

# Public Document Pack



To: Councillor Cooney, Convener; Jean Morrison MBE, Vice-Convener, and Councillors Delaney, Dickson, Jackie Dunbar, Lesley Dunbar, Finlayson, Lawrence, McCaig, Milne, Nathan Morrison, Noble, Samarai, Jennifer Stewart and Thomson.

Town House,  
ABERDEEN 18 August 2014

## HOUSING AND ENVIRONMENT COMMITTEE

The Members of the **HOUSING AND ENVIRONMENT COMMITTEE** are requested to meet in Council Chamber - Town House on **TUESDAY, 26 AUGUST 2014 at 2.00 pm.**

JANE G. MACEACHRAN  
HEAD OF LEGAL AND DEMOCRATIC SERVICES

### **BUSINESS**

1 Requests for Deputation

1.1 none requested at this time

2 Determination of Exempt Business

2.1 Members are requested to resolve that any Exempt Business on this agenda be considered with the Press and Public excluded

3 Minute, Committee Business Statement and Annual Reports List

3.1 Minute of Previous Meeting of 20 May 2014 (Pages 1 - 10)

3.2 Committee Business Statement (Pages 11 - 16)

- 3.3 Annual Reports List (Pages 17 - 18)
- 4 Performance Management and Service Issues
  - 4.1 Housing and Environment Business Plan Performance and Actions - Report by the Director of Housing and Environment (Pages 19 - 44)
- 5 Finance
  - 5.1 2014/15 Housing Capital Programme - Joint Report by the Director of Housing and Environment and Acting Director of Corporate Governance (Pages 45 - 52)
  - 5.2 2014/15 Revenue Monitoring Report - Joint report by the Director of Housing and Environment and the Acting Director for Corporate Governance (Pages 53 - 62)
  - 5.3 Capital Monitoring - Housing and Environment Projects - Report by the Director of Enterprise, Planning and Infrastructure (Pages 63 - 66)
- 6 Housing
  - 6.1 Development of an Asset Management Model for the Councils Housing Stock - Report by the Director of Housing and Environment (Pages 67 - 72)
  - 6.2 Rent Arrears Update - Report by the Director of Housing and Environment (Pages 73 - 76)
  - 6.3 Update on the Review of Void Processes - Report by the Director of Housing and Environment (Pages 77 - 84)
  - 6.4 Housing for Varying Needs Review - Report by the Director of Housing and Environment (Pages 85 - 100)
  - 6.5 Haudagain Improvement Scheme - Report by the Director of Housing and Environment (Pages 101 - 126)
  - 6.6 Proposed Extended Use of Enforcement Funding - Report by the Director of Housing and Environment (Pages 127 - 130)
  - 6.7 Scottish Social Housing Charter Annual Report to Tenants - Report by the Director of Housing and Environment (Pages 131 - 146)

7 Environment

7.1 Grampian Joint Health Protection Plan - Report by the Director of Housing and Environment (Pages 147 - 212)

8 Items which the Committee may wish to discuss in private

8.1 Police Houses - Report by the Director of Community and Infrastructural Services (Pages 213 - 216)

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Should you require any further information about this agenda, please contact Karen Riddoch, tel. 522723 or email [kariddoch@aberdeencity.gov.uk](mailto:kariddoch@aberdeencity.gov.uk)

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## HOUSING AND ENVIRONMENT COMMITTEE

ABERDEEN, 20 May 2014. Minute of meeting of the HOUSING AND ENVIRONMENT COMMITTEE. Present: Councillor Cooney, Convener; Councillor Jean Morrison MBE, Vice Convener; and Councillors Delaney, Dickson, Jackie Dunbar, Lesley Dunbar, Donnelly (as substitute for Councillor Nathan Morrison), Finlayson, Lawrence, McCaig, Milne, Nathan Morrison, Noble, Samarai, Jennifer Stewart and Thomson.

The agenda and reports associated with this minute can be found at the following link:

<http://committees.aberdeencity.gov.uk/ieListDocuments.aspx?CId=144&MId=2914&Ver=4>

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

### MINUTE OF PREVIOUS MEETING OF 11 MARCH 2014

1. The Committee had before it the minute of its previous meeting of 11 March 2014.

#### **The Committee resolved:-**

- (i) in relation to article 12, resolution (i), to note that the letter was not issued to the Justice Minister as the current system had improved with two dedicated Sherriff's working on the cases; and
- (ii) to otherwise approve the minute as a correct record.

### COMMITTEE BUSINESS STATEMENT

2. The Committee had before it a statement of business prepared by the head of Legal and Democratic Services.

#### **The Committee resolved:-**

- (i) in relation to item 1 (Modernising Public Space CCTV) to note that a comprehensive report would be submitted to this Committee on 26 August 2014;
- (ii) to delete item 3 (Major Repairs to Multi Storey Blocks); and
- (iii) to otherwise note the business statement.

## **HOUSING AND ENVIRONMENT COMMITTEE**

20 May 2014

### **ANNUAL REPORTS LIST**

3. The Committee had before it a list of annual reports prepared by the Head of Legal and Democratic Services.

**The Committee resolved:-**

- (i) to delete item 5 (2013/14 Housing Capital Programme); and
- (ii) to otherwise note the annual reports list.

### **REDUCTION IN GENERAL WASTE CONTAINER SIZE FOLLOWING INTRODUCTION OF MIXED RECYCLING COLLECTIONS - REFERRAL FROM ZERO WASTE MANAGEMENT SUB COMMITTEE**

4. With reference to article 4 of the minute of meeting of the Zero Waste Management Sub Committee of its meeting of 25 February 2014, the Committee had before it by way of a referral, a report by the Director of Housing and Environment, which sought approval for the reduction in the general waste bin capacity from 240 litres to 180 litres for residents receiving the existing kerbside recycling collections and requested the Sub-Committee to note that the reduction in capacity would be implemented in conjunction with the roll out of mixed recycling collections.

The Zero Waste Management Sub Committee approved the recommendations and referred the report to this Committee for approval.

**The Committee resolved:-**

- (i) in relation to a question from Councillor Finlayson regarding recyclable materials not being collected when they were not placed in the current containers, to note that households could request additional containers and bags as only materials placed in the approved containers would be collected; and
- (ii) to otherwise note and approve the content of the report.

### **HOMELESSNESS STRATEGY WORKING GROUP, CHANGE TO REMIT - REFERRAL FROM THE HOMELESSNESS STRATEGY WORKING GROUP**

5. With reference to article 7 of the minute of meeting of the Homelessness Strategy Working Group of 8 May 2014, the Committee had before it the revised remit of the Group which had been amended to reflect the modernising of the Housing Access Service.

**The Committee resolved:-**

to note and approve the changes in the remit as outlined in the report.

**HOUSING AND ENVIRONMENT COMMITTEE**

20 May 2014

**HOUSING AND ENVIRONMENT BUSINESS PLAN PERFORMANCE AND ACTIONS  
- H&E/14/045**

6. The Committee had before it a report by the Director of Housing and Environment which presented the key performance measures and progress of key improvement work within the Housing and Environment Directorate.

In relation to Void Management, the Convener provided an update relating to the current void figures and intimated that officers were using the new voids path and that there were several factors affecting the overall management of voids and requested that officers submit a report to the next meeting providing a detailed account of all of the void paths.

In relation to Housing Allocations, Councillor Delaney requested an update in relation to Smithfield Court, whereupon the Housing Manager advised on the current situation in relation to the remaining tenant and the Head of Regeneration and Housing Investment advised that the work on site was due to commence in August with a completion date of within eight months.

In relation to Housing Allocations, Councillor Jackie Dunbar intimated her concerns over the low number of applications being processed within 28 days. The Housing Access Manager advised that there were a number of vacancies which he advised would be filled soon and that the backlog of applications were currently being processed.

In relation to Homelessness Temporary Accommodation, Councillor Finlayson enquired as to the high cost of the weekly rents, wherein the Housing Manager advised that all of the properties were fully furnished and had a service charge for the management of the property. He also stated that the majority of tenants offered the temporary accommodation qualified for full or partial housing benefit.

In relation to Landlord Registration, Councillor Delaney enquired as to why the Council were not able to progress with issuing rent penalty charges for the 17 landlords that had not re-registered, whereupon the Head of Housing and Community Safety advised that the Council had to identify whether those landlords were still renting their properties before any action could be taken.

In relation to Street Scene, Councillor Finlayson requested information specifically relating to the 0% value for Grounds Maintenance – Dog Fouling, wherein the Environment Manager advised that the figure provided was a random sample and would change depending on which streets were sampled at the time. He further advised that the most up to date report from Street Scene would be circulated to members.

**The report recommended:**

that the Committee provide comments and observations on the performance information contained in the report.

## HOUSING AND ENVIRONMENT COMMITTEE

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### **The Committee resolved:-**

- (i) in relation to Void Management, to note the update provided by the Convener relating to use of the new voids path and to instruct officers to submit a report to the next meeting of this Committee providing a detailed account of all void paths, specifically the issues around each of the paths;
- (ii) in response to a question from Councillor Delaney relating to Housing Allocations, specifically Smithfield Court, to note that the work on site was to commence in August and it was envisaged to be completed within eight months;
- (iii) in response to a question from Councillor Finlayson relating to Homelessness Temporary Accommodation and the weekly rent cost, to note that the weekly rent charges were attributed to them being fully furnished and the service charge;
- (iv) in response to a question from Councillor Delaney relating to 17 late Landlord Registrations and why the Council were not issuing rent penalty charges at this stage, to note that the Council had to identify whether the premises were still being let as private or rented accommodation and that the Head of Housing and Community Safety would provide Councillor Delaney with an update after the meeting;
- (v) in response to a question from Councillor Finlayson relating to Street Scene and the 0% value for Grounds Maintenance – Dog Fouling, to note that the figure provided is a random sample and would change depending on which streets were sampled at the time and to note that the most recent report would be circulated to members; and
- (vi) to otherwise note the report.

### **2013-14 HOUSING CAPITAL PROGRAMME - H&E/14/042**

7. With reference to article 8 of the minute of its meeting of 11 March 2014, the Committee had before it a joint report by the Directors of Corporate Governance and Housing and Environment which provided a status report for the 2013/14 Housing Capital Programme as at 28 February 2014 summarising both income and expenditure.

### **The report recommended:**

that the Committee -

- (a) note the financial information contained within the report; and
- (b) instructs that the Head of Finance continues to update the Committee in consultation with the Director for Housing and Environment on the actual outturn position for 2013/14 following completion of the year end statutory accounts.

### **The Committee resolved:-**

to approve the recommendations contained in the report.



## **HOUSING AND ENVIRONMENT COMMITTEE**

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### **2013-14 REVENUE BUDGET MONITORING - H&E/14/043**

8. With reference to article 9 of the minute of its meeting of 11 March 2014, the Committee had before it a joint report by the Directors of Corporate Governance and Housing and Environment which advised on the 2013/14 revenue budget performance to date for the services which relate to this Committee and any areas of risk management action.

**The report recommended:**

that the Committee -

- (a) consider and note the report and the information on management action and risks that is contained herein; and
- (b) instruct that officers report the year end position to the appropriate Committee.

**The Committee resolved:-**

to approve the recommendations contained in the report.

### **CAPITAL MONITORING - HOUSING AND ENVIRONMENT PROJECTS - EPI/14/123**

9. With reference to article 10 of the minute of its meeting of 11 March 2014, the Committee had before it a report by the Director of Enterprise, Planning and Infrastructure which advised on the capital spend to date for the Housing and Environment projects included in the Non-Housing Capital Programme.

**The report recommended:**

that the Committee note the current position.

**The Committee resolved:-**

to approve the recommendation contained in the report.

#### **Declaration of Interest**

**Councillor Delaney declared an interest in the subject matter of the following article by virtue of his position as Chairperson of Grampian Housing Association and chose to withdraw from the meeting during this item of business.**

### **AFFORDABLE HOUSING GRANT ASSISTANCE - H&E/14/037**

10. The Committee had before it a report by the Director of Housing and Environment which sought approval for the provision of grant assistance to Grampian Housing Association to help deliver additional affordable housing units at Hopetoun Grange, Bucksburn and to Grampian Housing Association and Castlehill Association to help deliver an affordable housing development at Maiden Craig, Lang Stracht.

## **HOUSING AND ENVIRONMENT COMMITTEE**

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### **The report recommended:**

that the Committee -

- (a) approve the funding of 5 additional affordable housing units at Hopetoun Grange with a grant to Grampian Housing Association of up to £103,126 to enable the provision of social rented units;
- (b) considers one of the following two options for funding the development of 36 Affordable Housing Units at Maidencraig with the officer recommendation of Option 1 as it represented best value for the Council:
  - (i) Option 1 - the grant of up to £968,258 to Grampian Housing Association (12 units) and Castlehill Housing Association (24 units) to enable the provision of 36 social rent units; or
  - (ii) Option 2 - the grant of up to £1,046,439 to Grampian Housing Association (12 social rent) and Castlehill Housing Association (12 social and 12 mid market rent) to enable the provision of 24 social rent and 12 mid market rental units; and
- (c) agree that the grants will be paid from developer contributions received from Section 75 obligations with any balance to be paid from the income received from the reduced Council Tax Discount for Second Homes and Long Term Vacant Properties.

### **The Committee resolved:-**

- (i) to approve recommendations (a) and (c) as contained in the report; and
- (ii) to approve recommendation (b)(i) as contained in the report.

### **AFFORDABLE HOUSING DELIVERY - H&E/14/038**

11. The Committee had before it a report by the Director of Housing and Environment which (1) provided an update 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 and (2) provided details of affordable houses completed in 2013/14 and those expected to be completed in 2014/15 through to 2016/17.

### **The report recommended:**

that the Committee -

- (a) note the content of the report; and
- (b) 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 Committee resolved:-**

to approve the recommendations contained in the report.

**HOUSING AND ENVIRONMENT COMMITTEE**  
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**WELFARE REFORM AND FINANCIAL INCLUSION UPDATE - H&E/14/035**

12. With reference to article 15 of the minute of meeting of Council of 21 August 2013, the Committee had before it a report by the Director of Housing and Environment which provided an update on actions taken since that report and on developments with the Welfare Reform agenda.

**The report recommended:**

that the Committee note the progress made and the on-going actions as outlined in the report.

**The Committee resolved:-**

to approve the recommendation contained in the report.

**REQUIREMENT FOR MAJOR REPAIRS AT VARIOUS SEATON MULTI STORIES - H&E/14/033**

13. The Committee had before it a report by the Director of Housing and Environment which provided the outcome of further investigation into methods for dealing with water penetration in multi story blocks in the Seaton area and sought approval to proceed with over cladding, replacement of windows and flat roof renewal, where appropriate, in the seven blocks identified in the report following the positive outcome of discussions with private owners within the blocks.

**The report recommended:**

that the Committee –

- (a) instruct the Director of Housing and Environment to pursue the proposal to carry out structural repairs, over clad, appropriate flat roof renewal and install new windows in the seven blocks referred to in the report;
- (ii) approve the use of ECO funding granted to the Council in connection with this project to be used to limit the cost of over cladding and window replacement works to private owners; and
- (iii) instruct the Director of Housing and Environment to monitor the situation with future energy efficiency grant funding levels and report back to this committee if any reduction in funding may have a detrimental effect on this project.

**The Committee resolved:-**

to approve the recommendations contained in the report.

**PROJECT BRIEF FOR HAZLEHEAD GROVE NURSERY PROJECT - H&E/14/046**

14. The Committee had before it a report by the Director of Housing and Environment which presented the project brief for the Hazlehead Grove Nursery Project and advised that the document was a working document which would be developed and used for communicating key messages about the project.

## **HOUSING AND ENVIRONMENT COMMITTEE**

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**The report recommended:**

that the Committee approve the project brief.

**The Committee resolved:-**

- (i) in response to questions from Councillors Finlayson and Thomson relating to allotments on the site, to note that the Head of Environment Services would be submitting a report relating to allotments to the next meeting of the Hazlehead Grove Nursery Working Group;
- (ii) to request that the size of the educational space and whether the University could be involved be discussed at the next meeting of the Hazlehead Grove Nursery Working Group; and
- (iii) to otherwise approve the project brief.

### **IMPLEMENTATION OF THE APPROVED RECOMMENDATIONS OF THE UNITED KINGDOM ACCREDITATION SERVICE (UKAS) ASSESSMENT OF THE ABERDEEN SCIENTIFIC SERVICES LABORATORY (ASSL) - H&E/14/044**

15. The Committee had before it a report by the Director of Housing and Environment which provided an update on the status of the United Kingdom Accreditation Service (UKAS) accreditation and the progress of the recommendations of assessment of the Aberdeen Scientific Services Laboratory.

**The report recommended:**

that the Committee -

- (a) note the work being undertaken to implement and develop the recommendations of the 26 and 27 March 2014 UKAS surveillance report; and
- (b) approve the continuation of accreditation as a license to operate.

**The Committee resolved:-**

- (i) to congratulate all staff involved with the accreditation; and
- (ii) to otherwise approve the recommendations contained in the report.

### **PROCUREMENT OF BIG BELLY LITTER BINS - H&E/14/041**

16. The Committee had before it a report by the Director of Housing and Environment which (1) sought approval to exempt the award of a contract for the lease of Big Belly litter bins from the Council's Standing Orders relating to Contracts and Procurement (approved by Council on 5 March 2014) by reason of special circumstances and (2) sought approval of the estimated expenditure, as detailed in Section 3 of the report.

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**The report recommended:**

that the Committee -

- (a) approve the request under Standing Order 1(6)(a) for an exemption from the Council's Standing Orders on Contracts and Procurement to enable a contract to be awarded for the provision of Big Belly litter bins; and
- (b) approve the estimated expenditure of £96,200 for the lease of twenty Big Belly litter bins over a five year period.

**The Committee resolved:-**

to approve the recommendations contained in the report.

- **COUNCILLOR COONEY, Convener.**

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**HOUSING AND ENVIRONMENT COMMITTEE  
COMMITTEE BUSINESS**

26 August 2014

Please note that this statement contains a note of every report which has been instructed for submission to this Committee. All other actions which have been instructed by the Committee are not included, as they are deemed to be operational matters after the point of committee decision.

