage and promotion of service.
- Revenue Cost - £13,000 per unit pa to cover maintenance contract costs.
- Revenue Cost – estimate £10,000 per unit pa to cover utility costs

- There is potential for some of the costs to be offset through the provision of advertising space on the toilets and entrance charges.
- Community Toilet Scheme incurs costs and would require revenue funding although the majority of this would be covered within existing budget.
- £18,750 - payments to Community Toilet partners (based on 25 partners at £750 pa).
- £17,125 – cost of staff required to set up scheme (based on 6 months of Authorised Officer time).

Additional costs in first year of £712,000 capital plus £150,875 revenue followed by an annual cost of £133,750 revenue. Potential for offsetting some of these costs through advertising, using potential slack in the public toilet budget and income from charge made for public to use APC.

The costs provided above are a rough guide to spend. If Option 3 is chosen then full up to date accurate costs would be required for full committee approval

B. Cost to lease –

Total Cost		
Cost	Capital (one off cost)*	Revenue*
APC Units Lease / Maintenance contracts		£125,000
Land Costs	£125,000	
Signage etc	£87,000	
Utility Bills		£50,000
Community Toilet Scheme Fees		£18,750
Additional Staff Costs		£17,125**
Total	£212,000	£210,875 PA

*Costs given are indicative and not actual.

** Revenue Cost is a one off cost to establish the scheme.

Costs based on -

- Capital Cost of Land - unknown (locations need to be identified to determine costs) cost given estimated.
- Current capital of £87,000 to be used for improved signage and promotion of service.
- Revenue Cost - £25,000 per unit to cover lease / maintenance contract costs.
- Revenue Cost – estimate £10,000 per unit pa to cover utility costs.
- There is potential for some of the costs to be offset through the provision of advertising space on the toilets and entrance charges.
- Community Toilet Scheme incurs costs and would require revenue funding although the majority of this would be covered within existing budget.
- £18,750 - payments to Community Toilet partners (based on 25 partners at £750 pa).
- £17,125 – cost of staff required to set up scheme (based on 6 months of Authorised Officer time).

Additional costs in first year of £212,000 capital plus £210,875 revenue followed by annual cost of £193,750 revenue. Potential for offsetting some of these costs through advertising, using potential slack in the public toilet budget and income from charge made for public to use APC.

The costs provided above are only indicative and not actual. If Option 3 is chosen then full up to date accurate costs would be required for full committee approval.

Performance Implications

Set KPI targets for facility checks.

Target further success in the 'Loo of the year' awards scheme.

Community Toilet Scheme premises would become eligible for entry in to 'Loo of the year' awards.

Legal Implications

Planning approval / consultation required for siting of new facilities in City Centre.

Community Toilet Scheme requires legal involvement.

Positive Impact

Current good facilities improved upon.
Award winning toilets.
24 hour city centre coverage.
City wide facilities introduced.
Public toilet availability greatly increased across Aberdeen.
Local authority and local business working together in partnership to the benefit of the local community.
Community Toilet Scheme toilets are 'locally owned'.
Small investment for large gains.
Community Toilet Scheme benefits business and community.
Small additional income through increased charge to public for APC use.

Negative Impact

Locations limited for new toilet facilities in city centre.
Capital and revenue budget may be required for new facilities in city centre.
Take up of Community Toilet Scheme may be low.
Council does not have direct control over Community Toilet Scheme facilities.
Dedicated staff required to manage and monitor Community Toilet Scheme.
Community Toilet Scheme not suitable for large number of visitors at one time.
Community Toilet Scheme toilets only open when business is open.
Additional budget required on 'non statutory' service.

Option 4 – Retain existing public toilets plus adding new public toilet facilities / APC units across city.

Proposed Service Provision

Public toilet provision to remain as it currently is and will be built on by adding improved 24 hour facilities at key locations in the city centre and other priority locations.

Other new facilities will also be introduced across the city. Existing closed toilet blocks would be replaced with APCs and other new sites would be identified.