<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.	Housing and Environment Committee 26 Aug 09 article 16	<p><b><u>Modernising Public Space CCTV</u></b>            The Committee resolved:-            to instruct officers to submit a further all encompassing report, detailing the merits and costs of the existing and proposed new CCTV system, in particular the impact CCTV has had on assisting convictions; and investigating other systems and new technologies that could be adopted, to a future meeting of the Committee.</p>	<p style="text-align: center;"><b>A report is in the Bulletin</b></p>	Director of Housing and Environment	20 May 14	26 Aug 14
	Housing and Environment Committee 29 Oct 13 Article 17	<p><b><u>The Committee resolved:-</u></b>            (a) to note the progress made in terms of the in-house delivery model; and            (c) to approve the further development of the in-house model by producing a detailed business case that outlines long term funding and staffing requirements.</p>				
	Housing and Environment Committee 20 May 14 Article 2	<p><b><u>The Committee resolved:-</u></b>            In relation to item 1 (Modernisation Public Space CCTV), to note that a comprehensive report would be submitted to this Committee on 26</p>				

<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>
2.	Housing and Environment Committee 06 Aug 09 article 19	August 2014. <b>Duthie Park Restoration – Heritage Lottery Funding Bid</b> The Committee resolved:- to instruct the Director of Housing and Environment to provide <b>further progress reports</b> including details on the outcome of the tendering process in the Housing and Environment information bulletin.		Head of Environment Services	28 Oct 14	28 Oct 14
3.	Housing and Environment 30 Oct 12 Article 15	<b>Progression of Transfer of Regeneration and Housing Investment Service to an Arms Length Company</b> The Committee resolved:- To instruct officers to review all options for the delivery of the Regeneration and Housing Investment Service including Local Authority Trading Company and report back in six months time.	After consultation it is apparent that before reporting back to committee further analysis is required on the impact that current and future capital and revenue programmes will have on how the Service will operate as a business going forward. We are continuing to work closely with the staff and unions reviewing all options for the future delivery of the service. A report will be provided to this committee once all the options can be fully examined.  <b>Officers are reviewing guidance around Arms Length Companies and work is continuing to research the potential merits of moving forward with this project.</b>  <b>A report is in the bulletin.</b>	Head of Regeneration and Housing Investment		26 Aug 14
4.	Housing and Environment 15 Jan 13 Article 14	<b>Welfare Reform</b> The Committee resolved:- To include Welfare Reform on future Committee Business Statements.	We continue to manage the impact of welfare reform.	Head of Housing and Community Safety		



<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>
			Further updates will be provided as and when appropriate.			
5.	Housing and Environment 14 May 13 Article 13	<b><u>Development of an Asset Management Plan for the Council's Housing Stock</u></b> The Committee resolved:- to instruct the Director of Housing and Environment to report back to committee on the outcomes of the asset management plan for all housing stock at the earliest opportunity.	<b>A report is in the agenda</b>	Head of Regeneration and Housing Investment	20 May 14	26 Aug 14
6.	Housing and Environment 14 May 13 Article 15 and Council 26 June 13 Article 19	<b><u>Tillydrone Update – A Way Forward</u></b> The Committee resolved:- To instruct officers to report back to a future meeting of the Committee with clear recommendations on land use to support regeneration based upon the desktop reports, title reports and financial liabilities for each site.		Head of Regeneration & Housing Investment	28 Oct 14	28 Oct 14
7.	Housing and Environment 30 Aug 13 Article 14	<b><u>Houses in Multiple Occupation – New Powers in Relation to Overprovision</u></b> The Committee resolved:- (vi) to request officers to monitor the HMO provision in Old Aberdeen and report back in 12 months; and (vii) to request officers to determine the scale of un-registered houses available to let across the City and report back in twelve months.		Head of Housing and Community Safety	<b>26 Aug 14</b>	28 Oct 14
8.	Housing & Environment 14 Jan 14 Article 6	<b><u>Review of Parking Charges</u></b> To recommend to the Enterprise, Planning and Infrastructure Service that they manage all parking across the City and if agreed to request that a report be submitted to this Committee in 12 months providing an update on how the		Head of Asset Management and Operations	Jan 15	Jan 15

<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>
		service was operating.				
9.	Housing & Environment 14 Jan 14 Article 12	<b>Rent Arrears</b> (x) to receive a further report on progress with this issue in 6 months; (xvi) to request officers to include information in future reports relating to tenants who claim partial housing benefit and how they were managing to pay the remaining rent.	<b>A report is on the agenda</b>	Head of Housing and Community Safety	26 Aug 14	26 Aug 14
10.	Housing & Environment 14 Jan 14 Article 23	<b>Installation of Combined Heat and Power and Proposals for Major Repairs to Multi Storeys in the Cornhill Area</b> to request officers to submit a report to this Committee providing the outcome of discussions with Ministers and the outcome of sharing the risk with potential contractors.	The Service is preparing information and evidence gathered from QC advice on the matter to have more formal discussions with Ministers. Informal discussions have proven positive and indicated that it is an area of legal challenge that should be explored.  The individual owner who had previously objected to the installation has now consented therefore the work will proceed as previously advised.	Head of Regeneration and Housing Investment		
11.	Housing and Environment 11 March 14 Article 5	<b>Community Engagement Plan (Hazlehead Grove Nursery)</b> to request officers to provide a report in twelve months time (1) outlining the lessons learnt with the project and (2) to identify whether there were other areas across the City to expand on the project	<b>Recommended for removal</b>	Head of Environment Services	March 15	March 15
12.	Housing & Environment 20 May 14	<b>Void Management (within Performance Report)</b> to note the update provided by the	<b>A report is on the agenda</b>		26 Aug 14	26 Aug 14

<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>
	Article 6	Convener relating to the new void paths and to instruct officers to submit a report to the next meeting of this Committee providing a detailed account of all void paths, specifically the issues around each of the paths.				

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ANNUAL REPORTS TO COMMITTEE – 26 August 2014

<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.	Housing and Environment	<b><u>Aberdeen in Bloom</u></b> To report each year on the Aberdeen In Bloom Campaign		Head of Environment Services	28 Oct 14	28 Oct 14
2.	Housing and Environment 01 Mar 11 article 34	<b><u>Air Quality Action Plan</u></b> The Committee resolved:- to instruct the Director of Housing and Environment to report <b>annually</b> on progress.		Head of Environment Services	28 Oct 14	28 Oct 14
3.	Housing and Environment Committee 14 Jan 14 article	<b><u>Countryside Ranger Service Five Year Plan</u></b> The Committee resolved:- To request a Countryside Ranger Service Annual Report to the January 2015 meeting.		Head of Environment Services	Jan 15	Jan 15
4.	Housing and Environment Committee 19 Nov 09 article 27	<b><u>Responsible Dog Ownership</u></b> The Committee resolved:- to instruct the Director of Housing and Environment to provide an <b>annual</b> update report on responsible dog ownership to the Housing and Environment Committee.		Head of Environment Services	Jan 15	Jan 15
5.	Housing and Environment 29 Oct 13 Article 10	<b><u>Private Sector Housing – Enforcement Funding</u></b> (ii) to request that the Director of Housing and Environment brings further annual reports to committee, on future developments, (or earlier as required)	<b>A report is on the agenda</b>	Head of Housing and Community Safety	28 Oct 14	26 Aug 14

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## ABERDEEN CITY COUNCIL

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COMMITTEE	Housing and Environment
DATE	26 August 2014
DIRECTOR	Pete Leonard
TITLE OF REPORT	Housing and Environment Business Plan Performance and Actions
REPORT NUMBER:	H&E/14/065

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### 1. PURPOSE OF REPORT

The purpose of this report is to present committee with key performance measures and progress of key improvement work within the Housing and Environment Directorate.

### 2. RECOMMENDATION(S)

It is recommended that the Committee:

- a) Provide comments and observations on the performance information contained in the report.
- b) Note the minor amendments to the structure of the report which reflects the restructure of the Homelessness and Housing Advice Service, now referred to as the Housing Access Service and Housing Support Service.
- c) Note the additional PIs as requested by Committee on the new void paths.

### 3. FINANCIAL IMPLICATIONS

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

### 4. OTHER IMPLICATIONS

There are no 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.

## 5. BACKGROUND/MAIN ISSUES

This report presents members with key performance measures and progress of key improvement work within the Housing and Environment Directorate.

This report also comprises of a progress report from the Director.

Performance information and Actions progress are input and updated through Covalent, the corporate performance reporting system, by the relevant lead officers. The data is reviewed and managed within the Directorate by the Director and Senior Management Team.

Within the report the following symbols are used:

### **Performance Measures**

#### **Traffic Light Icon**



On target or within 5% of target



Within 5% and 20 % of target and being monitored



Below 20% of target and being actively pursued



Data only PI as there is no target set

## 6. 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.

## 7. MANAGEMENT OF RISK

N/A

## 8. BACKGROUND PAPERS

N/A

## 9. REPORT AUTHOR DETAILS

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**Director's Progress Report**  
**Housing and Environment**  
**21/05/14 – 25/08/14**

**Low Cost Home Ownership** - Scotia Homes are currently marketing 3 low cost home ownership properties at Dubford, Bridge of Don, as part of their obligation to provide a percentage of affordable housing on new developments in the city. These are aimed primarily at first time buyers on modest incomes and current tenants of Aberdeen City Council and Registered Social Landlords in the city are given priority. Barratt Homes are also developing at the same location and will be providing 8 x 3 bedroom properties. Aberdeen City Council will process the applications for these properties and prioritise applicants to ensure they are sold to people who may otherwise be unable to meet their housing needs. Purchasers grant a Standard Security in favour of ACC for the discounted amount to ensure the properties remain affordable for future sales.

**Housing (Scotland) Act 2014** – The Act will receive royal assent soon and regulations and supplementary guidance will be issued later this year. The Act covers a wide range of housing issues affecting social housing, the law affecting private housing, the regulation of letting agents and the licensing of sites for mobile homes. One of the main provisions of the Act is the abolition of the right to buy which will have an impact on a number of social housing tenants.

**Supported Work Placements** - Aberdeen City Council has launched a scheme to help disadvantaged young people move into the world of work. The unique programme has been designed to offer supported work placements for the participants within the many skilled trades carried out by the City Council – with educational opportunities also on offer to make sure the young people emerge better equipped for working life. The initiative will be based initially within the Building Services team, but hopes are high that it could be rolled out across a range of council services and ultimately into the private sector. Support will be offered through the whole period to help the young workers sit and pass the core entrance exam which is a 'must' for acceptance on an apprenticeship scheme. They will also be given an allowance during their time working with the Council, and will receive a certificate on completing the course which can be presented to a prospective future employee.

**Graduate Trainees** - A Graduate Trainee scheme has been introduced within the Housing Service. The scheme is aimed at university graduates who have the potential to be developed into future managers and leaders of the City Council. Each trainee recruited will be supported by management within the City Council and the Human Resources and Organisational development service. They will be expected to become professionally qualified in an appropriate discipline and whilst as a trainee, in addition to their development, they will contribute during their period as a trainee both to the ongoing work of the Directorate but will also carry out specific projects to contribute to the Councils Vision of a Smarter City. The Trainees will be recruited on a 2 year fixed term basis and would be expected to complete the full first year of the scheme before being considered for a permanent post elsewhere within the

Directorate or Council. The initial 2 trainees took up their posts in early August.

**Mixed Recycling** - The first mixed recycling bins in the city are now available to approximately 420 properties on Bedford Road, Powis Circle and Powis Crescent. The new bins take more materials compared to the kerbside box and bag service with plastic pots, tubs and trays added to the existing paper, cardboard, metal, glass and plastic bottles collection. Residents in this area were also recently offered a food recycling collection. The Powis Residents Group has taken an active role in helping to spread the word about the new services including organising a clean up day on the 28<sup>th</sup> June and posting regular messages on their Facebook page to promote the new services, encourage residents to make the most of them, as well as to report and resolve any problems that come up. The mixed recycling pilot is due to be extended at the end of July to Bedford Road, Elmbank Road, Jute Street and Nelson Street. This will add almost 600 more properties to the new service and be a precursor to all flats and tenements receiving the service in 2015/16.








**WWI and Britain in Bloom Flower Crests** - The outbreak of the First World War and the 50<sup>th</sup> anniversary of the Britain in Bloom competition are being commemorated in Aberdeen through a series of floral crests. Three have been planted in Union Terrace Gardens to complement the existing Bon Accord crest, while a further two have been planted in Rubislaw Terrace Gardens. The three new Union Terrace Gardens crests commemorate the 100<sup>th</sup> anniversary of the outbreak of the First World War and feature the logos for veterans' charity Erskine, the Gordon Highlanders and Poppyscotland. The crests in Rubislaw Terrace Gardens commemorate the 50th anniversary of the Britain in Bloom competition and Aberdeen's involvement as an original entrant in 1964. They have been planted beside the fountain which was commissioned to mark Aberdeen's consecutive wins in 1969, 1970 and 1971. The Britain in Bloom 50th anniversary logo and the Aberdeen in Bloom logo are depicted in the planting.

**Duthie Park** - Duthie Park has been awarded a Green Flag for 2014/15 from Keep Scotland Beautiful which is given in recognition of achieving the national standard for parks and green spaces. This is the second year that the Duthie Park has been recognised for the hard work and dedication of park staff, volunteers and communities in creating and maintaining the park to an excellent standard. Keep Scotland Beautiful aims to improve our environment and the quality of life of people in Scotland by working in partnership with a wide range of individuals, volunteers and organisations. Delivering the Green Flag Award in Scotland is an important part of this vision, to encourage and recognise the commitment to achieve this national benchmark of quality.

**Duthie Park Ranger Service Environment Day** - Sunday 20<sup>th</sup> July was the Duthie Park Ranger Service's first 'Environment Day'. Over the afternoon 500 people came along to 'The Green' to visit a variety of stall holders, taking part in a range of free activities. As well as the Ranger Service, the Butterfly Conservation Society, Satrosphere, the Royal Horticultural Society of Aberdeen, ACC Tree Squad, Aberdeen and District Beekeepers Association, an Allotment Market Stall, the Owl and Pussy Cat Company and the Aberdeen Play Forum were all there providing information and interactive activities for the whole family.

# H&E Business Plan Performance Report

## Estate Management

Rent Management				Traffic Light Icon
	Current Target	Current Value		
The overall monetary value of former tenants arrears, as at the end of each rent period	£1,400,000	£1,527,166		
The overall monetary value of payments received for former tenants arrears for the year to date.	165,000	92,800		
The number of current residential tenants with rent arrears at the end of each rent period		7,083		
The monetary value of current residential tenants arrears at the end of each rent period		£2,995,549		
The percentage of current tenants owing more than 13 weeks rent (excluding those owing less than £250) at the end of each rent period.	8.6%	7%		
The proportion of tenants giving up their tenancy during the year with arrears of more than 1 week. This is expressed as a year to date average % of all terminations in the year.	29%	34.8%		
The average number of weeks debt owed by tenants leaving with arrears of greater than 1 week, as a year to date average.	13.4	18.7		
Analysis				Date Updated
<p><b>Analysis:</b> At the end of the July rent period, the value of residential arrears for current tenants stands at £2,995,549 (7.3% net debit). This is up 2.1% from the £2,933,253 figure reported to committee at Year End but is a £602,219 (16.7%) improvement on the arrears value recorded in July 2013. It is also notable that since the last committee the number of tenants on New Model Rents has increased from 8188 to 13,382 and there has been a general rent increase of 3.5%. As such Rent Management performance in 2014/15 has been encouraging in comparison to previous years; as between March 2012 and July 2012 residential arrears increased by 14.5% and between March 2013 and July 2013 arrears rose by 16.9%.</p> <p>There are currently 7083 tenants with rent arrears, this is an increase of 20.5% from the 5876 reported at Year End; however this increase is largely due to the rent free period at Year End which reduced the number of tenants in arrears to the lowest number since March 2011. As a result, the additional number of tenants with arrears mainly have small balances between £0.01 and £250 but in turn there has been a reduction in the number of high value arrears cases with more than £1000 in outstanding rent and this largely accounts for the relatively small rise in arrears since the last committee.</p> <p>The level of arrears cases can be broken down as follows:</p>				11-Aug-2014

1224 (17.3%) tenants owing less than £50  
 2471 (34.9%) tenants owing between £50.01 & £250  
 2585 (36.5%) tenants owing between £250.01 & £1000  
 770 (10.9%) tenants owing between £1000.01 & £3000  
 33 (0.4%) tenants owing more than £3000.01

At the end of the July rent period, 7% of our tenants owe more than 13 weeks rent (excluding less than £250); a 0.5% improvement from the 7.5% figure reported at Year End and well within the Council's target of 8.6%.

Since Year End, Aberdeen City Council has issued 2059 first and second warning letters; this is a 31% reduction from the 2986 warning letters issued at the same stage in 2013/14. The Council has also reduced the number of Notices of Proceedings against its tenants, the number issued since Year End stands at 786 which is down 8.2% from the 856 NOSP's issued at the same stage in 2013/14. There have been 72 legal repossession following decree for rent arrears so far in 2014/15; this is up from 38 legal repossessions at the same stage in 2013-14.






In July, 34.8% of tenants terminated their tenancy with more than 1 week of rent arrears; this is up from the 32.3% recorded at Year End and is also above the Council's annual target of 29%. The average debt owed by tenants leaving in arrears amounts to 18.7 weeks, this figure is above the Council's 13.4 week target and higher than the 13.6 week figure recorded at Year End. There are several factors which have impacted on the performance of these indicators; most notably changes to the Court system, the implementation of welfare reform, the introduction of pre action requirements in the Housing (Scotland) Act 2010; which mandates that social landlords must undergo a range of checks before a Notice of Proceedings can be issued; in addition to the Council's drive to maximise tenancy sustainment and only pressing for decree when all other options for recovering arrears have been exhausted.




The total cumulative value of former tenant arrears currently stands at £1,527,166 which is above our current target of £1,400,000. Since Year End the Council has collected £92,800 of payments from former tenants, this is an 85.4% increase from the £50,045 collected at the same point last year and the Council is on track to meet the annual target of £165,000. The Council has written off £165,627 since Year End, this is up from £44,342 written off at this stage last year. This increased activity in both FTA payments and write offs is largely due to the recruitment of a full time FTA Officer within the Arrears Recovery Team who took up post in December 2013.













**Action:**

For actions please refer to the attached report H&E/14/057 'Rent Arrears Update'




**Tenancy Management**

	Current Target	Current Value	Traffic Light Icon
Percentage of tenants satisfied with the standard of their home when moving in (Year to Date) - Charter Indicator	80%	72%	
Satisfaction of new tenants with the overall service received by the Estates Service. (Year to Date)	90%	80%	
% of Tenancy Management actions (specifically Abandonment, Assignment, Joint Tenancy, Lodger, Single Abandonment, Single Termination, Sublet, Succession) which saw a decision/outcome made within the month and within our statutory target	100%	94%	
% of New Tenant Visits (Routine Visits) in the month with an outcome completed within statutory timescales	100%	78.8%	
The total number of instances of mobile device usage by Housing Officers citywide in the quarter		20,818	

Of the total number of instances of mobile device usage by Housing Officers citywide in the quarter, the % that related to Rent and Arrears Management		55.9%	
The year to date number of legal repossession following decree.		72	
Percentage of new tenancies sustained for more than a year	94%	94.5%	
<b>Analysis</b>			<b>Date Updated</b>
<p>Since the last committee, two new Scottish Social Housing Charter Indicators have been added to the Tenancy Management section of the Housing and Environment Committee Report. The first records the percentage of tenants satisfied with the standard of their home when moving in and the Council has set a target of 80% satisfaction for this indicator. The year to date satisfaction for this indicator is 72%, slightly below the Council's target.</p> <p>The second Charter Indicator records the percentage of new tenants that were satisfied with the overall service they received. Performance for the year to date currently sits at 80% which is below the Council's target of 90% customer satisfaction.</p> <p>The Council is obligated to visit new tenants and record an outcome within 28 days and as such the Council's target is 100%. Performance currently sits at 78.8% which is below target but up slightly from the 78.4% recorded at Year End.</p> <p>The percentage of Customer Service Action Outcomes (Abandonment, Assignment, Joint Tenancy, Lodger, Single Abandonment, Single Termination, Sublet and Succession) achieved within statutory timescales is currently 94%; this up from the 90% reported at Year End but narrowly falls short of meeting the statutory target of 100%.</p> <p>The percentage of new tenancies sustained for more than 12 months has improved from 91.4% at Year End to 94.5% in July and as a result the Council is now achieving its target of 94%. There have been 72 legal repossessions after decree in the year to date; this is up 89.5% from the 38 legal repossessions recorded at the same stage in 2013/14. These figures suggest that the Council is sustaining more tenancies through early intervention and continued engagement with our tenants offering a range of repayment options, debt advice and housing support to tenants who engage with Officers. However for those tenants who do not engage and as a last resort the Council will continue to recover properties through legal action.</p> <p>As a Council we have encouraged estate management staff to use mobile devices when out and about in their patches to view and record live data in the iWorld housing system instead of having to wait until they get back to their desktop PCs in the office. This allows staff to interact with tenants on various estate management issues face to face and modernises the way in which we as a Council provide our services. The number of instances of mobile device usage by housing staff dropped from 28,733 in Q4 of 2013/14 to 20,818 in Q1 of 2014/15. Of this number 55.9% of actions were related to rent management and this is slightly up from the 55.1% proportion recorded in Q4 of 2013/14.</p> <p><b>Action:</b> Various methods have been explored to obtain a higher response rate for the tenants satisfaction. Simplified questionnaires have been introduced and a follow up at the new tenancy visit where no return has been received has been introduced to obtain better quality information on the views of tenants.</p> <p>Performance in other areas are improving and these are being continually monitored.</p>			
			11-Aug-2014

<b>Void Management</b>			
	<b>Current Target</b>	<b>Current Value</b>	<b>Traffic Light Icon</b>
Rent loss due to voids as a percentage of gross rent due - year to date average - Charter Indicator	1.4%	1.91%	
The year to date average number of days taken to re-let all properties - Charter Indicator	50	81.9	
The average number of days taken to let a Fast track void in the year to date	14	14	
The average number of days taken to let a Routine void in the year to date	28	54	
The average number of days taken to let a void due to Death in the year to date	42	88	
The average number of days taken to let a void due to SHQS works in the year to date	49	69	
The average number of days taken to let a void due to major works in the year to date	49	72	
The average number of days taken to let a void which went through an OT assessment in the year to date	42	123	
The percentage of offers of accommodation accepted year to date average	65%	66.5%	
The overall percentage of void properties as a percentage of stock as at the end of each month	1.8%	2.3%	
The overall number of offers of accommodation refused monthly		42	
The percentage of Void properties relet within 4 weeks	56.6%	13%	
<b>Analysis</b>			
<b>Analysis:</b>			
In comparison to the 186 properties relet in June 2014, there were 107 properties relet in July. Of these 17 were relet within the target 4 week period.			
Year to date, 67 of the 517 properties relet, (13.0%) have been done within 4 weeks. This is well below the 56.6% target set at the start of the year.			
Year to date, the average length of time to relet all void properties is 81.9 days, against a target of 50 days. The average time at the same period last year was 65.1 days.			
An analysis of the revised void paths indicates that year to date the average length of time per void path is as follows: Fast track void 14 days Routine void 54 days SHQS void 69 days			
			11-Aug-2014








<p>Major Works void 72 days Deceased void 88 days Equipment and Adaptions void 123 days VR3 void 194 days</p> <p>Void rent loss is currently 1.91% of net debit YTD against a target of 1.4%. This figure has increased since the last figure reported to committee; the year end figure of 1.68% for 2013/14. July saw a figure of 1.3% which is significantly lower than the preceding months, however this is due to the £48,688 credit in the Middlefield area where properties at Smithfield Court have been moved off charge due to the level of works involved. The result of the off charge backdate was a void rent loss credit in the Mastrick area of the city negating actual void rent loss. In terms of Tillydrone and Marischal areas – void rent loss remained level in Tillydrone but improved in the Marischal area.</p> <p>The overall level of voids remained constant at 512 across the city. Of these, 90 were off charge, due to the numbers added from the Smithfield Court complex.</p> <p>In terms of offers made, there were 252 made in July, compared to 381 in June. Year to date, against a target of 65.0%, there is a 66.5% offer success rate. The numbers of withdrawn offers (90) remain consistent, but high, against the numbers offered.</p> <p>Proportionate with the lower offer numbers, were the lower refusal numbers. Of the 49 offers refused, 21.5% were refused for Area reasons, 21.5% for property reasons, 21% were cancelled/ deferred, 31% were refused for personal reasons and 5% for other reasons.</p> <p><b>Action:</b> A detailed report is being presented to Committee detailing performance issues and actions taken and proposed.</p>
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Tenant Participation				Traffic Light Icon
	Current Target	Current Value		
The current number of Tenant Groups		47		
Percentage of Tenant Groups which are registered	35%	29.8%		
The number of tenants in the financial year to date who have attended or are attending training (Tenant Participation). Types of training could be Tenant Participation Advisory Service (TPAS), Tenant Improvement Service (TIS), Chartered Institute of Housing (CIH) conferences, Registered Tenant Organisation's (RTO) training or more specialised training such as computer skills.		144		
Analysis				Date Updated
<p>There has been no change to our position on Tenant Participation since last Committee. Currently we have 47 Tenant Participation groups throughout the city. Of these 47 groups, 29.8% (14) are Registered Tenant Organisations (RTO's), which are independent groups with their own constitutions and committees. These groups have a statutory right to be kept abreast of all important decisions relating to the Housing service. Aberdeen City Council has set a target of 35% of its groups becoming RTO's and this information will be recorded on iWorld and monitored monthly.</p> <p>A review of the Tenant Participation framework is ongoing and new indicators are being developed which will provide a more meaningful overview of the performance of the service. The proposed indicators will include information on tenant spend and budget. The Council continues to consult the relevant tenant</p>				07-Aug-2014

groups and organisations and good progress is being made on having these indicators created and ready to be reported on.		
<b>Project</b>	<b>Progress To Date</b>	<b>Latest Note Date</b>
Implementation of the Scottish Social Housing Charter	The submission to the Scottish Housing Regulator was submitted by the 30th May 2014 deadline. The Tenants Satisfaction Survey has been completed. A report on the Survey is on this agenda with a presentation organised for September. The preparation of the first Annual Report to Tenants is underway for issue by October 2014. The Housing Performance Web pages are currently being updated.	06-Aug-2014
<b>Project</b>	<b>Progress To Date</b>	<b>Latest Note Date</b>
Housing for Varying Needs Review	<p>This review is currently in the first phase of the Implementation Plan - this phase will run from 2013 – 2015.</p> <p><b>Sheltered Housing to Amenity Housing:</b>  The following developments are in transition from sheltered housing to amenity housing. All future allocations are being offered as amenity housing and existing sheltered housing tenants at these developments have been given the opportunity to have their level of housing support assessed to see if an amenity housing support service would provide an adequate level of support for them.</p> <p>The developments are: Balmoral Court, Bede House Court, Berry Moss Court, Craigton Park, Meadow Court, Parkhill Court, Regensburg Court, Seaview House, Constitution Lane, Constitution Street, South Constitution Street, Thorngrove Court. Overall, almost 40% of tenancies within these developments have changed from sheltered housing to amenity housing. This has been achieved as a result of tenants requesting an assessment and void turnover.</p> <p>A report on the progress of this part of the review is on the agenda.</p> <p><b>Sheltered Housing to Very Sheltered Housing:</b>  The first development to change from sheltered housing to very sheltered housing will be Provost Hogg Court in Torry. It is intended that the satellite cottages at this development will remain as sheltered housing. Surveys are being undertaken to see what physical changes are required to the development to facilitate this change.</p> <p><b>Sheltered Housing to Mainstream Housing:</b>  The first development to change from sheltered housing to mainstream housing will be Smithfield Court. Prior to this development returning to housing stock as mainstream housing, a major refurbishment of the building will be completed.</p>	13-Aug-2014



## Housing Access Service

<b>Allocations</b>				Traffic Light Icon
	Current Target	Current Value		
The current number of applicants' shortlisted on the housing waiting list as at the last day of the month		4,783		
The current number of applicants' shortlisted on the housing urgent list as at the last day of the month		493		
The current number of applicants' shortlisted on the housing support list as at the last day of the month		787		
The current number of applicants' shortlisted on the housing transfer list as at the last day of the month		1,679		
The current number of applicants' shortlisted on the housing discretionary list as at the last day of the month		49		
The number of housing applications processed within 28 days of receipt, within each month		143		
The percentage of housing applications processed within 28 days of receipt, year to date average	84%	66.2%		
<b>Analysis</b>				Date Updated
<p><b>Analysis</b>            On the 7th of April 2014 the new Housing Access Service was launched, the new service brought together the homelessness and housing advice teams where all aspects of housing advice and homelessness are now delivered under the new flagship service. A key objective within this change is to reduce demand for Council Housing by;</p> <ul style="list-style-type: none"> <li>· Providing customers with advice on realistic housing prospects</li> <li>· Exploring available options to help the customer identify the most appropriate solution that best meets their needs.</li> </ul> <p>Since the beginning of the year there has been a 9% increase in the number of applicants on the register awaiting housing, from 6805 at 31st March 2014 to 7394 on the 31st July 2014. While we have seen an increase in the volume of applicants' on the housing register, in real terms the number of people applying for housing has actually fallen by 57% as a result of the new housing options model. The cause of the increase is actually attributable to a 67% decline in the number of applications cancelled this year, alongside a slight decline in the number of allocations made. The 67% decline in applications cancelled is due to suspension of the annual re-registration process to allow for housing options work to be carried out to all applicants on the list.</p> <p>As applicants' can be on more than one list the number of applications across all lists has also increased by 7% to 7791. Of the applications across the lists;</p> <ul style="list-style-type: none"> <li>· 493 are on the Urgent List</li> <li>· 49 are on the Discretionary List</li> <li>· 788 are on the Support List</li> <li>· 4388 are on the Waiting List</li> <li>· 1633 are on the Transfer List</li> </ul>				11-Aug-2014

The biggest changes affecting the housing register since the 31st of March 2014 appear to be a 38% increase in the number of applications on the Urgent List and a 10% increase in applications on the waiting list. The increase to the Urgent list is an intended consequence of the tightening up and improved monitoring of homeless cases.

There continues to be a large proportion of applicants on the housing register that have no housing need and unless there is a change in circumstance will never be selected for housing. Currently 1295 (27%) applicants on the waiting list and 771 (47%) on the transfer list have 0 points representative of no housing need.

Since inception of the new scheme of allocations the time taken to process applications has increased with the most recent records indicating that 66% of applications are processed within the 28 days target, down 11% from 77% in July 2012, the last recorded figure prior to implementation of the new scheme. Implementation of the new scheme brought with it a change in culture and a new focus on meeting housing need. As part of this wider change a new housing needs assessment team was established to assess the priority and housing requirements of applicants' with unmet social/medical need which has elongated the process. However while the time taken to process an application is longer, this is better offset by the overall reduction in rehousing time and allocation of properties that meet individual needs. A review of the target is now required to ensure it meets the SMARTER criteria.

The YTD increase in applicants on the housing register places even greater demand and pressures on an already acute housing register, where the need for accommodation still greatly exceeds supply. Given that on average this year, there has been 514 properties available to re-let each month, the Council currently has the capacity/supply to accommodate approximately 7% of the applicants' on the list each month.

Year to date there has been a total of 516 applicants' housed off the lists, an average of 129 allocations per month. A further breakdown of allocations reveals;









- 185 have been housed off the Urgent list
- 22 have been housed off the Discretionary List
- 95 have been housed off the Support List
- 135 have been housed off the Waiting List
- 79 have been housed off the Transfer List

Year to date analysis of the quota for allocations indicates that 49% of lets have been awarded to applicants on the urgent list, 11% short of the 60% target set. The recent increase in numbers of applications on the urgent list should enhance the prospect of the quota being met in the future. The 11% shortfall of allocations to the urgent list appear to have been distributed and allocated among waiting list applicants where the percentage of allocations has risen to 32%, 12% over target.

**Action**

The new team of Allocation Officers has settled in and are working on applications within a week of receipt. Whilst the proportion of applications taking longer than 28 days to process has increased, given that the overall number of applications has fallen in response to the housing options work now taking place those which are submitted are more likely to have additional needs, such as medical and support, which inevitably require more attention. Processes remain under review to ensure that delays are minimised and applications are assessed without undue delay.

Reregistration of applications were suspended from February to minimise the impact of the restructure on processing and allocations, hence the reduction in applications being cancelled. Work has now commenced on targeted reregistration of applications, initially on the Support list, with a focus on providing housing options assistance to many applicants for the first time. Whilst more time consuming, this has proved worthwhile in identifying those who no longer require accommodation or intent to seek another option, and as such this initiative will be rolled out to the wider service in phases.

<b>Homelessness</b>				<b>Traffic Light Icon</b>
	<b>Current Target</b>	<b>Current Value</b>		
The year to date percentage of statutory homeless applicants housed who have sustained their tenancies for more than 12 months	90%	92.1%		
The average length of homeless journey (from presentation to discharge of duty) for those applicants' whose journey was completed during the month.	100	115		
The number of formal homeless applications received in the month		113		
The number of households assessed as homeless or potentially homeless within each month		106		
The year to date percentage of homeless decision notifications issued to homeless applicants within 28 days of presentation	80%	41.9%		
The % of homeless cases in the month where contact has been lost with applicant either pre- or post- statutory decision	14%	30.6%		
The Housing (Scotland) Act 1987 and Homelessness etc (Scotland) Act 2003 impose a duty on the Council to provide permanent accommodation to all applicants' that are found to be unintentionally homeless, stating that if this is not provided the applicant should continue to be assessed as homeless. This indicator measures the percentage of all cases closed in the month where the Council has offered or secured permanent accommodation to those applicants' it has a duty to re-house (those who have maintained contact and are assessed as unintentionally homeless).	100%	90%		
The year to date % of all general need relets (all excluding sheltered, very sheltered and amenity housing) allocated to statutory homeless applicants.	50%	37.1%		
<b>Analysis</b>				<b>Date Updated</b>
<p>During the first four months of the year (14/15) there have been 444 formal homeless applications made. This is down 7% on the 478 applications received during the same period the previous year. While we continue to see a steady reduction in the level of applications recorded, the number of assessment decisions reached during the period has increased by 33%, up 126 from the 387 recorded during the first four months of 2013/14. This improvement in performance is a consequence of a drive to increase case level activity from the date the Housing Access Service commenced operations on 7th of April 2014. It is still too early to forecast the wider long term implications of this initiative, yet in the short term it has had a varying impact on a number of key performance indicators some of which are noted below;</p> <ul style="list-style-type: none"> <li>· 348 applications have been assessed as unintentionally homeless and owe a duty to re-house. This marks a significant increase (41%) upon the 231 applicants' assessed as owed a rehouse duty for the same period in 2013/14.</li> <li>· 39 applications have been assessed as intentionally homeless, 22 (36%) fewer than the same period in 2013/14</li> <li>· There continues to be a higher than average number of cases assessed where no statutory duty is owed, accounting for 25% of all assessments completed. Due to this the number of applicants that have lost contact with the service prior to a decision being made has increased by 400% from 15 at 31st July 2013/14 to 75 at 31st July 2014/15.</li> <li>· A 45% rise in cases closed where no statutory duty was owed.</li> </ul> <p>A key priority of the drive has been to secure a resolution for long-standing cases and close off cases that are identified as being 'historic'. The impact of such is that the year to date percentage of cases to have been assessed within 28 days has fallen to 42%, 21% lower than the 63% recorded in 2013/14. Higher levels of</p>				11-Aug-2014

performance are anticipated upon completion of this process, however while there are currently 171 cases awaiting decision, with 132 (77%) already exceeding the 28 day target, there is still some work to be done before improvement becomes visible.

Another indicator to have been affected by the work that is currently being undertaken is the homeless journey. Year to date figures for 2014/15 indicate that only 44% (160) of cases have met the 100 day target set, a 12% reduction upon the 56% of cases that met target during the same period the previous year. The average length of time from presentation to case closure this year however has been gradually improving and stands at 115 days, 3 days less than at the same period the previous year.

Currently the area of homeless journey most affected is stage one presentation to decision, where the number of days recorded for year to date is 69, 47 days longer than the same period in 2013/14. While this is in part a consequence of closing 'historic' cases, further analysis shows that for those cases applying and subsequently assessed since commencement of the Housing Access Service only 53% of decisions have been made within 28 days. Furthermore the average length of time to date for those cases still awaiting a decision currently sits at 79 days.

Historically the 80 day target for stage, decision to discharge has always proved difficult to achieve and has been instrumental in determining whether or not the overall target is met. More recently however this stage has been improving and with a year to date average of 60 days for all cases closed in 2014/15 is now exceeding target. Further analysis reveals that the year to date target of 80 days is also being met for those cases where we have a duty to re-house and not only the cases where no duty is owed, thus demonstrating the effectiveness of the new scheme of allocations whereupon management of the list is maintained.

Improvement in the Decision to Discharge stage is intrinsically linked to performance of general need lets to homelessness. While the general landscape of lets to homeless has remained broadly consistent over the last 12 months, where on average 38% of lets have been allocated to homeless households, last month we saw the 50% target (for the month) met for the first time since February 2013, where the tightening up of case management and better monitoring of homeless applications were pivotal to achieving this. A recent analysis of homeless households in temporary accommodation identified a number of key areas that have the potential to impede improvements.

It has been well documented that a shortage of bedsit and one bed properties is considered the greatest challenge to achieving target, while this in part is still relevant the analysis of homeless applicants' in temporary accommodation also points to a reduction in demand and continuous management of the lists as key factors to achieving target. Some of the key findings from the analysis are noted below;

- There were only 106 households in temporary accommodation assessed as being unintentionally homeless and not under offer, of which only 7 cases were available to be selected for housing.
- Of the 106 households assessed as unintentionally homeless 72 were deferred from receiving any offer of accommodation.
- Of the 72 households deferred from receiving an offer of accommodation 61 were for reasons of support.
- To date the average length of time an application has been deferred is 101 days.
- Despite being found to be unintentionally homeless 27 households were not on the correct re-housing list.
- On average there are only 52 homeless households short-listed and available to be selected for housing at any given time.











For those applicant's re-housed by the homeless service the tenancy sustainment rate remains high. Year to date figures reveal a 92% level of tenancy sustainment for homeless applicants' in 2014/15, a slight improvement upon the 91.9% recorded in 2013/14.

#### **Action**

Significant work has been undertaken by the team in the initial months following the restructure to clear the backlog of assessments which had built up and this is on schedule to be completed within August. Whilst a number of the performance measures has been impacted by the volume of historic cases now being resolved, more recent cases have also been affected by staffing limitations arising from vacancies and illness. These matters having now been resolved, the team will be working to a revised performance framework from October and it is expected that performance measures will be significantly enhanced accordingly.