Public toilets improvements also need to include for improved signage and promotion of Aberdeen's public toilets (through maps, website and information leaflets). This is the case for both public and private toilets available to the public and will include toilets in public buildings available to the public and shopping malls.

HR Implications

Officers will be required in the initial stages to plan and implant new facilities provision and location.

Potential for requirement of additional staff.

Financial Implications

Budget would be required to pay for new city centre / priority area facilities and new facilities across the city. This could be in the form of capital or revenue budget for the installation of 12 APC units (based on new and existing sites).

Cost to purchase –

Total Cost		
Cost	Capital (one off cost)*	Revenue*
APC Units	£1,250,000	
Land Costs	£300,000	
Signage etc	£87,000	
Maintenance contracts		£156,000
Utility Bills		£120,000
Total	£1,637,000	£276,000 PA

*Costs given are indicative and not actual.

Costs based on -

- Capital Cost - £100,000 per unit
- Capital Cost of Land - unknown (locations need to be identified to determine costs) cost given estimated.
- Current capital of £87,000 to be used for improved signage and promotion of service.
- Cost - £13,000 per unit pa to cover maintenance costs.
- Revenue Cost – estimate £10,000 per unit pa to cover utility costs.

- There is potential for some of the costs to be offset through the provision of advertising space on the toilets and entrance charges.
- The final figure dependant on number of new facilities agreed upon.

Additional costs in first year of £1,637,000 capital plus £276,000 revenue followed by annual cost of £276,000 revenue. Potential for offsetting some of these costs through advertising, using potential slack in the public toilet budget and income from charge made for public to use APC.

It is estimated that an additional revenue budget in the region of £276,000 pa would be required to fund this option.

The costs provided above are a rough guide to spend. If Option 4 Is chosen then full up to date accurate costs would be required for full committee approval.

Cost to lease –

Total Cost		
Cost	Capital (one off cost)*	Revenue*
APC Units Lease / Maintenance contracts		£300,000
Land Costs	£300,000	
Signage etc	£87,000	
Utility Bills		£120,000
Total	£387,000	£420,000 PA

*Costs given are indicative and not actual.

Costs based on -

- Revenue Cost - £25,000 per unit to cover lease / maintenance contract costs.
- Revenue Cost – estimate £10,000 per unit pa to cover utility costs.
- Capital Cost of Land - unknown (locations need to be identified to determine costs) cost given estimated.
- Current capital of £87,000 to be used for improved signage and promotion of service.

- There is potential for some of the costs to be offset through the provision of advertising space on the toilets and entrance charges.
- The final figure dependant on number of new facilities agreed upon.

Additional costs in first year of £387,000 capital plus £420,000 revenue followed by annual cost of £420,000 revenue. Potential for offsetting some of these costs through advertising, using potential slack in the public toilet budget and income from charge made for public to use APC.

The costs provided above are a rough guide to spend. If Option 4 is chosen then full up to date accurate costs would be required for full approval.

Performance Implications

Set KPI targets for facility checks.
Target further success in 'Loo of the year' awards.

Legal Implications

Planning approval / consultation required for siting of new facilities.
Provision of new APCs will require a tender bid.

Positive Impact

Current good facilities improved upon.
Improved 24 hour city centre coverage.
New city wide facilities introduced.
Public toilet availability greatly increased across Aberdeen.
Small additional income through increased charge to public for APC use.

Negative Impact

Substantial investment required.
Council accused of wasting money on 'non statutory' service.
Locations limited for new toilet facilities in city centre.

COMMITTEE Housing and Environment DATE 25th May 2010

DIRECTOR Pete Leonard

TITLE OF REPORT Update on A Tree for Every Citizen project

REPORT NUMBER: H&E/10/069

1. PURPOSE OF REPORT

To advise Members on the progress with the commitment in the Council's Policy statement, "Vibrant, Dynamic and Forward Looking" to plant a tree for every citizen of Aberdeen.

2. RECOMMENDATION(S)

That the Committee:

- (i) notes progress to date;
- (ii) instructs officers to provide a further update on the completion of the first phase of the project and proposals for the second phase to the 24th August Housing and Environment Committee.

3. FINANCIAL IMPLICATIONS

This report has no additional funding implications beyond that reported and agreed in the previous report to Housing and Environment Committee on 11th January 2010. The project is on target to deliver within budget. The funding package agreed at the previous committee is as below:-

Estimated overall costs £343,500

Funded by:

- Forestry Commission (Scotland) through SRDP £216,400
- Aberdeen Greenspace £62,000 as matched funding
- In kind contribution by ACC through the Aberdeen Countryside Ranger Service £40,000 to support the on-going community consultation elements of the Planting Programme
- SURF Interreg IVB project up to £25,000 over three years to support the community/volunteer, schools involvement and consultation aspects of the project and to develop linkages with local businesses. This funding is for sites within the SURF project area in the north of the City.
- Contributions from local businesses currently amounting to £2500.

4. SERVICE & COMMUNITY IMPACT

- 4.1 This report links to the Aberdeen City Council's Single Outcome Agreement and Community Plan in terms of the following National Outcomes:

(1) We live in a Scotland that is the most attractive place for doing business in Europe:

(6) We live longer, healthier lives.

(10) We live in well-designed, sustainable places where we are able to access the amenities and services we need:

(11) We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.

(12) We value and enjoy our built and natural environment and protect it and enhance it for future generations; and

(14) We reduce the local and global environmental impact of our consumption and production.

- 4.2 This report also links generally to the Council's policy statement, Vibrant, Dynamic and Forward Looking, by promoting the city as a better place to live and work.

- 4.3 In more specific terms, the report links to Vibrant Dynamic & Forward Thinking as follows:

Environment

Aberdeen's environment - natural and built - is part of what makes our city unique. Aberdeen City Council has a duty both to protect that environment and to play its part in protecting our planet.

The partnership will:

3. Adopt and implement policies which safeguard Aberdeen's green belt and green wedges

4. Institute a programme of tree-planting with the objective, with partners, of planting one tree for every citizen by 2011.

6. 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.

- 4.4 The delivery of this project will support the Council's Nature Conservation Strategy 2010, Proposed Openspace Strategy, The Council's recent 10:10 Commitment, and Air Quality Plan 2006.

There is no requirement for an Equalities & Human Rights Impact Assessment arising from the recommendation in this report.

5. OTHER IMPLICATIONS

- 5.1 The implementation of this project is being undertaken by existing officers in Housing and Environment assisted by an experienced consultant appointed through a tendering procedure and costed into the overall project budget.
- 5.2 The species mix and design of the woodlands will enhance the biodiversity value of Aberdeen green spaces by providing improved wildlife habitats and networks and promoting and conserving Local Biodiversity Action Plan species such as red squirrel and wych elm as well being sustainably managed to provide a future timber crop over the next 30-120 years.
- 5.3 The design of the planted areas incorporates public access and will be designed to make the new woodland areas inviting, pleasant and safe places to use and visit for recreational activities. The designs will respect the local conditions and features and avoid areas where there could be future light loss issues for local residents.
- 5.4 Overall the trees will absorb up to around 15,000 tonnes of carbon dioxide over the next 50 years, which will help provide a greener, cleaner future for the people of Aberdeen. (This is estimated at the lower end of the possible absorption rates, there are several ways of calculating the total which can give a range of outcomes)

6. REPORT

6.1 Background

A report was submitted to the Policy and Resources Committee of 10 June 2008 describing a range of options to deliver the Council's commitment to plant a tree for every resident in Aberdeen, approximately 202,000 trees, by 2011. This committee resolved to instruct officers to continue with current tree planting programmes (around 10,000 per year) and to investigate funding opportunities to deliver this commitment, as at the time there were no resources available from the Authority to deliver the greater rate of tree planting to plant the 202,000 trees.