<b>Housing Advice</b>			
Current Target	Current Value	Traffic Light Icon	Date Updated
	1,741		
	319		
<b>Analysis</b>			
<p>On the 7th of April 2014 the new Housing Access Service was launched, the new service brought together the homelessness and housing advice teams where all aspects of housing advice and homelessness are now delivered under the new flagship service. A key priority within this change is to meet customer housing need by exploring the full range of options available to an individual.</p> <p>Due to it being a new service there is no previous data to analyse and compare performance, neither is there a full comprehensive performance framework in place. Therefore the data below only serves to provide a basic summary of activity to date.</p> <p>Since implementation of the new Housing Access Service there has been 1741 applicants' provided advice and assistance to help meet their housing needs. A breakdown of the primary reasons for why advice was required shows that;</p> <ul style="list-style-type: none"> <li>· 33% were asked to leave the parental home and required assistance with remaining in the home or finding alternative accommodation.</li> <li>· 16% wanted assistance with finding their own accommodation.</li> <li>· 13% experienced relationship breakdown and required assistance with finding alternative accommodation.</li> </ul> <p>Since commencement there have been 319 cases closed, 18% of the cases registered so far. Of the cases closed the primary outcomes recorded indicate that;</p> <ul style="list-style-type: none"> <li>· 24% of applicants have been given help that has enabled them to remain in their current accommodation</li> <li>· 29% have made a homeless application to be assessed under homeless legislation.</li> <li>· 34% of applicants have lost contact (25%) or have an unknown outcome (9%)</li> </ul> <p>Due to the low level of case closures the outcomes achieved so far do not present an accurate portrayal of the interventions provided. For example there have been 91 cases closed where a homeless application has been made, yet the HL-1 (The Homeless Data Collection Tool) records show that 444 homeless applications have been made during the same period.</p> <p>PREVENT 1 the mandatory specification used for gathering statistics on housing options and homeless prevention activity for all Councils' throughout Scotland commenced on the 1st of April 2014 with the first data extract due later this month. PREVENT 1 is supposed to provide a more reliable and accurate way of collecting data to determine how successful the measures taken to prevent homelessness have been, however early indications suggest that there is still a lot of work to be undertaken before this is achieved.</p> <p><b>Actions</b> The early experience of working with the new Housing Advice team is proving positive, ensuring applicants are appraised of their entitlements and realistic about prospects of being allocated social housing at an early stage, as well as informing them of wider options and intervening early where existing accommodation is under threat. Whilst numbers are considerable, it is positive that we are able to resolve difficulties and prevent escalation to homelessness in the greater proportion of cases. Recording of outcomes has been limited thus far, with the greater proportion of initial cases being carried forward by officers, and the initial 'Prevent1' return will prove informative, both in terms of our own performance and by comparison with other authorities. Initiatives are under development to do more outreach work with the team and ensure a proactive response to emergent need.</p>			
08-Aug-2014			

## Housing Support Service

<b>Homelessness Temporary Accommodation</b>				
	Current Target	Current Value	Traffic Light Icon	
Percentage of households requiring emergency or temporary accommodation to whom an offer was made in the year		99.3%		
Number of households where the Council was required to make an offer of temporary or emergency accommodation during the reporting year (YTD)		436		
The number of offers of temporary or emergency accommodation made during the reporting year		433		
Percentage of temporary or emergency accommodation offers refused in the reporting year for all types of accommodation		6.9%		
Number of temporary or emergency accommodation offers refused in the reporting year for all types of accommodation		30		
The YTD % of users' who completed the homeless questionnaire and were satisfied with the overall quality of temporary accommodation provided.		78.2%		
The total number of homeless households staying in temporary accommodation of all types above the aggregate target period (6 months) within each month		90		
Current tenancy arrears for temporary homeless flats excluding resettlement properties		219,606		
Total value of former tenancy arrears for temporary homeless flats excluding resettlement properties		1,383,106		
Homeless Flats current arrears as a percentage of <b>GROSS</b> potential rental and service charge income	10%	4.5%		
<b>Analysis</b>				
<p><b>Analysis Provision</b>            At 31st March 2014 the homelessness service had a temporary stock profile of 508 units consisting of;            Ø 299 furnished ACC flats, 59% of the overall stock profile            Ø 60 Hostel rooms, 12% of the overall stock profile            Ø 26 B&amp;B rooms, 5% of the overall stock profile            Ø 20 Hotel rooms 4% of the overall stock            Ø 103 Privately leased units (including those sublet from housing associations), 20% of the overall stock profile.</p> <p>Reducing the use of B&amp;B is a key initiative set out in the homelessness strategy and homelessness improvement plan. Over the last 3 years the homeless service</p>				
				11-Aug-2014

has seen a dramatic reduction in B&B usage. Over the last 12 months however the numbers have begun to level out somewhat with an average of 26 B&B rooms being used during this period.

Another key plank of the homelessness/temporary accommodation strategy is expanding the growth of the PSL scheme. When the scheme commenced operations in 2012 the target was to secure 300 units by June 2014. The target was later revised in 2014 with an aim of securing 175 units by the end of 2014/15, with 50 units to be added each year thereafter. Year to date data shows that there has been an additional 5 units secured in 2014/15, however there have been 3 units lost due to terminated contracts or changes in property usage, therefore YTD growth stands at 2%. While the stock profile continues to grow the rate of growth is slower than at the same period last year.

During 2013/14 recording of the new HL-3 commenced, this is now being used to supply data in respect of temporary accommodation to the Scottish Government and is also being used to report the relevant charter indicators. Data for the year (14/15) indicates;

Ø 437 applicants have required temporary accommodation, 434 of whom have been offered accommodation.

Ø Of those households offered temporary accommodation 6.9% have refused their offer across all accommodation types, where refusal of hostel tops the rates at 11%

Ø No breaches of the unsuitable accommodation order have been recorded.

At the 31st July 2014 there were 374 households accommodated in traditional forms of temporary accommodation (hostel/ACC Temp Flats/B&B) of these 90 have resided in temp over the target 6 month period. This represents a 150% increase (54) in households staying over target than at the same time the previous year (36). Of the 90 households occupying temp over target, all but 3 were accommodated in temporary furnished flats and therefore have their own living space and access to vital support mechanisms where required.

The number of households in temporary accommodation residing over target is in part the result of an increase in demand for temporary accommodation. However, much of the increase in demand appears to be stimulated by a downturn in movement through temporary accommodation into other forms of accommodation. An analysis of homeless applicants' in temporary accommodation carried out in July 2014 highlights some key areas' contributing towards a delay in movement, some of which are noted below;

- 206 (59%) households were assessed as being unintentionally homeless where a duty to provide permanent housing exists. Of these 100 (49%) are currently under offer.
- At time of analysis the average length of time between acceptance of offer and wait for keys (to date) is 41 days.
- Of the 106 households in temporary accommodation assessed as being unintentionally homeless and not under offer;
- Ø 7 (7%) cases were available to be selected for housing.
- Ø 27 (25%) households were not on the correct re-housing list.
- Ø 72 (68%) were deferred from receiving any offer of accommodation, of which 61 were for reasons of support.
- To date the average length of time an application has been deferred pending support is 93 days.
- 44 (13%) household are assessed as either intentionally homeless or not homeless where no duty to permanently rehouse exists.
- 19 households (excluding decants) were not currently recorded on the Homeless Persons Register and therefore no duty exists in any form.

To meet demand and ensure compliance with legal duties the service have block booked 20 hotel rooms to further supplement the temp stock profile. There are also plans for an additional 15 council properties to be taken off charge and let to homeless to use as temporary accommodation.

From the 23 questionnaires received this year (2014/15), analysis reveals that 78.2% (18) of customers surveyed were satisfied with the quality of accommodation provided. It must be noted however that due to the low response rate the derived findings might not be representative of the entire population who have used temporary accommodation. Redesign of the temporary accommodation questionnaire is currently under review.

#### **Rents**

At the 31st July 2014 there were 216 households (78.8%) accommodated in temporary A.C.C flatted accommodation with arrears. The total value of arrears

stands at £219,606 a 10.7% reduction upon the £246,121 recorded at 31st July 2013. The current level of arrears is equivalent to 4.5% of the gross potential rental income and still well within the 10% target set. The average weekly rent (including service charge) for a temporary flat is £317, further analysis reveals that for those households with arrears the average amount owe is £1017, the equivalent of approximately 3 weeks rent and service charge for this type of accommodation.

Former tenancy arrears for households terminating ACC temporary flatted accommodation continue to rise and have reached their highest level at £1,383,106. During the year 134 households have left with arrears worth a value of £187,327 (13.5% of the total value) an average of £1378 per household and equivalent to approximately 4 weeks rent and service charge for this type of property.

**Action**

The new development on West North Street with 20 individual self-contained units and 20 flats is scheduled for handover November 2014, there are an additional 15 properties taken off charge to be included into the portfolio of properties ready to let for temporary accommodation in September 2014. These are steps the service has taken to meet demand for temporary accommodation and aim to stop using hotels. It is anticipated therefore that the use of B&B accommodation will be reduced further going forward at the beginning of 2015.


The PSL scheme is in the process of renewing leases with existing landlords, the scheme is achieving a 50% renewal of lease at the same time gaining a 50% introduction of new landlords onto the scheme. Existing Landlords serving notice to end the scheme are advising their reason for this is due to a change in circumstances and are selling the properties. Therefore although the scheme isn't growing as expected the process for renewal of lease agreements, is achieving 50% retention of current landlord properties. The development of the new support structure has allocated a team specifically responsible for the property management for temporary accommodation and the PSL scheme, the aim for this team will be to increase the portfolio of properties in the PSL scheme. Recently, more regular meetings with landlords have been arranged, and a feedback form has been introduced to allow for improved monitoring and evaluation of the service. There is a new advertising campaign due to start with radio advertising, this will be in addition to current bill boards and newspaper adverts. The service is also attending events for landlords to network and raise the profile.

The service has a statutory responsibility to provide temporary accommodation which is unpredictable in demand, at the same time the service has limited control over the property void process which is placing additional demands on temporary accommodation. Therefore the service has proactively sought resolutions to meet the demand for temporary accommodation, and between April and June 2014 had block booked 20 hotel rooms to further supplement the B&B stock profile, this was reduced to 15 rooms in July 2014. It is anticipated that the new development on West North Street, which will provide an additional 40 units of accommodation and the additional 15 properties taken into temporary accommodation stock will provide the opportunity to stop procuring hotels.







**Private Sector Housing**

<b>HMO and Landlord Registration</b>				<b>Traffic Light Icon</b>
	<b>Current Target</b>	<b>Current Value</b>		
HMO Licenses in force		1,061		
HMO License Applications Pending		156		
Number of Current Landlord Registrations Approved		17,005		






Number of Current Properties Approved	19,752	
<b>Analysis</b>	<p>Landlord Registrations have a 3-year duration, following which time landlords must renew their registrations if they are continuing to operate. Expired registrations remain on the database and the Council must pursue them to determine whether or not the landlords are continuing to operate without being registered. Officers began an exercise in September 2012 to contact every one of the 4,093 landlords whose registrations had expired and not renewed, and as at 7/8/2014, a total of 59 expired registrations remain unrenewed. Registrations expire every day therefore the statistics will always show a certain amount of expired registrations, but the purpose of this exercise is to eliminate the 'historical' expired registrations, so as to leave a manageable amount. There are currently 6 registrations which expired prior to 1/1/2014 and £110 Late Application fees were applied to these, however they remain unrenewed. We have therefore served Rent Penalty Notices (RPN) on these 6 landlords, the effect of which is to legally prevent them from collecting rent from their tenants until such time as they renew their registrations or cease operating as landlords. These RPNs are the first to have been served by the Council and we will use them as a 'pilot' to test their effectiveness before serving any more. We are also pursuing the 53 landlords whose registrations have expired since 1/1/2014.</p>	
		08-Aug-2014

### Property Management

<b>Repairs Management</b>			
	Current Target	Current Value	Traffic Light Icon
The year to date average length of time taken to complete emergency repairs (hours)	4	5.12	
The year to date average length of time taken to complete non emergency repairs (days)	10.1	11.36	
Percentage of repairs appointments kept	90.6%	97.89%	
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service (year to date)	80%	93.9%	
Percentage of Void Properties off charge	5%	13.7%	
The number of offers of accommodation refused monthly for property reasons		9	
<b>Analysis</b>			
<b>Analysis:</b>	<p>Telephone surveys continue to be conducted to determine customer satisfaction with the Repairs and Maintenance Service. Year to date, there have been 442 surveys carried out using the indicator from the Scottish Social Housing Charter. Of those tenants surveyed, 93.9% of the tenants who had had repairs or maintenance carried out on their property were satisfied with the service they had received. Over 400 tenants made comments that will be used to improve the service offered.</p>		
			07-Aug-2014



<p>From April to June 2014 inclusive, the average time taken to respond to an emergency repair was 5.1 hours. Although this was above our internal target of 4 hours, it compares favourably to other local authority timescales at the end of March 2014, where the average time of all local authorities to do the same was 7.4 hours.</p> <p>In terms of non emergency repairs over the same period, the average time taken by Aberdeen City Council was 11.4 days. The average timescale for all local authorities at year end was 10.1 days and this has formed the basis for the target set for this indicator.</p> <p>Following an upgrade at the end of June 2014 Opti-time is still under testing/development and figures in respect of repairs appointments cannot be determined at this stage.</p> <p>At the end of July 2014, 13.7% of properties were off charge against a target of 10%. This was due to the properties at Smithfield Court being categorised for improvements.</p> <p>The trend for properties being refused due to property related reasons has not deviated and around a fifth of all refusals (year to date) are made due to property related reasons. There seems to be little pattern in the exact reasons cited, but it is positive to note that only one reason in the previous month was based on the 'Poor Condition of the Property'.</p> <p><b>Action:</b> Since 1st April 2014 15,619 housing repairs orders have been completed of which 93% (14,456) were completed within the targets set for the new targets.</p> <p>The percentage of orders completed against each priority for period 1/4/14-30/6/14 were - Emergency E4 (4 Hours) - 19%, Urgent U24 (24 Hours) -11%, High Priority H3 (3 Days) -8%, Non Emergency NE5 (5 Days) -19%, Routine R10 (10 Days) - 4%, Planned PL24 (24 Days) - 29%, Out of Hours OOH (4 Hours) - 12%. The individual performance figures for each category for period 1/4/14-30/6/14 were as follows. E4 (4 Hours) - 95%, U24 (24 Hours) -94%, H3 (3 Days) -93%, NE5 (5 Days) - 95%, R10 (10 Days) - 95%, PL24 (24 Days) - 92%, OOH (4 Hours) - 87%.</p>	








<b>Property Management</b>				<b>Traffic Light Icon</b>
	<b>Current Target</b>	<b>Current Value</b>	<b>Date Updated</b>	
The percentage of Council properties with current gas safety certificates	100%	98.2%		
The percentage of Council properties where current gas safety check was carried out within 12 months of the previous check	100%	93.5%		
15vi) The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. Total dwellings meeting SHQS - Percentage	90.8%	94.95%		
<b>Analysis</b>				<b>Date Updated</b>
<p><b>Analysis:</b> As at 31st July 2014, 17,062 council properties had gas appliances appropriate for a gas safety check. Of these, 16,757 had current gas safety certificates, 302 properties required a gas safety check but were being progressed through the hard no access policy and 3 properties required a gas safety check due to system errors of queries.</p>				07-Aug-2014

93.5% of council properties had current gas safety certificates which were renewed within 12 months of their previous certificate. Although this figure has improved significantly on the 67% reported at year end, it is still short of the 100% target and the 100% achieved by other local authorities at year end.

Project	Progress To Date	Latest Note Date
Delivery of new affordable housing	<p><b>Completions 2013/14 = 266</b>            Cove - 16 - mid market rent - NHT            Farburn Terrace = 58 - shared ownership - Grampian HA            Donside = 123            48 - LIFT - Tenants First Housing Co- operative,            40 - rent Tenants First Housing Co- operative            35 - rent - Langstane HA            Eday Gardens = 6 - rent - Margaret Blackwood Housing Association            Cove = 9 - mid market rent - NHT            Donside = 20 rent - Tenants First Housing Co-operative            Stockethill Church = 32 = 18 rent &amp; 14 MMR - Langstane HA            Charleston, Cove = 2 LCHO - Scotia</p> <p><b>Expected Completions 2014/15 = 146</b>            Victoria House = 20 - rent - Aberdeen City Council            Old Church Road = 20 - rent - Langstane HA (end 14)            Davidson Mill - 26 - mid market rent - NHT            Charleston, Cove = 18 LCHO - Scotia            Cattofield = 16 - 12 rent &amp; 4 MMR - Castlehill HA            Dubford = 3 LCHO - Scotia            Maidencraig = 36 - 12 Grampian HA - 24 Castlehill HA            Marischal Street = 7 Langstane HA - Tenement Rehab</p>	06-Aug-2014

Street Scene













Street Scene			
	Current Target	Current Value	Traffic Light Icon
Street Cleansing - LEAMS (Local Authority Environmental Audit Management System). Statutory performance indicator that measures street cleanliness.	80	81.5	
Street Cleansing - Vandalism (% of streets with presence of vandalism)	5	2.5	

Street Cleansing - Graffiti (% of streets with presence of graffiti)	10	6.7	
Street Cleansing - Weed Growth (% of streets with presence of weed growth)	20	53.8	
Street Cleansing - Detritus (% of streets with presence of detritus))	20	69.7	
Street Cleansing - Staining (% of streets with presence of staining)	20	16.8	
Street Cleansing - Flytipping (% of streets with presence of flytipping)	10	8.4	
Street Cleansing - Flyposting (% of streets with presence of flyposting)	5	1.7	
Grounds - LAMS (Land Audit Management System) measures the cleanliness and maintenance quality of green spaces.	80	79	
<b>Analysis</b>			
<p>Environment KPIs are undertaken using the LEAMS (Local Environment Audit Management System) programme developed by Keep Scotland Beautiful. This is a nationally used programme. The street surveys are randomly selected by Keep Scotland Beautiful who manage and audit the LEAMS system across Scotland. A composite report detailing the average performance across the year is produced at the end of the year by KSB.</p> <p>There have been a few changes to the way that street cleanliness is surveyed and reported.</p> <p>The most notable change is that the figure produced following the street surveys is the percentage of street sites achieving an acceptable grade rather than a cleanliness index (CI). This is clear and easy to understand where A, B+ and B are acceptable grades and C and D are unacceptable. Any streets that are graded as unacceptable, C or D, are included in the next survey.</p> <p>There are 3 surveys per year of five percent of the streets (two internal plus one externally validated). This gives a 15% annual survey.</p> <p>A target of 80% has been set which was reached at the last survey. This represents a good standard of street cleanliness.</p> <p>Performance within Street Scene achieved good levels across all PIs with the majority of targets being met. Weeds and detritus failed to meet the targets set. Summer time always brings challenges to deal with weed growth and detritus. Spraying of weeds has been increased to 3 times a year and mechanical sweeping is targeted towards removing detritus as well as litter.</p> <p>On the whole the service is performing very well and improvement in performance is expected to continue through 2014</p>			
			04-Aug-2014










## Waste Collection and Disposal

Waste Collection and Disposal		
Project	Progress To Date	Latest Note Date
Zero Waste Project	<p>Good progress is being made on the negotiation of a major contract variation with the Waste Management Services Contractor. Final submissions are anticipated in September 2014, one month later than previously reported. The delay is largely a result of difficulties with securing port services for the export of Refuse Derived Fuel. It is anticipated that final proposals will be brought to the December Zero Waste Management Sub-committee for consideration.</p> <p>Officers continue to work with colleagues in other public authorities to determine whether a joint approach can be adopted to the development of a combined heat and power energy from waste (EfW) facility. This work will continue throughout 2014.</p> <p>Colleagues from the Enterprise, Planning and Infrastructure team have been working with the Waste and Recycling Service to address the requirement set out in the Local Development Plan (LDP) main issues report to nominate a site or sites in the next LDP for EfW. This work will be completed by September 2014 in advance of submission of a draft Proposed LDP the EP&amp;I committee in November 2014.</p>	06-Aug-2014
Project	Progress To Date	Latest Note Date
Attain efficiency savings in the domestic waste collection services	<p>The new Food Waste collection service for multi-occupancy properties continues to be rolled out with social housing flats and tenements now receiving the service. Current performance is in line with expectations and the programme remains on schedule to comply with our statutory requirement to provide food waste to all households by the end of 2015.</p> <p>The first pilot of our new mixed recycling service has commenced in the Powis area. The project has been successful in a large part due to the involvement of the Powis Residents' Group and colleagues in the housing service. In Powis, the little-used bag and box recycling service has been replaced with communal containers that allow an expanded range of plastics to be recycled compared to the old system. Early indications are that more people are recycling and a higher tonnage of recycling is being collected.</p> <p>Planning is now underway for expansion of this multi-occupancy recycling service along with the conversion from bag and box recycling to a wheeled bin system for mixed recycling in other parts of the city. This major project will utilise the Fleet route software system and involve a team of officer from the operations, waste aware and performance management teams within the waste and Recycling Service.</p>	06-Aug-2014

## Trading Standards and Environmental Health

<b>Trading Standards and Environmental Health</b>				<b>Traffic Light Icon</b>
	<b>Current Target</b>	<b>Current Value</b>		
Domestic Noise Complaints - Average Time to attend on site for (Non Part V - Average Dog Barking and EPA Domestic) Annual Average	48 hours	31.6 hours		
High Priority Pest Control - % completed within 30 days	100%	91.8%		
Low priority Pest Control % completed within 30 days	100%	93.6%		
High Priority Public Health - % completed within 30 days	100%	90%		
Low Priority Public Health -% completed within 30 days	100%	90.2%		
Dog Fouling - % responded to within 2 days	100%	97%		
Dog Fouling -% completed within 30 days	100%	100%		
All Other Dog Complaints - % responded to within 5 days	100	100		
All Other Dog Complaints - % completed within 30 days	100	100		
Food Safety Hygiene Inspections % premises inspected 6 monthly	100%	100%		
Food Safety Hygiene Inspections % premises inspected 12 monthly	100%	100%		
Food Safety Hygiene Inspections % premises inspected more than 12 monthly	0%	0%		
<b>Analysis</b>				<b>Date Updated</b>
<p>Despite carrying a number of vacancies, performance in terms of meeting response targets is still at a high level. Pest control response times have increased slightly but this is due to a seasonal increase in demand. The Public health team has been hit hard with staffing shortages but other staff have been drafted in to help out and performance has been maintained at a tolerable level. Recruitment to vacant posts is under way. Performance on dog complaints and inspection of food hygiene inspections continues to be maintained at a very high level. Non domestic noise complaint performance response time targets have been met, with completion time targets affected by complex investigations and in some cases the process of serving statutory notices.</p>				12-Aug-2014

## Community Safety

<b>Community Safety</b>			
	<b>2014/15</b>	<b>2013/14</b>	<b>Traffic Light Icon</b>
Serious Assault (cumulative total to 30 June 2014)	28	33	
Assault with less serious injury (cumulative total to 30 June 2014)	728	866	
Wilful secondary fires (wheelie bin/ grass/ refuse) (cumulative total to 30 June 2014)	47	81	
Accidental dwelling fires (cumulative total to 30 June 2014)	68	75	
Domestic Abuse (cumulative total to 30 June 2014)	598	649	
Noise related/tenancy related complaints (cumulative total to 30 June 2014)	334	408	
Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets - Charter Indicator	99.4%		
% of calls attended that were attended within one hour in the year	97.9%	95%	
Customer Satisfaction with the service received from the Anti Social Behaviour Investigation Team	80%	76.5%	
<b>Analysis</b>			<b>Date Updated</b>
<p>Community safety in Aberdeen has continued its positive trend during the first three months of 2014/5.</p> <p>Assaults continue to decline with serious assaults down by 16% compared with last year and assaults with less serious injury reduced by 27%. Fire safety is also improving and there has been 7 (10%) fewer accidental house fires and 34 (42%) less wilful fires. There has been a reduction of 8% domestic abuse incidents reported. Housing related antisocial behaviour also show positive trends with an 18% reduction reported.</p> <p>Since the last committee a new Scottish Social Housing Charter indicator has been added to the Community Safety section of the committee report. This indicator records 'the percentage of anti social behaviour cases reported in the last year resolved within locally agreed targets'. Since the beginning of 2014/15, performance has improved from 99.1% of cases resolved within our locally agreed targets in April to 99.4% of cases resolved in July against an internal target of 98%. Our year end performance for 2013/14, reported to the Scottish Housing Regulator was 96.5%.</p> <p>The percentage of calls attended that were attended within 1 hour in the year now stands at 97.9%, which is up 3.2% from the 94.7% reported at Year End and also meets the Council's target of 95%.</p> <p>Furthermore, customer satisfaction with the Anti Social Behaviour Investigation Team improved from 57% in Q4 of 2013/14 to 76.5% in Q1 of 2014/15; the new telephone questionnaires have helped in achieving a far greater return rate as well as a more representative sample to measure satisfaction. As a result of this</p>			12-Aug-2014

quarters success, the ASBIT team is close to achieving the Council's target of 80%. It is important to note that dissatisfaction may be as a result of the experience of antisocial behaviour and not necessarily reflective of the service provided by the ASBIT service.

The community safety hub continues to identify emerging community safety issues and delivers effective partnership responses to these.



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<b>COMMITTEE:</b>	Housing and Environment
<b>DATE:</b>	26 August 2014
<b>DIRECTOR</b>	Pete Leonard & Ewan Sutherland
<b>TITLE OF REPORT:</b>	2014/15 Housing Capital Programme
<b>REPORT NUMBER:</b>	H&E/014/062

---

### **1. PURPOSE OF REPORT**

The purpose of this report is to provide elected members with a status report for the 2014/15 Housing Capital Programme as at 30 June 2014 summarising both income and expenditure.

### **2. RECOMMENDATION(S)**

It is recommended that the Committee:-

- a) Notes the financial information contained within this report; and
- b) Instructs that the Head of Finance continues to update the Committee in consultation with the Director for Housing and Environment on the actual outturn position for 2014/15 following completion of the year end statutory accounts.

### **3. FINANCIAL IMPLICATIONS**

The monies required to fund the housing capital programme can be achieved through external borrowing, capital receipts, capital grants and a revenue contribution. There are adequate resources available to finance the projected capital spend in 2014/15, as required by the Prudential Code.

### **4. OTHER IMPLICATIONS**

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

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

## 5. BACKGROUND/MAIN ISSUES

### **BACKGROUND**

- 5.1 The Council is required to manage its capital programme within the regulations set out in Part 7 of the Local Government in Scotland Act 2003. This allows Councils to set their own borrowing limits, provided that they comply with the Prudential Code.
- 5.2 The Prudential Code requires Councils to set a capital programme that is affordable, prudent and sustainable. The main test of affordability is whether the capital financing costs can be contained within revenue budgets.
- 5.3 Council on the 18 December 2013 approved a funded Housing Capital Programme for 2014/15 of £41.7M.

### **POSITION TO DATE**

- 5.4 The summary financial statement at Appendix 1 outlines the original budget for the current year and expenditure and income as at 30 June 2014.
- 5.5 Appendix 2 details the range of projects expected to be undertaken within the overall budget and spend to date. Spend to date is low principally on Structural repairs, Heating System Replacement & the Modernisation programme.

### **EXPENDITURE**

- 5.6 As at 30 June 2014 £3.8M of the approved budget has been spent to date.

### **SUMMARY**

- 5.7 It is currently forecast, based on figures to date, that the Housing Capital programme outturn will be managed within the framework as set out in the Prudential Code.

## 6. IMPACT

- 6.1 The report relates to the Single Outcome Agreement and the Council vision of Aberdeen – the Smarter City, in particular the strategic priority ‘Smarter living (Quality of Life)’ where we will provide quality services to our council tenants to enable them to have a dry, warm home in a safe and enjoyable environment..
- 6.2 Public – this report will be of interest to the public as it demonstrates financial performance.

## 7. MANAGEMENT OF RISK

There are many factors that can lead to project delays such as consultation with tenants, decanting of tenants and access to properties. Such delays would result in the opportunity to advance other projects. There is a need for the capital programme slippage to be kept to a minimum to allow the Council to achieve the SHQS by 2015.

**8. BACKGROUND PAPERS**

18 December 2013 Draft Housing Revenue Account (HRA) and Housing Capital Budget 2014/15 to 2018/19

**9.. REPORT AUTHOR DETAILS**

Helen Sherrit,

Finance Partner,

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2014/15

	Approved Budget £'000	Actual at 30/06/14 £'000	Estimated Out-turn £'000	Notes
Expenditure	46,923	3,793	41,762	1
Slippage	(5,161)			2
<b>Total Expenditure</b>	<b>41,762</b>	<b>3,793</b>	<b>41,762</b>	
<b>Funded by:</b>				
Borrowing	19,208	0	19,208	3
CFCR	22,459	3,698	22,459	4
Grant Income	95	95	95	
<b>Total Income</b>	<b>41,762</b>	<b>3,793</b>	<b>41,762</b>	

**(Note 1) Expenditure**

As at 30 June 2014 the Council has paid £3.8M of the budgeted £41.7M.

**(Note 2) Slippage**

The total available budgeted programme for capital expenditure of £46.9M is set to allow for slippage. (contract price variations, projects starting later than anticipated, projects being amended etc)

**(Note 3) Borrowing**

This is the level of borrowing the Council has approved to undertake in 2014/15.

**(Note 4) Capital From Current Revenue (CFCR)**

At present it is anticipated that £22M for the revenue contribution to capital will be made.

The overall level of the revenue contribution will be subject to variation dependent on the final position of the Housing Revenue Account and the Capital programme.

## Appendix 2

Housing Capital 2014/15

Project	Original Approved Programme £'000	Actual As at 30 June £'000
<b>SCOTTISH HOUSING QUALITY STANDARDS</b>		
<b>1 Compliant with the tolerable standard</b>		
1.1 Major Repairs	1,000	142
Roofs Renewal/Gutters/RWP/Roughcast		
Undertaking large scale repairs to Roofs/Gutters/RWP/Roughcast		
	1,000	142
<b>2 Free from Serious Disrepair</b>		
2.1 <u>Primary Building Elements</u>	7,380	285
Structural Repairs Multi Storey		
Multi Storey blocks are surveyed on a 5-7 year cycle to identify any works required to the Structure of the buildings in order to keep the buildings safe and prolong their life.		
Structural Repairs General Housing	3,000	(63)
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	350	0
Replacement of existing roof covering and upgrading of insulation to meet current building Regulations.		
2.3 Upgrade Flat Roofs Multi Storey	684	125
Full replacement of the flat roofs and also checking the replacement of roof ventilation as required		
2.5 Mono Pitched Types	526	98
Replacement of the external render of the building, replacement of gutters and downpipes and environmental works		
2.6 Window Replace General	1,251	(23)
A rolling programme of double glazing where previously single glazing, or replacing Double glazing to meet current standards. This is based on a cyclical programme.		
2.7 Window Replace Multi Storey	0	0
A rolling programme to replace existing double glazing to meet current standards. This is on a cyclical programme.		
2.8 Balcony Storm Doors	60	(1)
Replacement of existing doors with more secure, solid doors		
2.9 Balcony Glass Renewal - Multi Storey	160	101
Replacement of existing balcony glazing on a cyclical basis		
	13,411	522
<b>3 Energy Efficient</b>		
<u>Effective insulation</u>		
3.1 General Houses Loft Insulation	265	0
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	5,314	493
Replacement of boiler/whole system as deemed necessary.		
3.4 Medical Need Heating	0	0
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	4,400	506
Contribution to Aberdeen Heat & Power for the creation of Combined Heat & Power Plants		
3.6 Energy Efficiency Sheltered	350	255
Introduction of energy efficiency measures in sheltered housing such as new or upgraded Systems.		

Project	Original Approved Programme £'000	Actual As at 30 June £'000
<u>Additional Energy Efficiency measures</u>		
3.7 S.C.A.R.F Payment to SCARF for work carried out by them under the Energy Efficiency programme to Individual council properties. The work carried out includes the installation of loft insulation, Draught proofing and compact fluorescent bulbs. Also, providing tenants with energy efficiency Advice and information.	35	0
3.8 Solid Wall Insulation Installation of solid wall insulation where there was none previously.	150	0
3.9 Vestibule Doors Installation of new doors where there were none before.	0	0
	10,514	1,254
<b>4 Modern Facilities &amp; Services</b>		
<u>Bathroom and Kitchen Condition</u>		
4.1 Modernisation Programme Replacement of bathrooms and kitchens.	9,728	846
	9,728	846
<b>5 Healthy, Safe &amp; Secure</b>		
Healthy		
5.1 Condensation Measures Installation of heating systems and ventilation measures to combat condensation.	75	0
Safe		
5.3 Rewiring Replacement of cabling, fittings and distribution boards as necessary. This work is carried out in every property on a cyclical basis	1,548	430
5.4 Lift Replacement Multi Storey/Major Blocks Replacement of lifts where they are beyond economical repair. This can be full replacement replacement of specific parts of the lift.	600	68
5.5 Smoke Detectors	54	16
5.6 Services Cyclical maintenance/replacement of the following services Ventilation Systems, Water Tanks/Pipework, Refuse Chutes/Chamber Dry Riser Systems, Standby Generators	50	(51)
5.7 Entrance Halls/Concierge Provision of security service	50	0
5.8 Laundry Facilities Replacement of laundry equipment	52	4
5.9 Upgrading of Lighting Installation of lighting controlled by photo cell i.e. switches on and off automatically depending on the level of natural light. Installation of lighting in areas where there was none before.	39	30
Secure		
5.11 Door Entry Systems Installation of door entry and replacement of existing doors where required	48	0
5.12 Replace Door Entry Systems - Major Blocks Installation of door entry and replacement of existing doors where required	48	0
5.13 Other Initiatives Upgrading of stairs and installation of security doors and door entry systems	366	0
5.14 Crime Prevention /Safety Measures		
	2,930	497

<b>Project</b>	<b>Original Approved Programme £'000</b>	<b>Actual As at 30 June £'000</b>
<b>NON SCOTTISH HOUSING QUALITY STANDARDS</b>		
6 Community Plan & Single Outcome Agreement		
6.1 Housing For Varying Needs New build including extra care housing.	100	(2)
6.2 Community Initiatives Refurbishment of properties or environmental improvements in designated areas.	400	(7)
6.4 Regeneration/Affordable Housing Early Action projects linked to Regeneration and Master planning Briefs for Regeneration & provision of consultation events. Acquisition of land for new build programme	120	0
6.6 CCTV – Multi Storey Provision of CCTV for the multi storey service	310	0
6.7 Adaptations Disabled Installation of level access showers, ramps, stair lifts and kitchen adaptations	1,250	62
6.8 Special Initiatives/Barrier Free Housing Provision of specialist facilities or housing for tenants with particular needs i.e. extensions	150	0
6.9 Housing For Varying Needs- Amenity/Adaptations Conversion of properties to Amenity Level standard	300	(12)
6.10 Housing For Varying Needs- Extra Care/Adaptations Adaptations required to ensure existing sheltered housing stock meets current standards	430	(75)
6.11/ Roads/Paths	100	0
6.12 Upgrade of Roads to an adoptable standard and the Formation or upgrading of paths	100	0
6.13 Garages Upgrade of Garages	0	0
6.14 New Affordable Housing	500	357
	3,760	321
7 Service Development		
7.1 Conditions Surveys Surveying of Council houses to identify failures against Scottish Housing Quality Standard	50	0
7.2 Property Database Various items of IT equipment including hardware and software	50	0
7.3 Integrated Housing System Various purchase of PC's and software packages	75	49
	175	49
8 Service Expenditure		
Corporate Fees	5,405	160
	5,405	160
Total Budget	46,923	3,793

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## ABERDEEN CITY COUNCIL

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**COMMITTEE:** Housing and Environment  
**DATE:** 26 August 2014  
**DIRECTOR:** Pete Leonard & Ewan Sutherland  
**TITLE OF REPORT:** 2014/15 REVENUE BUDGET MONITORING  
**REPORT NUMBER:** H&E/14/063

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### 1. PURPOSE OF REPORT

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

### 2. RECOMMENDATION(S)

- 2.1 It is recommended that the Committee:
- i) consider and note this report and the information on management action and risks that is contained herein; and
  - ii) instruct that officers report the year end position to the appropriate committee.

### 3. FINANCIAL IMPLICATIONS

#### **Housing Revenue Account (HRA)**

- 3.1. The HRA which has gross expenditure budget of £83M is ring-fenced and is funded mainly from housing rents.
- 3.2. The forecast position on the HRA, as outlined, indicates that there will be a working balance of £7.2M after taking account of the 2014/15 outturn and other agreed commitments. This is in excess of the recommended minimum level of £6.3M.

#### **General Fund**

- 3.3. The total Housing and Environment budget amounts to £36.5M net expenditure, excluding the HRA budget.

- 3.4. The forecast position indicates an under spend of £130K.
- 3.5. Further details of the financial implications are set out in section 5 and appendix A attached.

#### 4. OTHER IMPLICATIONS

- 4.1 None

#### 5. BACKGROUND/MAIN ISSUES

- 5.1 The Service revenue monitoring reports and associated notes are attached at Appendix A

##### Financial Position and Risks Assessment

##### Housing Revenue Account

The projected net saving for the year is forecast at £23M. It is anticipated this will be used to provide a CFCR contribution to fund the capital programme and increase the working balance.

##### General Fund

In overall terms the position forecasts an under spend of £130K on the total Housing and Environment Budget (excluding the HRA).

- 5.2 The areas contributing to this movement are as follows

	<b>£'000</b>
Grounds Maintenance	(190)
Environmental	150
Supporting People	(140)
HMO, PLR & PSHG	40
ASSL	10
	<u>(130)</u>

- Grounds Maintenance is forecasting an under spend of £190K mainly due to an increase in recoveries from Housing Revenue Account based on previous year's income.
- The forecast for Environmental is £150K over budget as a result of a decrease in recoveries from Housing Revenue Account based on previous year's activity.
- Supporting People are forecast to be £140K below budget due mainly to a reduction in services to a reduction in services to be received from outside agencies due to staff shortages.

- An over spend of £40K in HMO/PLR & PSHG is forecast as a result of a PBB saving of £200K in Private Landlord Registration fee not being utilised. This is offset by a reduction in disabled adaptation budget of £70K that is no longer required and a reduction in admin and management fees.

## **6. IMPACT**

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

## **7. MANAGEMENT OF RISK**

To ensure the anticipated forecast outturn is maintained the service has been -

- Managing controllable costs for example staff vacancies and overtime
- Maximising the potential income streams of the service.

## **8. BACKGROUND PAPERS**

Financial ledger data extracted for the period.

## **9. REPORT AUTHOR DETAILS**

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ABERDEEN CITY COUNCIL  
REVENUE MONITORING 2014/15

DIRECTORATE : Housing and Environment

As at	30 June 2014	Full year Revised Budget	YEAR TO DATE			FORECAST TO YEAR END			Change from last report
			Revised Budget	Actual Expenditure	Variance Amount	Outturn	Variance Amount	Variance Percent	
ACCOUNTING PERIOD 3		£'000	£'000	£'000	£'000	£'000	£'000	%	£'000
HEAD OF HOUSING AND COMMUNITY SAFETY		6,844	1,711	1,534	(177)	6,745	(99)	(1)%	0
HEAD OF REGENERATION AND HOUSING INVESTMENT		(1,850)	(463)	(533)	(71)	(1,850)	0	0	0
HEAD OF ENVIRONMENT SERVICES		30,222	7,556	6,829	(727)	30,195	(27)	(0)%	0
OPERATIONAL SUPPORT MANAGER		1,254	314	258	(56)	1,252	(2)	0%	0
<b>TOTAL BUDGET</b>		<b>36,470</b>	<b>9,118</b>	<b>8,088</b>	<b>(1,030)</b>	<b>36,342</b>	<b>(128)</b>	<b>(0)</b>	<b>0</b>
HOUSING REVENUE ACCOUNT		(23,362)	(9,404)	(9,663)	(259)	(23,353)	9	0%	0

ABERDEEN CITY COUNCIL  
REVENUE MONITORING 2014 / 2015: HEAD OF HOUSING & COMMUNITY SAFETY

DIRECTORATE : HOUSING AND ENVIRONMENT  
DIRECTOR : PETE LEONARD

As at 30 June 2014	Full year Revised Budget	YEAR TO DATE			FORECAST TO YEAR END			Change from last report
		Revised Budget	Actual Expenditure	Variance Amount	Outturn	Variance Amount	Variance Percent	
	£'000	£'000	£'000	£'000	£'000	£'000	%	£'000
ACCOUNTING PERIOD 3								
STAFF COSTS	4,754	1,189	1,045	(144)	4,698	(56)	-1%	0
PROPERTY COSTS	2,543	636	684	48	2,740	197	8%	0
ADMINISTRATION COSTS	1,161	290	422	132	1,059	(102)	-9%	0
TRANSPORT COSTS	69	17	11	(6)	68	(1)	-1%	0
SUPPLIES & SERVICES	1,264	316	222	(94)	1,237	(27)	-2%	0
TRANSFER PAYMENTS	6,880	1,720	1,456	(264)	6,770	(110)	-2%	0
CAPITAL FINANCING	0	0	0	0	0	0	0%	0
<b>GROSS EXPENDITURE</b>	<b>16,671</b>	<b>4,168</b>	<b>3,840</b>	<b>(328)</b>	<b>16,572</b>	<b>(99)</b>	<b>-1%</b>	<b>0</b>
LESS:								
INCOME	(9,827)	(2,457)	(2,306)	151	(9,827)	0	0%	0
<b>TOTAL INCOME</b>	<b>(9,827)</b>	<b>(2,457)</b>	<b>(2,306)</b>	<b>151</b>	<b>(9,827)</b>	<b>0</b>	<b>0%</b>	<b>0</b>
<b>NET EXPENDITURE</b>	<b>6,844</b>	<b>1,711</b>	<b>1,534</b>	<b>(177)</b>	<b>6,745</b>	<b>(99)</b>	<b>-1%</b>	<b>0</b>

VIREMENT PROPOSALS

None

REVENUE MONITORING VARIANCE NOTES

Overall Note

**Employee Costs**

(56) 0

This principally relates to an underspend of £54K within Supporting People as a result of current vacancies.