This committee resolved to approve the plans for the project to deliver the first phase of planting at the meeting on 11th January 2010 with the funding package that had been developed from a range of partners.

6.2 Progress as at mid May 2010

Planting work has continued at a number of sites following the delays caused by the lengthy period of snow cover and freezing ground conditions in February and March.

Since the update to Committee on 13th April all the trees at Seaton have been planted. St Fitticks Park, Balgownie Drive, Inverdee and Abbottswells are also completed. The contractors are currently working at Westfield Park, Danestone and Greenfern which are scheduled for completion by the end of May 2010.

6.2.1 Local Community Involvement

An important part of the project is community involvement, not only in developing the site plans but also with the planting and ongoing management. A public tree planting session at Abbotswells Openspace on Saturday 27th March 2010 was successful and was a part of the ACC contribution to the national UK launch of Britain in Bloom 2010. Kirkhill and Abbotswell Schools have helped plant trees at Abbotswells Open Space. Tullos School, Walker Road School and Torry Academy pupils have planted trees at St Fitticks Park along with staff from Wood Group, Kelda Water and Grampian Fire and Rescue. Scotstown School and Bridge of Don Academy helped at Westfield Park.

6.2.3 Business Community Involvement

The Wood Group, Kelda Water and Grampian Fire and Rescue staff volunteered to help plant trees at St Fitticks Park with children from Tullos School and Torry Academy on 27th and 28th April. The Wood Group has also offered a financial contribution (of at least £2000) to the project. Another company has made a contribution. The Scottish Business in the Community organization has expressed an interest in helping to identify further business involvement in the next phase of the project.

6.3 Planting in phase 1 of the project

The proposed planting sites for the period up to December 2011 are:-

- Danestone (2.2 ha 4,700 trees)
- Balgownie Drive (2.69ha 5,470 trees)
- Greenfern Woodland (7.67ha 16,500 trees)
- Seaton (near Donmouth LNR to the rear of Shell petrol station) (8.54ha 19,000 trees)
- Inverdee pitches, (adjacent to the existing riverside woodland, not encroaching into the pitches). (1.87ha 4,000 trees)
- Lochinch Farm (3.29ha 7,150 trees)
- Abbotswells open space (6.95ha 12,000 trees)
- St Fitticks Park (7.23ha 13,250 trees)
- Westfield Park (7.55ha 12,150 trees)

Although it is planned to have all these sites planted by the end of May 2010.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

- (i) The Scottish Forestry Strategy 2006
[http://www.forestry.gov.uk/pdf/SFS2006fcfc101.pdf/\\$FILE/SFS2006fcfc101.pdf](http://www.forestry.gov.uk/pdf/SFS2006fcfc101.pdf/$FILE/SFS2006fcfc101.pdf)
- (ii) Policy and Resources Committee, 10 June 2008 – Item 7.3 Tree Planting Project
- (iii) 'Combating Climate Change - a role for UK forests' (Forestry Commission)
(see <http://www.forestry.gov.uk/forestry/infd-7y4gn9>)
- (iv) Housing and Environment Committee 11th January 2010 - Item 9.2 A Tree For Every Citizen.
- (v) Aberdeen City Council Nature Conservation Strategy 2010
- (vi) Housing and Environment Committee 13th April 2010 - Item 9.11 Update on A Tree For Every Citizen project.

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ABERDEEN CITY COUNCIL

COMMITTEE Housing and Environment DATE 25 May 2010

DIRECTOR Peter Leonard

TITLE OF REPORT Air Quality Action Plan Update

REPORT NUMBER: HE/010/40

1. PURPOSE OF REPORT

The purpose of this report is to provide additional information in support of the report to the Housing and Environmental Committee of 13 April 2010, with specific reference to air quality monitoring on Market St and emissions from Aberdeen Harbour.

2. RECOMMENDATION(S)

It is recommended that the Committee:

- a) notes the information regarding emissions from Aberdeen Harbour and the monitoring of air quality, including Market Street; and
- b) approves recommendations A, B and D of the report of 13 April 2010, namely;
 - A) approves the draft Air Quality Action Plan for public consultation and submission to the Scottish Government
 - B) instructs the Director, Housing and Environment to prepare a final Air Quality Action Plan for Committee consideration following the completion of the consultation; and
 - D) refers the report to the Enterprise, Planning and Infrastructure Committee for information due to the links between air quality, transport and planning

3. FINANCIAL IMPLICATIONS

There are no financial implications associated with this update report.

4. SERVICE & COMMUNITY IMPACT

This report is linked to the improvement in the health of the people of Aberdeen and a reduction in health inequalities. In terms of 'Vibrant, Dynamic and Forward Looking' the report relates to policy commitments in Transport, Environment and Health. An Equality and Human Rights Impact Assessment is not required for this Report.

5. OTHER IMPLICATIONS

There are no other implications associated with this report.

6. REPORT

Background

- 6.1 A report describing proposed measures to improve air quality contained within the draft Air Quality Action Plan was considered by the Housing and Environment Committee of 13 April 2010. The Committee requested the provision of further information on air quality monitoring, particularly on Market Street, and the contribution to emissions from shipping berthed in the harbour.

Air quality monitoring

- 6.2 National guidance prescribes the type of equipment that should be used to monitor air quality and locations where monitoring should be carried out. As the air quality objectives are health based, monitoring is carried out at locations of relevant population exposure for the specific pollutants of concern i.e. nitrogen dioxide (NO₂) and particles (PM₁₀) in Aberdeen.
- 6.3 Where a risk of exceedance of an objective has been identified through the Local Air Quality Management (LAQM) process, authorities should monitor in these areas using approved continuous monitoring equipment such as the 6 stations in Aberdeen. These stations are audited every 6 months and data is checked daily and ratified by external agents appointed by the Scottish Government. Site selection is determined by various criteria including population exposure, risk of exceedances of objectives, traffic flows, pavement width, proximity to major junctions, bus stops and other pollution sources.
- 6.4 Indicative levels of NO₂ are also measured via diffusion tubes attached to lampposts and downpipes at approximately 40 locations across Aberdeen. These measurements are used to monitor trends and identify locations of potential exceedances. There are 20 sites in the city centre and almost all exceed the annual mean objective. Maximum levels are on Market St (70-80ugm⁻³), Union St close to the Holburn St junction (60-70ugm⁻³) and on parts of King St (70ugm⁻³).
- 6.5 It is not possible to measure PM₁₀ concentrations via diffusion tubes. While other semi-portable systems are available, costs are approximately £6300 (compared to <£10 for diffusion tubes), require a power supply and may be subject to vandalism, for example if attached to lampposts in parts of the city. Continuous monitoring via the existing

stations has been considered the most appropriate measurement technique for PM10 monitoring.