**Property Costs**

197 0

The over spend mainly relates to factoring, an outturn of £200K has been included however this will be balanced by income received.

**Administration Costs**

(102) 0

The under spend principally relates to a forecast under spend within Other Housing.

**Transport Costs**

(1) 0

This budget is for travelling expenses and outturns have been reviewed based on spend to date.

**Supplies and Services**

(27) 0

The underspend relates mainly to an anticipated lower spend in Supporting People.

**Transfer Payments**

(110) 0

Principally the anticipated underspend is from Supporting People.

**Capital Financing Costs**

0 0

Capital Financing Costs have now been removed from the budgets and will be treated corporately.

**Income**

0 0

Within this Income line there is a forecast reduction of £200K for Private Registered Landlords & an increase of £200K for factoring as detailed in the Property costs.

(99) 0

ABERDEEN CITY COUNCIL  
REVENUE MONITORING 2014 / 2015 :HEAD OF REGENERATION & HOUSING INVESTMENT

DIRECTORATE : HOUSING AND ENVIRONMENT  
DIRECTOR : PETE LEONARD

As at	30 June 2014	Full year Revised Budget	YEAR TO DATE			FORECAST TO YEAR END			Change from last report
			Revised Budget	Actual Expenditure	Variance Amount	Outturn	Variance Amount	Variance Percent	
		£'000	£'000	£'000	£'000	£'000	%	£'000	
ACCOUNTING PERIOD 3		£'000	£'000	£'000	£'000	£'000	%	£'000	
STAFF COSTS		3,136	784	675	(109)	3,178	42	1%	0
ADMINISTRATION COSTS		56	14	7	(7)	56	0	0%	0
TRANSPORT COSTS		92	23	10	(13)	92	0	0%	0
SUPPLIES & SERVICES		489	122	150	28	489	0	0%	0
TRANSFER PAYMENTS		0	0	0	0	0	0	0%	0
CAPITAL FINANCING COSTS		0	0	0	0	0	0	0%	0
<b>GROSS EXPENDITURE</b>		<b>3,773</b>	<b>943</b>	<b>842</b>	<b>(101)</b>	<b>3,815</b>	<b>42</b>	<b>1%</b>	<b>0</b>
LESS									
INCOME		(5,623)	(1,406)	(1,375)	31	(5,665)	(42)	1%	0
<b>TOTAL INCOME</b>		<b>(5,623)</b>	<b>(1,406)</b>	<b>(1,375)</b>	<b>31</b>	<b>(5,665)</b>	<b>(42)</b>	<b>1%</b>	<b>0</b>
<b>NET EXPENDITURE</b>		<b>(1,850)</b>	<b>(463)</b>	<b>(533)</b>	<b>(71)</b>	<b>(1,850)</b>	<b>0</b>	<b>0%</b>	<b>0</b>

VIREMENT PROPOSALS

None

REVENUE MONITORING VARIANCE NOTES

	FORECAST VARIANCE £'000	CHANGE £'000
<b>Employee Costs</b>	42	0
The anticipated outturn is based on the current level of staffing and the overspend is £42K from Housing Repairs.		
<b>Administration Costs</b>	0	0
The outturn is based on actual to date and previous years spend.		
<b>Transport Costs</b>	0	0
This budget is for travelling expenses and outturns have been reviewed based on spend to date.		
<b>Capital Financing Costs</b>	0	0
Capital Financing Costs have now been removed from the budgets and will be treated corporately.		
<b>Income</b>	(42)	0
Housing Repairs is recharged in full to Housing Revenue Account therefore there will be a corresponding increase in income to reflect the over spend within staffing.		

0	0
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ABERDEEN CITY COUNCIL  
REVENUE MONITORING 2014 / 2015 : HEAD OF ENVIRONMENT SERVICES

DIRECTORATE : HOUSING AND ENVIRONMENT  
DIRECTOR : PETE LEONARD

As at	30 June 2014	Full year Revised Budget	YEAR TO DATE			FORECAST TO YEAR END			Change from last report
			Revised Budget	Actual Expenditure	Variance Amount	Outturn	Variance Amount	Variance Percent	
ACCOUNTING PERIOD 3		£'000	£'000	£'000	£'000	£'000	£'000	%	£'000
STAFF COSTS		19,131	4,783	4,175	(608)	18,931	(200)	-1%	0
PROPERTY COSTS		950	238	213	(25)	1,008	58	6%	0
ADMINISTRATION COSTS		483	121	63	(58)	474	(9)	-2%	0
TRANSPORT COSTS		2,498	625	592	(33)	2,484	(14)	-1%	0
SUPPLIES & SERVICES		7,790	1,948	2,593	646	8,153	363	5%	0
TRANSFER PAYMENTS		8,974	2,244	2,048	(196)	8,685	(289)	-3%	0
CAPITAL FINANCING		0	0	0	0	0	0	0%	0
<b>GROSS EXPENDITURE</b>		<b>39,826</b>	<b>9,957</b>	<b>9,684</b>	<b>(273)</b>	<b>39,735</b>	<b>(91)</b>	<b>0%</b>	<b>0</b>
LESS: INCOME									
INCOME		(9,604)	(2,401)	(2,855)	(454)	(9,540)	64	-1%	0
<b>TOTAL INCOME</b>		<b>(9,604)</b>	<b>(2,401)</b>	<b>(2,855)</b>	<b>(454)</b>	<b>(9,540)</b>	<b>64</b>	<b>-1%</b>	<b>0</b>
<b>NET EXPENDITURE</b>		<b>30,222</b>	<b>7,556</b>	<b>6,829</b>	<b>(727)</b>	<b>30,195</b>	<b>(27)</b>	<b>0%</b>	<b>0</b>

VIREMENT PROPOSALS

None

REVENUE MONITORING VARIANCE NOTES

**Employee Costs**

Staff costs are to date below budget, an underspend of £200K is being anticipated this is split over a very wide variety of services including Grounds Maintenance, Waste & Street Sweeping.

FORECAST  
VARIANCE  
£'000

CHANGE  
£'000

(200)

0

**Property Costs**

The main reason for the forecast over spend is £88K for Other Collection relating to the potential additional costs for renting alternative premises for the storage of bins this is in part reduced by an under spend within Grounds Maintenance for refuse collection.

58

0

**Administration Costs**

The main underspend is £9K for ASSL.

(9)

0

**Transport Costs**

This budget is for travelling expenses and outturns have been reviewed based on spend to date.

(14)

0

**Supplies and Services**

The predicted over spend principally relates to an increase in Waste of £329K relating to increased gate fee charges and payments to the outside contractors.

363

0

**Transfer Payments**

The CFCR payment for waste has been reduced to reflect the potential increased costs noted in supplies and services.

(289)

0

**Capital Financing Costs**

Capital Financing Costs have now been removed from the budgets and will be treated corporately.

0

0

**Income**

The forecast over spend relates to income £140K incorrectly budgeted within Street Sweeping this will be corrected for 2015/16 which is netted off with potential increases in income from Grounds Maintenance £210K.

64

0

(27)

0



ABERDEEN CITY COUNCIL  
REVENUE MONITORING 2014 / 2015 : OPERATIONAL SUPPORT MANAGER

DIRECTORATE : HOUSING AND ENVIRONMENT  
DIRECTOR : PETE LEONARD

As at 30 June 2014	Full year Revised Budget	YEAR TO DATE			FORECAST TO YEAR END			Change from last report £'000
		Revised Budget	Actual Expenditure	Variance Amount	Outturn	Variance Amount	Variance Percent	
ACCOUNTING PERIOD 3	£'000	£'000	£'000	£'000	£'000	£'000	%	£'000
STAFF COSTS	1,170	293	262	(31)	1,110	(60)	-5%	0
PROPERTY COSTS	310	78	129	52	308	(2)	-1%	0
ADMINISTRATION COSTS	72	18	11	(7)	72	0	0%	0
TRANSPORT COSTS	16	4	1	(3)	16	0	0%	0
SUPPLIES & SERVICES	403	101	34	(67)	403	0	0%	0
TRANSFER PAYMENTS	0	0	0	0	0	0	0%	0
CAPITAL FINANCING COSTS	0	0	0	0	0	0	0%	0
<b>GROSS EXPENDITURE</b>	<b>1,971</b>	<b>493</b>	<b>437</b>	<b>(56)</b>	<b>1,909</b>	<b>(62)</b>	<b>-3%</b>	<b>0</b>
LESS: INCOME								
INCOME	(717)	(179)	(179)	0	(657)	60	-8%	0
<b>TOTAL INCOME</b>	<b>(717)</b>	<b>(179)</b>	<b>(179)</b>	<b>0</b>	<b>(657)</b>	<b>60</b>	<b>-8%</b>	<b>0</b>
<b>NET EXPENDITURE</b>	<b>1,254</b>	<b>314</b>	<b>258</b>	<b>(56)</b>	<b>1,252</b>	<b>(2)</b>	<b>0%</b>	<b>0</b>

VIREMENT PROPOSALS

None

REVENUE MONITORING VARIANCE NOTES

Overall Note

The movements relate to a reduction in staff costs which are then reallocated to Housing Revenue Account.

FORECAST  
VARIANCE  
£'000

CHANGE  
£'000

ABERDEEN CITY COUNCIL  
REVENUE MONITORING 2014 / 2015 - HOUSING REVENUE ACCOUNT

DIRECTORATE : HOUSING AND ENVIRONMENT  
DIRECTOR : PETE LEONARD

As at	30 June 2014	YEAR TO DATE			FORECAST TO YEAR END			Change from last report
		Full year Revised Budget	Revised Budget	Actual Expenditure	Variance Amount	Outturn	Variance Amount	
ACCOUNTING PERIOD 3	£'000	£'000	£'000	£'000	£'000	£'000	%	£'000
PROPERTY COSTS	31,148	7,787	7,599	(188)	31,411	263	1%	0
ADMINISTRATION COSTS	11,759	2,940	2,622	(318)	10,435	(1,324)	-11%	0
SUPPLIES & SERVICES	494	124	77	(47)	476	(18)	-4%	0
TRANSFER PAYMENTS TOTAL	2,276	569	806	237	3,233	957	42%	0
CAPITAL FINANCING COSTS	14,254	0	51	51	14,305	51	0%	0
<b>GROSS EXPENDITURE</b>	<b>59,931</b>	<b>11,419</b>	<b>11,155</b>	<b>(264)</b>	<b>59,860</b>	<b>(71)</b>	<b>0%</b>	<b>0</b>
LESS: INCOME								
OTHER GRANTS & CONTRIBUTIONS	0	0	0	0	0	0	0%	0
INTEREST	(130)	(33)	0	33	(130)	0	0%	0
OTHER INCOME	(83,163)	(20,791)	(20,818)	(27)	(83,083)	80	0%	0
<b>TOTAL INCOME</b>	<b>(83,293)</b>	<b>(20,823)</b>	<b>(20,818)</b>	<b>5</b>	<b>(83,213)</b>	<b>80</b>	<b>0%</b>	<b>0</b>
<b>NET EXPENDITURE</b>	<b>(23,362)</b>	<b>(9,404)</b>	<b>(9,663)</b>	<b>(259)</b>	<b>(23,353)</b>	<b>9</b>	<b>0%</b>	<b>0</b>

VIREMENT PROPOSALS

REVENUE MONITORING VARIANCE NOTES

**Property Costs**

The forecast over spend is principally made up of a number of services including rent £74K & maintenance of grounds £185K.

FORECAST VARIANCE £'000 CHANGE £'000  
263 0

**Administration Costs**

The projected variance is principally due to a decrease in management & admin of £598K and former tenants arrears of £700K based on the out-turn for 2013-14.

(1,324) 0

**Supplies and Services**

The Provision of meals outturn has been reduced by £18K to reflect the actual costs for 2013/14.

(18) 0

**Transfer Payments**

The main reason for the over spend is the loss of rent for Council Houses this is resulting from a higher than anticipated volume of voids.

957 0

**Capital Financing Costs**

Capital Financing Costs are posted at the end of the financial year. The over spend of £51K refers to the final payment for the gas central heating lease which was not included in 2014-15 budget.

51 0

**Income**

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

80 0

9	0
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## ABERDEEN CITY COUNCIL

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COMMITTEE	Housing & Environment
DATE	26 August 2014
DIRECTOR	Gordon McIntosh
TITLE OF REPORT	Capital Monitoring – Housing & Environment Projects
REPORT NUMBER:	EPI/14/157

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### 1. PURPOSE OF REPORT

To advise the Committee of the capital spend to date for the Housing & Environment projects included within the Non-Housing Capital Programme.

### 2. RECOMMENDATION(S)

The Committee note the current position.

### 3. FINANCIAL IMPLICATIONS

The monies required to fund these projects are achieved through external borrowing, capital receipts and grant income. These projects are all accommodated within the Non-Housing Capital Programme. Any underspend, carry forward or overspend will have implications for the programme. There are no issues at present that would result in such implications. As part of the Council's five year business plan, capital expenditure is now monitored within a five year timescale where appropriate. This has given budget holders the ability to profile across the full five years. In year monitoring will continue, alongside monitoring the complete Capital Programme.

Some projects are now profiled for little or indeed no expenditure in the current financial year. In these instances, budget holders have profiled the intended expenditure in the appropriate financial year. Budget holders who are profiling slippage on a legally committed project into the next financial year(s) are also profiling this expenditure into the appropriate year.

### 4. OTHER IMPLICATIONS

There are no other implications at this time but as projects progress or indeed fail to progress then other implications may arise and will be reported at an appropriate Committee.

## 5. BACKGROUND / MAIN ISSUES

As reported at the Finance & Resources Committee in June 2012 the overall responsibility for the monitoring / management of the Capital Programme lies with the Head of Asset Management & Operations. The Planning & Monitoring Officer within Asset Management & Operations is in regular contact with the Service Representative and the Capital Accountant, reporting in the first instance to the Corporate Asset Group. This ensures that the spend figures are always up to date and accurate.

Housing & Environment has a total of 3 projects, totaling £13.421 million allocated to it from the 2014/15 Non-Housing Capital Programme. The projects and total budget committed to each project included in the programme are:-

- 1) Private Sector Housing Grant  
£1 million
- 2) Victoria House  
£1.811 million
- 3) Waste: Implement Waste Strategy  
£10.610 million

Spend for all projects to the end of July is £1.135 million. Spend profiles provided by budget holders show it is anticipated that underspend this financial year will be picked up in the following financial year(s).

Appendix A provides a breakdown of expenditure to date against budget.

An update on the capital position will be reported to this Committee on 28 October 2014.

## 6. IMPACT

Corporate - The capital programme encompasses projects which link to the Community Plan, Single Outcome Agreement, Corporate and Individual Service Plans.

Public - This report will be of interest to the public as it outlines the Council's capital spending to date on Housing & Environment projects.


## 7. BACKGROUND PAPERS


Non-Housing Capital Programme 2012/13 – Capital Monitoring Report approved at Finance & Resources Committee on 19 June 2012

8. REPORT AUTHOR DETAILS

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Planning & Monitoring Officer

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**Appendix A:  
Capital Monitoring – Housing & Environment projects**

<b>Project Description</b>	<b>Revised budget 2014/15 £'000</b>	<b>Spend to July 2014 £'000</b>	<b>Profiled out - Turn 2014/15 £'000</b>	<b>Five year Budget £'000</b>
Private Sector Housing Grant	1,000	208	700	Rolling programme
Victoria House	1,811	380	1,819	2,518
Waste: Implement Waste Strategy	10,610	547	4,619	30,849
<b>Totals</b>	<b>13,421</b>	<b>1,135</b>	<b>7,138</b>	

## ABERDEEN CITY COUNCIL

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COMMITTEE	Housing & Environment
DATE	26 <sup>th</sup> August 2014
DIRECTOR	Pete Leonard
TITLE OF REPORT	Development of an asset management model for the Council's housing stock
REPORT NUMBER:	H&E/14/034
CHECKLIST RECEIVED	Yes

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### 1. PURPOSE OF REPORT

The purpose of this report is to update the committee on the current position of the development of an asset management model for the Council housing stock.

### 2. RECOMMENDATION(S)

It is recommended that the committee:

- a) Notes the progress to date on the development of an asset management model for the Council's housing stock.
- b) Approves the creation of an Asset Management Steering Group and Asset Management Action Group to identify and take forward the development of an Asset Management Plan.
- c) Instructs the Director of Housing & Environment to report annually on the future high level outcomes and how these will influence decision making on the housing stock.

### 3. FINANCIAL IMPLICATIONS

The development of an asset management model specifically for the Council's housing stock will support the production of the Housing Business Plan, Asset Management Plan and, therefore, the management of the Housing Revenue Account.

Adopting an asset management approach to capital investment decision making, will assist us to comply with our statutory obligations under Best Value and the Prudential Code and strengthen the HRA asset portfolio and in turn the performance of the Housing Business Plan.

#### 4. OTHER IMPLICATIONS

The development of the Housing asset management model will ensure that financial and staff resources are targeted at those areas of the stock where they will be most effective. The model will also provide a robust information base to support future decisions on the management and sustainability of the stock through an Asset Management Plan.

#### 5. BACKGROUND/MAIN ISSUES

As previously reported to this committee on 14 May 2013 officers have been working with Arneil Johnston, the Council's Housing Consultant, to produce an asset management model for the Council's housing stock.

The model will produce an asset management outcome for each property; red for poorly performing stock; green for stock which is performing well and amber for stock which requires action to prevent it from future poor performance.

The traffic light indicators will also be plotted on the Council's GIS mapping system. This is currently being tested and will go live in the coming weeks. This will provide another option by which staff and elected members can view the asset management plan results.

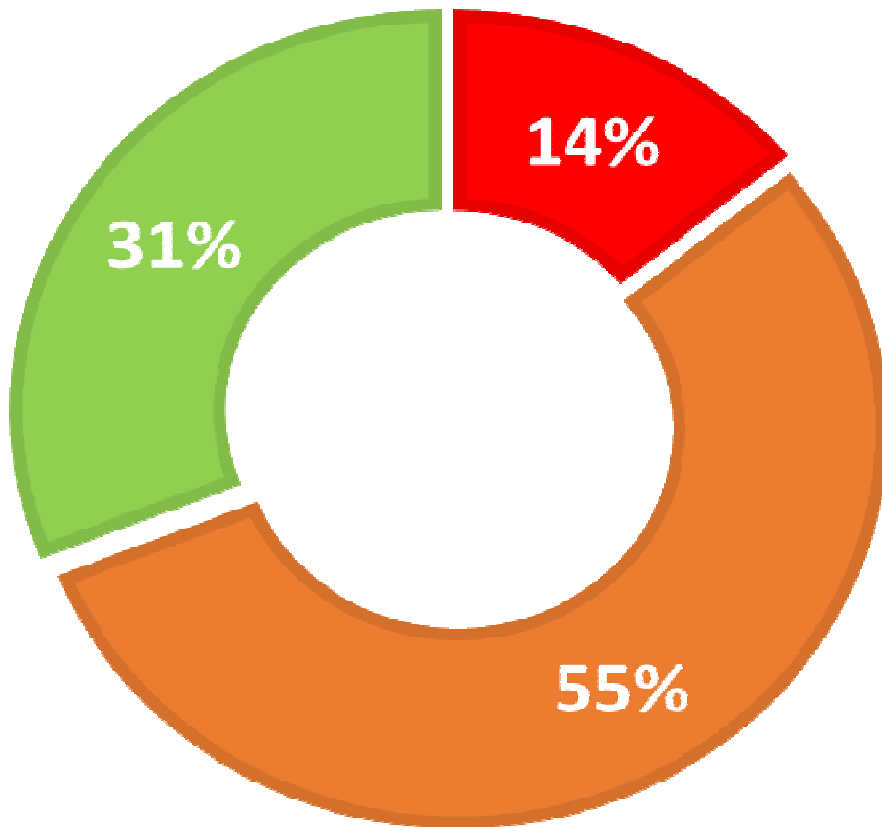
The outcomes for the whole stock are currently being assessed and tested by officers. The timetable for final implementation of the model is:

<b>Task</b>	<b>Timeline</b>
Elected members AMP information briefing sessions	w/c 4/8/2014
ACC Council staff AMP training sessions	September 2014
Development of AMP implementation action plan and formation of AMP officers working groups	Sept/Oct 2014
Inclusion of AMM outcomes on GIS mapping system	September 2014
Implementation of Asset Management Model	October 2014

The current whole stock position by property is shown on the pie chart below:



### Red, Amber Green by property score



These results give an initial high-level overview of our stock's performance. On completion of the final outcomes officers will be able to interrogate these results to an area, block or individual property level to identify the reasons for poor performance and attempt to introduce improvement measures.

Other high level outcomes show:

#### **Red Stock**

There are 3,229 properties highlighted as red in the asset management model. The model shows that demand is not a key driver for the performance of these properties but that current and future costs are.

48% of the red stock is showing poor current cost performance  
38% shows poor future cost performance.

#### **Green Stock**

7086 properties are classified as green with strong demand and low current costs.

95% of green stock shows very low current costs  
92% of green stock shows very high demand  
30% of green stock has very low future costs

## **Amber Stock**

12,400 properties are classified as amber stock

21% of amber stock is vulnerable to becoming red  
37% of amber stock is borderline green.

## **Net Present Value (NPV)**

As well as providing a RAG score for each address the new model will also provide a net present value for individual addresses and for the whole stock.

The NPV calculates the impact of the financial contribution a property, block or the whole stock will have on the HRA over a 30 year period. This is then shown as a positive or negative sum.

Current results show that the whole stock has a positive NPV of £263 million over the 30 years of the model and that 75% of the stock has a positive impact on NPV over that period.

## **Future Development**

Following implementation of the model the information will be updated annually and can be used to:

- Support decisions made on future expenditure at property, block and area level;
- Allow Housing Managers to concentrate efforts to support tenants having difficulty with rent arrears and other tenancy issues; and
- Support strategic decisions regarding the future of particular types of stock or stock in particular areas;

To consider these matters and analyse other outcomes from the asset management model it is proposed that an Asset Management Steering Group of officers be set up. The responsibilities of this group will be:

- To develop the AMP strategy
- To ensure this integrates with other housing agendas
- To provide leadership on AMP system and process improvement
- To co-ordinate area action plans
- To direct and manage the annual model update
- To deliver trend/outcome analysis and continually evaluate strategy

In addition to this it is also proposed that a number of Asset Management Working Groups will be created on an area basis, mirroring the current Housing Management teams. These groups will:

- Analyse AMP output indicators on an area basis
- Develop area proposals to meet AMP strategic objectives

- Devise, implement and monitor an area based action plan

Creating the steering group and working groups will ensure that there is a clear understanding across housing and other partner services of the holistic approach needed to support proper asset management.

## 6. IMPACT

The Single Outcome Agreement refers to a need to enhance the quality of housing and environment for individuals and the community.

“Aberdeen – the Smarter City”, sets out the following policy targets:

### Smarter Living (Quality of Life):

We will provide quality services to our council tenants to enable them to have a dry, warm home in a safe and enjoyable environment.

### Smarter Environment (Natural Resources):

We will increase energy efficiency and introduce carbon reduction measures in our processes and our housing and non housing assets to reduce our carbon footprint, save money and to bring people out of fuel poverty.

The development of a Housing Asset Management Plan will support these outcomes by ensuring that staffing and financial resources are targeted at those properties where they will have the most impact. It will also be possible to use the Asset Management Plan in conjunction with other strategic indicators to assess whether our assets will meet housing need now and in the future.

## 7. MANAGEMENT OF RISK

Failure to adopt an Asset management Plan will put the Council at risk of not applying proper option appraisal processes in place and failing to apply recognised best value methodology when considering future investment in its housing stock.

## 8. BACKGROUND PAPERS

Report on the Development of an asset management plan for the Council’s housing stock, submitted to the Housing & Environment committee of 14 May 2013

## 9. REPORT AUTHOR DETAILS

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## ABERDEEN CITY COUNCIL

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COMMITTEE	Housing and Environment
DATE	26 August 014
DIRECTOR	Pete Leonard
TITLE OF REPORT	Rent Arrears - Update
REPORT NUMBER	H&E/14/057
CHECKLIST RECEIVED	Yes

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1. PURPOSE OF REPORT

The purpose of this report is to provide members with an update on the current level of rent arrears and the actions being taken to manage rent management

2. RECOMMENDATION

It is recommended that Committee note the report

3. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

4. OTHER IMPLICATIONS

N/A

5. BACKGROUND/MAIN ISSUES

Members will be aware from previous reports that rent arrears had been increasing significantly over the last three years. Reports to the Housing and Environment Committee in January and March 2014 gave explanations for this and outlined the actions being taken not only to minimise any further increase but also to try and improve our performance.

This report provides Member's with further information.

The table below shows a comparison in our performance for rent arrears for the months of Jan – June 2013 and 2014.

2013 Month	2013 Monthly Value	2014 Month	2014 Monthly Value	Year on Year Diff £	% Diff
Jan-13	£3,350,475.56	Jan-14	£3,905,995.56	£555,520.00	↑16.6%
Feb-13	£3,450,178.60	Feb-14	£3,946,349.76	£496,171.16	↑14.4%
Mar-13	£3,077,681.99	Mar-14	£2,933,283.39	-£144,398.60	↓4.7%
Apr-13	£3,427,571.06	Apr-14	£3,117,084.11	-£310,486.95	↓9.1%
May-13	£3,566,542.58	May-14	£3,291,748.75	-£274,793.83	↓7.7%
Jun-13	£3,283,224.73	Jun-14	£2,787,134.97	-£496,089.76	↓15.1%

Members can see at a glance that although the arrears in Jan and February 2014 increased from the same time last year, there has been a real improvement in performance since March 2014 compared to figures from the same time last year.

Clearly this has taken a huge effort by all the staff involved in the rent management process, and one which will be difficult to sustain over the coming months.

As a result, officers are looking to introduce a new team of four staff, who will focus on cases at the Notice of Proceedings stage, the 1<sup>st</sup> stage of legal action. A business case is currently being developed for staff who would have a focus on drilling down to the root cause of rent arrears and finding solutions to avoid the necessity of Court action. It is proposed that these new staff would work outwith normal core hours and free up time for both the Housing Officers and Assistant Housing Officers to concentrate more of their time on their competing priorities.

At the end of last year the post of Development Officer was created on a fixed term basis to concentrate on the development and strategy for rent arrears. Given the success of this post a business case has recently been approved to make the post permanent.

There are also a number of ongoing actions which are being developed to enable the Housing Management Teams to be able to better respond to the rent arrears. These include:

- The process for claiming Rent Arrears Direct (direct deductions from benefits paid by Department of Work and Pensions) has now been designed and implemented.. This allows us to maximise the income generated through this payment channel to include charges for services such as heating.
- A poster campaign was ongoing through most of July and August on “First Bus”. This was aimed at giving out a joint message to neighbourhoods around the financial help available from both Housing Management and Money advice/Financial Inclusion Services
- A new poster campaign has begun in conjunction with an on-line electronic reporting form to increase awareness and promote the reporting of suspected abandoned properties – given that neighbours are usually the first

to notice anything suspicious in relation to a tenancy and therefore can play a significant role in helping the Council identify and take action at the earliest possible stage.

- Poster campaign as well as the use of the television screens at Marischal College Customer Service Centre and at the Woodside Customer Access Point promoting payment by direct debit as well as encouraging claims for Discretionary Housing Payment.
- Summer edition of Newsbite being used to include several articles around arrears, financial help, payment methods etc.
- Court working group, continues to explore ways to reduce the number of cases reaching Court and how to be more effective managing the cases already within the Court arena.
- Work continues on investigating ways in which we can be more flexible in introducing direct debits on any day of the month. Testing is underway plus consideration of new software to ease the transition to wards greater flexibility.
- Applications for Discretionary Housing Payments continues, with a large number of claims pending, awaiting the release of promised additional funding from Scottish Government.
- A business case is being developed to introduce a new Arrears Intervention Team (described earlier). These staff would have a city wide remit to administer the 1<sup>st</sup> legal recovery stage of rent arrears. The team will be a specialist arrears team aligned to the current Arrears Recovery Team and will focus on drilling down to the root cause of rent arrears and finding solutions to avoid the necessity of Court action. The proposal is that this team will work outwith normal core hours and link heavily to the Financial Inclusion Team, Homeless Prevention Team, Welfare Hub and Housing Management Teams as well as external advice and support agencies.
- Improved links with the Financial Inclusion Teams who are exploring how best their intervention with professional, financial advice can better support our tenants. The team are considering several pre tenancy and early tenancy interventions.
- External training is taking place during September for Housing Officers, Assistant Housing Officers and Arrears Recovery Officers around payment negotiation skills and how language can be used to influence discussions and outcomes with tenants in arrears.
- Development of individual performance targets for Housing Officers within their patches. The aim is to make the targets much more meaningful and realistic for staff to work towards.
- Development of a suite of GIS mapped tasks for Housing Officers to use for better managing their area. The system is being developed on the concept of “what else can I do in my area while I’m here”.
- Procedural changes have been made to arrears cases which are undergoing bankruptcy or sequestration action. Rather than simply writing off the debt and beginning any action afresh, cases will be managed to determine how the tenant is coping with their ongoing liability. It is intended that this will encourage agencies working with these tenants to continue supporting them beyond the bankruptcy application stage.
- A review of how lease signings are conducted is to be undertaken. The proposal is to make sure that every new tenant is given clear information on what is expected of them as regards their rental liability. Similarly we will review the procedure for the follow up routine visits to new tenants and on

how and when these visits should be carried out, this is with a view to improving performance in this area.

## 6. IMPACT

The report has links to the Community Plan and our vision for the City to be an even better place to live and work, where people can expect high quality services to meet their needs.

The report relates to the Single Outcome Agreement and the Council vision of Aberdeen – the Smarter City, in particular the strategic priority “Smarter Living (Quality of Life), where we challenge inequality and positively promote wellbeing building on cultural and physical activity.

The report also relates to the following National Outcome Measures:

- National Outcome C – “We live longer, healthier lives”
- National Outcome 9 – “A safer and Stronger Scotland”
- National Outcome 10 – “We live in well designed, sustainable places, where we are able to access the amenities and services we need”

Given the changes to welfare benefits and the level of rent arrears, this Report is likely to have significant interest to the public

## 7. MANAGEMENT OF RISK N/A

## 8. BACKGROUND PAPERS

Housing and Environment Committee, 14 January 2014  
Rent Arrears – Background Information and Update on Current Actions

Housing and Environment Committee, 11 March 2014  
Rent Arrears Update

## 9. REPORT AUTHOR DETAILS

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## ABERDEEN CITY COUNCIL

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COMMITTEE	Housing & Environment Committee
DATE	26 August 2014
DIRECTOR	Pete Leonard
TITLE OF REPORT	Update on the Review of Void Processes
REPORT NUMBER:	H&E/14/050
CHECKLIST RECEIVED	Yes

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### 1. PURPOSE OF REPORT

This report provides members with updated information on the progress of revised practices for the management of void properties which were reported to this committee in January 2014 and thereafter introduced in February 2014.

### 2. RECOMMENDATION(S)

- a) It is recommended that committee note the contents of the report, the progress made and the associated challenges.
- b) To note the actions already taken.
- c) To approve the proposed improvements as listed under Recommendations for Improvement

### 3. FINANCIAL IMPLICATIONS

There are no additional financial implications arising from the amendments to working practices detailed within the report which will continue to be funded from current budget. However, there may be additional costs by engaging external contractors.

### 4. OTHER IMPLICATIONS

The Council's reputation could suffer should performance remain at the current level or further decline. In addition, there would be increased costs to the Homelessness Service through the increased demand for temporary accommodation necessitating the use of Guest House or Hotel accommodation.

### 5. BACKGROUND/MAIN ISSUES

The Council's performance in the management of void properties had substantially improved following an unsatisfactory inspection in 2005. The Council's performance at that time showed a Void Rent Loss of 6.3% with an average relet period of 164 days for non-low demand stock and 274 days for low demand stock.

Various improvements were identified and delivered and performance increased dramatically in the following years and has been sustained in more recent years. Void rent loss being consistently around 1% and turnover for all properties consistently around 40 – 50 days.

Performance dropped towards the end of 2012/13 and continued to decline throughout 2013/14. It was difficult to evidence the reasons for the downturn from the information being recorded. A revised system for the recording and classifying of voids was introduced in February 2014. It should be noted that the recording and classifying of voids will not improve performance itself but provides the means to identify problem areas and for appropriate solutions to be considered.

The changes introduced classifications of voids based on factors affecting turnover. These took account of policy and legislative requirements such as requirement to bring properties up to Scottish Housing Quality Standard by 31 March 2015, Major Works, Death and suitability for properties to meet the needs of clients requiring aids and adaptations.

Since the introduction of the new void classifications, gross voids as a % of stock has remained around 2.3%. Average relet times has improved from 88.7 days to 78.6 days. Void Rent Loss has remained consistent in the region of £130k - £140k per month or around 2% of gross debit.

Since the introduction of the new void paths in February 2014, 678 void properties have been relet. An analysis of these lets in terms of the number of days taken is as follows:

<b>CITYWIDE</b>								
<b>Void Path</b>	<b>ROUT</b>	<b>DETH</b>	<b>FAST</b>	<b>SHQS</b>	<b>VR3</b>	<b>MAJW</b>	<b>E&amp;A</b>	<b>TOTAL</b>
Voids Re-let	292	123	4	11	222	14	12	<b>678</b>
Total Days	14273	12362	84	756	23611	959	1225	<b>53270</b>
Average Days	<b>48.9</b>	<b>100.5</b>	<b>21.0</b>	<b>68.7</b>	<b>106.4</b>	<b>68.5</b>	<b>102.1</b>	<b>78.6</b>

Analysis of the paths has identified the following factors impacting on performance.

Death Void Path:

The void period and void rent loss commences on the Sunday following the death of the tenant. Council policy is to allow a two week clearance period to relatives/representatives of the tenant to clear the property before returning the keys. Where the relatives/representatives require an extended period, a weekly licence fee is charged.

The Council is only able to commence relet/repair works following the return of the keys by the relatives/representatives.

The average number of days following termination until the council can commence the process is 22.2 days.

Thereafter, the average number of days for repairs to be completed are 37.6 days and a further 32.8 days to complete the letting process.

#### Fast Track Void Path:

These voids are identified during the notice period and entry is provided by the outgoing tenant and is found to be in good order and thereby requiring minimal repairs, eg gas and electric checks.

Only 4 properties have been let under this path although entry had been gained to 63 properties during the notice period. The majority of the properties identified did not meet SHQS requirements.

#### Major Works Path/SHQS Paths:

The average time for repairs to be completed is 56.3 days and 41.3 days respectively. These properties require additional works to be completed before the properties are ready for occupation. SHQS works should be consistent whereas Major Works are variable.

The average time for these properties to be let following completion of works is 14.8 and 17.5 days respectively.

#### Equipment & Adaptations Path:

These properties require the intervention of the Occupational Therapist in matching the needs of the prospective tenant with the vacancy including identifying any aids and adaptations that may be necessary. Furthermore, the amenity standard does not sufficiently meet the needs of the vast majority of clients without adaptations.

#### Routine Void Path:

The majority of properties should be classed as routine. The average repairs amounted to 32.2 days with the letting process completed in a further 12.8 days.

#### Void Breakdown as at 28 July 2014

	<u>Tilly/Woodside</u>	<u>Mastrick</u>	<u>MC</u>	<u>City</u>
Work in Progress	201	33	35	269
Ready for Let (F/Set)	101	40	16	157
Off Charge	<u>9</u>	<u>74</u>	<u>7</u>	<u>90</u>

Total 516 147 58 516

The off-charge properties for Mastrick include properties affected by the Haudagain and Smithfield Court developments.

Issues identified:

The analysis has highlighted a number of issues that require to be addressed

- The impact of low or no demand voids
- The number of properties not yet ready for letting due to outstanding repairs/improvements.
- System/processes/communication gaps

Low or No demand voids

A number of properties have been on the voids system for a considerable time. Most of these were void prior to the new system being introduced and are still on the “VR3” void path. The barrier to getting these let is lack of demand. The type of property which dominates this list is multi storey sheltered and amenity type housing.

Sheltered and amenity type property in developments where there is lack of demand:

Development	Size	Type	Number of void flats	Combined number of void days at 30 June 2014
Ashgrove Court	2 bedroom	Sheltered	5	1386
Castleton Court	2 bedroom	Sheltered	4	1064
Clifton Court	1 bedroom	Sheltered	7	2527
Donview House	1 bedroom	Sheltered	8	2226
Fullerton Court	1 bedroom	Sheltered	5	1186
Granitehill House	1 bedroom	Sheltered	8	2030
Hamewith*	bedsit	Sheltered	1	368
Hilton Court	1 bedroom	Sheltered	3	413
Lord Hay's Court	1 bedroom	Sheltered	11	2198
Meadow Court	1 bedroom	Amenity	6	3388

Murray Court	1 bedroom	Sheltered	1	140
Seaview House	1 bedroom	Amenity	2	931
Seaton House	1 bedroom	Sheltered	12	4025
Woodhill Court	2 bedroom	Sheltered	6	1813

\*There is a high demand for Hamewith but no demand for bedsit type

The majority of the low or no demand stock lies in those sheltered or former sheltered multis. The Housing for Varying Needs review made recommendations for the future use of every sheltered housing complex and a phased implementation commenced in April 2013. Impact of this review is ongoing and a further report to committee will be made on progress including any recommended changes by the end of this year.

The Council previously introduced a policy of adapting all bedsit and one bedroom cottages that became vacant to amenity standard. This policy was subsequently amended to assess the suitability and viability of converting future voids to amenity standard. Adapting one-bedroom cottages to amenity standard did not cause any issues other than the adaptations required delaying the letting process. Demand exists across the city for one-bedroom amenity properties. However, bedsit cottages are not as popular and demand is virtually non-existent even for high demand areas. Many applicants are moving from larger properties and find bedsit accommodation simply too small.

There were 5 bed-sit amenity cottages void as at 30 June 2014. The properties were in Hazlehead (3), Kincorth (1) and Torry (1). Although only a relatively small number, the impact on performance is significant. The combined void period of those properties amounted to 1106 days as at 30 June 2014.

Properties not ready for occupation:

There has been no significant increase in the number of terminations in 2013/14 to the previous year yet the number of voids not brought up to letting condition has significantly increased.

A target of 70% of voids to be brought up to lettable condition within 3 weeks was agreed some years ago. Targets have regularly been achieved or exceeded. However, performance has deteriorated and current performance is around 30% of properties completed within the 3 week period.