Emissions from Shipping

- 6.6 Monitoring measures the total concentration of a pollutant at a specific location, it is not possible to distinguish the contribution from different sources such as traffic, shipping or industrial sources.
- 6.7 The consultant Cordah was contracted to model emissions from the Harbour in 2004. This modelling predicted that shipping accounted for annual mean NO₂ and PM₁₀ concentrations of 3-10ugm⁻³ and 1-1.5ugm⁻³ respectively. Emissions may have been over-estimated due to a number of worst-case assumptions. Prior to the commencement of construction works associated with the Union Square development, the annual mean NO₂ and PM₁₀ concentrations at the continuous monitoring station on Market St were 50-60ugm⁻³ and 51-52ugm⁻³ respectively. It was concluded that emissions from shipping contribute to exceedances of the annual mean objectives, however traffic is the main source of the raised levels.
- 6.8 In 2004 Aberdeen Harbour Board also commissioned Aberdeen University to carry out a study of the impact of harbour activities on air quality. The study concluded that the harbour was not a major contributor to city centre pollution levels. Monitoring of NO₂ showed a significant gradient of low levels at the harbour mouth to high levels at the Market Street area. A NO₂ monitoring exercise by the environmental health service from 2005-2008 similarly showed lower levels at the harbour mouth away from road traffic and Harbour internal activities such as the loading of cargo, with highest levels close to Market Street.
- 6.9 It is also worth noting that Technical Guidance describes the pollution sources and processes that authorities must consider when undertaking annual air quality assessment reports, including occasions when specific sources such as airports, railway and bus stations, shipping and industrial sources must be considered in detail. Using the criteria within the guidance, which considers the size, type and number of vessel movements, exceedance of the air quality objectives would not be predicted at Aberdeen Harbour and no Detailed Assessment is required. Furthermore, the guidance considers emissions of sulphur dioxide (SO₂) to be the main pollutant of concern associated with shipping. Both the Cordah modelling and the Aberdeen University study confirmed SO₂ emissions associated with the vessel movements in Aberdeen are well below objective levels.
- 6.10 Emissions from vessels are controlled by EU legislation specifying the fuel composition. There are therefore limited actions the authority can take to reduce emissions. However, the draft Air Quality Action Plan

recognises that shipping and activities at the Harbour do contribute to air pollution within the City Centre. The Plan includes a measure to consider initiatives to improve air quality in the Harbour area.

7. REPORT AUTHOR DETAILS

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8. BACKGROUND PAPERS

Air Quality Action Plan and Air Quality Update report to the Housing and Environment Committee of 13th April 2010

ABERDEEN CITY COUNCIL

COMMITTEE : Housing & Environment DATE: **25th May 2010**

CORPORATE DIRECTOR: Pete Leonard

TITLE OF REPORT: Replacement Cremators – progress report

REPORT NUMBER : H&E/10/067

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 on **24th August 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

The total expenditure against the current financial year was **£1,901,406.60**,

The anticipated target spend for 09/10 on the project to replace the cremators at the Crematorium was achieved.

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 9th April 2010.

Works are currently on schedule for completing section 1 on programme on 23rd May. The commissioning of the cremators is due to commence on Monday (12th April) with the first cremations taking place during w/c 3rd May. Mansells are keen and are endeavouring to complete section 1 one week earlier on 16th May as originally intended.

The cremations that will take place during the week commencing 3rd May will be carried out by Facultatieve Technologies (cremator manufacturer) engineers with your staff in attendance, the following week (w/c 10th May) hands on training of Crematorium staff will take place with a further 4 weeks when Crematorium staff will continue to operate the machines with Facultatieve Technologies engineers on site to advise and do any further training that may be necessary.

This should mean that there will be 3 weeks of using the new machines before the existing ones are decommissioned either on 17th or 24th May depending on progress over the next 5 - 6 weeks.

There is insufficient electricity capacity on site to run the existing cremators and the new equipment simultaneously, therefore the new equipment is going to be commissioned using the stand-by generator. This

is fuelled by LPG and the existing LPG tank is being replaced with 3 new larger tanks to supply the generator and dual fuel cremator. The supply of LPG for commissioning purposes will be via the existing supply contract however arrangements will be made for the cost of fuel used for this purpose to be re-charged.

Overall Progress Assessment

Works are progressing well.

Section 1 - Date for Completion 23rd May 2010

Section 2 - Date for Completion 1st August 2010

Section 3 - Date for Completion 12th September 2010.

Works are progressing in line with these dates.

7.REPORT AUTHOR DETAILS

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6. 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)
- (v) Replacement Cremators –Progress Report
(Housing and Environment Committee 16th February 2010)
- (vi) Replacement Cremators –Progress Report
(Housing and Environment Committee 13th April 2010)**

Exempt information as described in paragraph(s) 8, 9, 10 of Schedule 7A of the Local Government (Scotland) Act 1973.

Agenda Item 9.1

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