The main factors affecting performance are as follows:

- a) Volume of properties requiring SHQS or Major Works

- b) Poor condition of properties returned by outgoing tenants
- c) Number of properties with sub-standard DIY or alterations
- d) Shortage of trades –
  - Reliance on Agency staff, which is extremely volatile
  - Limited trades available
  - Highly competitive employment market in Aberdeen area.
- e) Coordination of Repairs/Improvements
- f) Managing resources
  - Supervision of trades
  - Ability to prioritise voids

Aids and adaptations process is lengthy and no guarantee that prospective tenant will accept property.

### **Recommendations for improvement**

#### Actions to date:

- Restructure of the Housing Access, Selections and Processing had increased the number of selectors available. Selecting for vacancies is no longer an issue
- Increased hours for Agency Staff from out of Aberdeen from 37 to 41 hours per week
- Contractor appointed to take on all amenity upgrades and rewiring.
- Specialist squad established to install kitchens under SHQS remit.
- Communications between Housing Management, Repairs and Housing Improvements have been improved through a review of reports to ensure relevant information is passed between sections quickly. This will enhance future understanding of barriers or factors affecting performance and allow prospective tenants to receive appropriate advice or assistance.
- Reduction in number of offers prior to deferment or satisfying homelessness duty. Success rate of offers has increased from 50% in 2013 to 67%.

#### Proposed Improvements (Repairs)

- Appoint agency staff to permanent posts
- Explore availability of other contractors
- Improve supervision of depots by merging Northfield and Hilton depots (1 month)
- Use of mobile technology to log repairs at point of inspection (3 months)

- Transfer of Fire, Flood or other exceptional repairs to Response Repairs
- Further improve communications with Housing Management regarding sharing of relevant information and prioritising voids
- Improved coordination of works between void teams, contractors and housing improvements.

#### Proposed Improvements (Other)

- To instruct officers to re-assess suitability of bed-sit cottages previously adapted to amenity standard and where no longer viable to return these properties to mainstream stock. Sensitive lettings policy should apply.
- To instruct officers to agree with OT Service on the following:
  - a) Streamline assessments to avoid planning and development works without tenant commitment
  - b) Tenant to demonstrate commitment by accepting tenancy prior to adaptations being fitted on the understanding that they would not incur liability for rent until such time as property was fit for occupation
  - c) Level access showers be fitted as standard to amenity properties during void period to meet needs of this specific client group.
  - d) To ensure all information on adaptations is recorded on the housing database to identify properties that have been adapted, can be adapted and to what degree, and those properties that cannot be adapted to further streamline process and avoid unnecessary delays
- To approach clients with low priority on the Support List regarding the immediate availability of vacancies in low or no demand blocks.
- To approach other agencies and RSLs about immediately available low or no demand stock

## 6. IMPACT

The community plan sets out our vision for the future of the City – an even better place to live and work, where people can expect high quality services to meet their needs.

This project meets the following objectives:

- Homes challenge – improve the quality of housing and environment for individuals and the community
- Adopt and implement strategies to support independent living for people with special needs.

It also meets the objectives in the policy document “Aberdeen – the Smarter City”:

- Smarter living – we will enhance the physical and emotional wellbeing of all our citizens by offering support and activities which promote independence, resilience, confidence and self esteem.

Aberdeen City Waste Strategy – 2010 – 2015

- Reduce, re-use and recycle – the recent changes to the clearance of empty property will assist this council to achieve its targets by recycling items to the next tenant.

The contents of this report will treat citizens equally in terms of race, gender, LGBT, older people and people with disabilities.

7. MANAGEMENT OF RISK

None

8. BACKGROUND PAPERS

None

9. REPORT AUTHOR DETAILS

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## ABERDEEN CITY COUNCIL

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COMMITTEE	Housing & Environment
DATE	26 August 2014
DIRECTOR	Pete Leonard
TITLE OF REPORT	Housing for Varying Needs Review – progress update
REPORT NUMBER:	H&E/14/059
CHECKLIST RECEIVED	Yes

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### 1. PURPOSE OF REPORT

The purpose of this report is to update elected members of the progress of the Review of Housing for Varying Needs – A Strategic Review of our Sheltered and Very Sheltered Housing. In particular the report will update committee of the progress of changes being introduced at ten locations where sheltered housing developments are progressing toward amenity housing. This change was recommended and approved by the Housing and Environment Committee on 15 January, 2013.

### 2. RECOMMENDATION(S)

1. It is recommended that committee note the progress of the implementation plan at ten locations previously approved for transition from Sheltered to Amenity accommodation
2. Approve the recommendations to continue with the transition to amenity standard for all buildings except Berry Moss Court and Parkhill Court.
3. Approve the amended recommendation for Berry Moss Court and Parkhill Court to be assessed as a single unit and returned to sheltered housing subject to consultation with the tenants.
4. Note that Meadow Court and Seaview House continue to have demand issues and will be included in a future report to committee following completion of a review of all remaining complexes.

### 3. FINANCIAL IMPLICATIONS

3.1 Physical changes to buildings will be funded from the housing revenue account and an award from the Change Fund for the installation of new telecare systems.

3.2 The outcomes of the review are intrinsically linked to the proposals put forward within the 5 year Corporate Business Plan and the HRA Business Plan.

#### 4. OTHER IMPLICATIONS

4.1 Any changes to staffing levels, their remits, roles and responsibilities will be undertaken in full consultation with staff and their Trade Unions.

4.2 Communication with tenants has been ongoing throughout the implementation phase with regular updates being provided to the Sheltered Housing Network/Forum and updates to the web pages of Aberdeen City Council's site.

#### 5. BACKGROUND/MAIN ISSUES

Where committee approval was agreed to change sheltered housing to amenity housing at ten locations, current tenants were given the option to apply to have their housing support service changed from sheltered housing to amenity housing. Tenants were notified of this at a tenant meeting and by letter. On site staff have completed the assessment process with 48 tenants and the housing support service has changed in 47 of these cases. The locations included in this process were:

Development Name	House Type	Location	Size	Amenity Assessments Approved
Balmoral Court	Multi storey	Holburn	55	2
Bede House Court	Cottage	Old Aberdeen	24	4
Berrymoss Court	Flatted	Dyce	21	0
Constitution Lane*	Flatted	King Street	8	2
Constitution Street*	Flatted	King Street	8	0
Craigton Park	Flatted	Mannofield	26	7
Meadow Court	Multi Storey	Tillydrone	55	4
Parkhill Court	Flatted	Dyce	20	1
Regensburg Court	Multi Storey	Sheddocksley	55	9
Seaview House	Multi Storey	Seaton	55	12
South	Flatted	King Street	24	5

Constitution Street*				
Thorngrove Court	Cottage	Mannofield	12	0

\*Sheltered flats at Constitution Lane/Constitution Street/South Constitution Street are supported by on site staff based at Constitution Court

Void turnover at these developments have also contributed to the implementation of the change to amenity housing in the following way:

Development Name	Size	Amenity Assessments Approved	Void turnover	% of amenity tenants
Balmoral Court	55 flats	2	9	20%
Bede House Court	24	4	3	29%
Berrymoss Court	21	0	1	4.5%
Constitution Lane	8	2	2	50%
Constitution Street	8	0	0	0%
Craigton Park	26	7	1	30.5%
Meadow Court	55	4	14 (9 void)	32.5%
Parkhill Court	20	1	1	10%
Regensburg Court	55	9	12	38%
Seaview House	55	12	10 (2 void)	40%
South Constitution Street	24	5	2	29%
Thorngrove Court*	12	0	5	41.5%

\*Assessments have not been completed at Thorngrove Court as there are no on site staff – this transition will be progressed with telecare upgrades at occupied and void property.

#### Review of Progress, July 2014:

A multi agency review panel met to review the progress of the change to amenity housing at the 10 locations. The review panel includes colleagues from Regeneration and Housing Investment, Housing & Environment, Social Care and Wellbeing and Bon Accord Care.

The review panel was satisfied that the initial recommendations for the following buildings remained appropriate and that continuation of the transition to amenity was appropriate;

Balmoral Court

Bede House Court

Constitution Lane/Constitution Street/South Constitution Street

Craigton Park  
Regensburg Court  
Thorngrove Court

The review panel was satisfied that the initial recommendation for the following buildings needed further review due to continuing issues with demand for the properties:

Meadow Court  
Seaview House

The review panel was satisfied that the initial recommendation for the following buildings remained appropriate as they were not financially viable due to the low number of units. However, the buildings are in close proximity and would be financially viable as sheltered housing if jointly assessed. Accordingly, the review panel recommends that these buildings be returned to sheltered housing subject to consultation with the residents. This will re-instate sheltered housing provision to the Dyce area.

Berrymoss Court  
Parkhill Court

Assessments of each building are attached at Appendix A.

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It also meets the objectives in the policy document “Aberdeen – the Smarter City”:

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Aberdeen City Waste Strategy – 2010 – 2015

- Reduce, re-use and recycle – the recent changes to the clearance of empty property will assist this council to achieve its targets by recycling items to the next tenant.

The contents of this report will treat citizens equally in terms of race, gender, LGBT, older people and people with disabilities.

## 7. MANAGEMENT OF RISK

None

## 8. BACKGROUND PAPERS

- The Aberdeen City and Aberdeenshire Housing Needs & Demand Assessment 2010
- Housing Statistics for Scotland 2011: Key Trends Summary 2011, Scottish Government
- All our futures - Planning for a Scotland with an ageing population, Scottish Government
- The Reshaping Care for Older People: A Programme for Change 2011-2021, Scottish Government
- Age, Home and Community: Strategy for Housing for Scotland's Older People: 2012-2021, Scottish Government
- The Review of Sheltered Housing in Scotland, York Health Economic Consortium (YHEC) on behalf of Scottish Government, 2008
- Shifting the Balance of Care, NHS Scotland
- National Telecare Development Programme Scotland
- Welfare Reform Act 2012

## 9. REPORT AUTHOR DETAILS

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## SHELTERED HOUSING REVIEW



### BALMORAL COURT, HOLBURN STREET, AB10 7GW

#### OVERVIEW/BACKGROUND

Balmoral Court is a multi storey block built in 1969; the accommodation is arranged over nine floors and comprises 54 one bedroom flats and one two bedroom flat which was formerly warden accommodation. The complex benefits from a common room with kitchen, laundry, hobby room, library, and off street parking.

This development is changing from sheltered housing to amenity housing as per the recommendation of the Housing for Varying Needs Review panel in 2012. Since this change was introduced, two of the existing sheltered housing tenants have changed their housing support to amenity level and nine flats have been let as amenity as a result of void turnover.

#### **Demand:**

Demand for the complex as amenity housing is excellent for the one bedroom vacancies with four applications on the support list with “medium” priority and nine on the support list with a “low” priority. There are three applicants on the support list for a two bedroom amenity flat – one has “high” priority and the other two have “medium” priority. There is no challenge in letting this development and no void rent loss problem.

#### REVIEW JULY 2014

The recommendation of the multi agency review panel is that this development should continue to be changed to amenity housing.

## SHELTERED HOUSING REVIEW



**BEDE HOUSE COURT, ST MACHAR DRIVE, AB24 1UU  
11, 12, 13, 14 DUNBAR STREET, AB24 3UD**

### OVERVIEW / BACKGROUND

Bede House Court/Dunbar Street is a low rise complex built in 1963. The total number of units at this complex is 24; 22 one bedroom cottages, one bedsit cottage and one two bedroom cottage. The complex is beautifully kept and there are grassed areas around the accommodation. The property is close to public transport links to the city centre and within easy access to shops and medical facilities.

This development is changing from sheltered housing to amenity housing as per the recommendation of the Housing for Varying Needs Review in 2012. Since this change was introduced, four of the existing sheltered housing tenants have changed their housing support to amenity level and three cottages have been let as amenity housing as a result of void turnover.

#### **Demand:**

There are no applicants waiting for a bedsit amenity cottage and there are 52 applicants waiting to be allocated a one bed amenity flat. Void rent loss could potentially be an issue in relation to bedsit amenity cottages but, at this time, no such void has been relet.

### REVIEW JULY 2014

The recommendation of the multi agency review panel is that this development should continue to be changed to amenity housing.

## SHELTERED HOUSING REVIEW



**BERRYMOSS COURT, NETHERVIEW AVENUE, DYCE, AB21 7DG**

### OVERVIEW / BACKGROUND

Berrymoss Court is a small low rise sheltered housing complex built in 1976. The complex was refurbished in 2007/08 and all former bedsit property was converted to small one bedroom units. The accommodation is spread between three floors. There are 21 units including 11 one bedroom/two person flats, nine one bedroom/one person flats and one three bedroom flat.

This development is changing from sheltered housing to amenity housing as per the recommendation of the Housing for Varying Needs Review in 2012. Since this change was introduced, none of the current sheltered housing tenants have changed their housing support to amenity level and one flat has been let as amenity housing as a result of void turnover.

#### **Demand:**

Demand for the complex is low with two applicants on the medium priority list and seven on the low priority list. There are no applicants on the urgent housing list for this area and house type and no applicants waiting for a three bed sheltered flat. The area and house type: Dyce, amenity flat is used to allocate tenants to both developments in Dyce – Parkhill and Berrymoss.

### REVIEW JULY 2014

None of the existing tenants were interested in being assessed for amenity housing and there is low demand on the waiting list. The multi agency review panel recommendation is that this development should continue as sheltered housing.



## SHELTERED HOUSING REVIEW



**CRAIGTON PARK, CRAIGTON ROAD, MANNOFIELD, AB15 7UF**

### OVERVIEW / BACKGROUND

Craigton Park is a modern low rise complex built in 1990; the accommodation is a cluster of blocks with all accommodation either at ground floor or first floor level. There are 25 one bedroom flats and one two bedroom flat (two of the one bedroom flats are located in a cottage building on Craigton Road). Twelve of the flats are on the first floor level and fourteen are on the ground floor level. The complex benefits from a common room with kitchen, guest accommodation and off street parking.

The recommendation of the HVN Review panel was that this development should be let in future as amenity housing. Since this change was introduced; 1 flat has been let as amenity housing and seven tenants have been assessed as being adequately supported as amenity tenants.

#### **Demand:**

There are currently 40+ applications registered for an amenity flat in the Mannofield letting area.

Twenty two applications on the one bedroom list have medium priority and the remainder have low priority. There is a healthy waiting list for the two bed option with fourteen applications registered.

### REVIEW JULY 2014

The recommendation of the multi agency review panel is that this development should continue to be changed to amenity housing.

## SHELTERED HOUSING REVIEW



**MEADOW COURT, AUCHINLECK ROAD, TILLYDRONE, AB24 2YX**

### OVERVIEW - BACKGROUND

Meadow Court is a multi storey block constructed in 1971; it is arranged over nine floors and has 55 flats (54 one bedroom, one two bedroom). The block benefits from a common room, laundry and off street parking. The block is located in a pleasant area close to the River Don. There are flower pots and seating areas outside the building.

The recommendation of the HVN Review panel was that this development should be let in future as amenity housing. Since this change was introduced; fourteen void flats have been/will be let as amenity housing and 4 tenants have been assessed as being adequately supported as amenity tenants.

#### **Demand:**

There are no applicants registered for a multi storey amenity flat and there are currently 7 long term void flats at this development. The Housing Advice Service is currently contacting applicants on other housing lists to ascertain if these applicants would be interested in being considered for Meadow Court.

### REVIEW JULY 2014

The decision of the multi agency review panel is that the implementation of amenity housing at this development should continue at this time. The challenges facing officers in letting Meadow Court will be reported to this committee in December 2014.

## SHELTERED HOUSING REVIEW



### PARKHILL COURT, BALLOCH WAY, DYCE AB21 7HF

#### OVERVIEW - BACKGROUND

Parkhill Court is a low rise sheltered housing complex built in 1976. The complex was refurbished in 2009/10 and all former bedsit property was converted to small one bedroom units. There are 20 flats including 9 one bedroom/two person flats, 9 one bedroom/one person flats and 2 two bedroom flats.

This development is changing from sheltered housing to amenity housing as per the recommendation of the Housing for Varying Needs Review in 2012. Since this change was introduced, one of the current sheltered housing tenants have changed their housing support to amenity level and one flat has been let as amenity as a result of void turnover.

#### Demand:

Demand for the complex is low with two applicants on the medium priority list and seven on the low priority list. There are no applicants on the urgent housing list for this area and house type and no applicants waiting for a three bed sheltered flat. The area and house type: Dyce, amenity flat is used to allocate tenants to both developments in Dyce – Parkhill and Berry Moss.

#### REVIEW JULY 2014

Only one of the existing tenants has been assessed for amenity housing and there is low demand on the waiting list. The multi agency review panel recommendation is that this development should continue as sheltered housing.

## SHELTERED HOUSING REVIEW



### REGENSBURG COURT, SPRINGHILL ROAD, ABERDEEN

#### OVERVIEW - BACKGROUND

Regensburg Court is a multi storey block built in 1968, it is arranged over nine floors and has 54 one bedroom flats and one two bedroom flat which is former warden accommodation. The block has a common room, laundry, guest accommodation and off street parking. The block is conveniently located close to public transport, shops and medical facilities.

The recommendation of the HVN Review panel was that this development should be let in future as amenity housing. Since this change was introduced; twelve void flats have been let as amenity housing and 9 tenants have been assessed as being adequately supported as amenity tenants.

#### Demand:

Demand for this development is adequate with two applicants on the medium support list and 2 on the low support list. There has always been an adequate supply of tenants waiting to be allocated this development and there is no issue with void rent loss.

#### REVIEW JULY 2014

The recommendation of the multi agency review panel is that this development should continue to be changed to amenity housing.

## SHELTERED HOUSING REVIEW



### SEAVIEW HOUSE, SEATON CRESCENT, SEATON, ABERDEEN

#### OVERVIEW / BACKGROUND

Seaview House is a multi storey block constructed in 1973; the 55 flats are arranged over nine floors. There are 54 one bedroom flats and one two bedroom flat which was formerly warden accommodation. The block benefits from a common room with kitchen, laundry and off street parking. Some flats in the block have added desirability based on their view of the sea, the city or Pittodrie Stadium.

The recommendation of the HVN Review panel in 2012 was that this development should be let as amenity housing. Since this change was introduced; ten void flats have/will be let as amenity housing and twelve tenants have been assessed as being adequately supported as amenity tenants.

#### **Demand:**

Demand for this development is poor and there has been an issue with long term voids and void rent loss.

#### REVIEW JULY 2014

The decision of the multi agency review panel is that the implementation of amenity housing at this development should continue at this time. The challenges facing officers in letting Seaview House and the neighbouring buildings at Donview House, Seaton House and Lord Hay's Court will be reported to this committee in December 2014.

## SHELTERED HOUSING REVIEW – JULY 2014



**SOUTH CONSTITUTION STREET, AB24 5HA**



**CONSTITUTION LANE & CONSTITUTION STREET**

### OVERVIEW/BACKGROUND

South Constitution Street is a modern low rise complex built in 1985; the accommodation is a cluster of blocks with 21 one bedroom flats and 4 two bedroom flats. Two further blocks at Constitution Lane and Constitution Street provide a further sixteen flats. The accommodation is either at ground floor or first floor level with no lift access. This accommodation is linked to Constitution Court and tenants at these satellite blocks can take part in social events at the residents lounge.

Of the forty flats at this location, twenty nine tenants remain as sheltered and eleven are amenity tenants.

#### **Demand:**

Demand for this type of property is good for both one and two bedroom options. There are seventeen applicants on the support list for one bed and nine for the two bed option.

### REVIEW JULY 2014

The recommendation of the multi agency review panel is that these developments should continue to be changed to amenity housing.

## SHELTERED HOUSING REVIEW



Cottages 1 – 5



Showing Thorngrove House

### THORNGROVE COURT, GREAT WESTERN ROAD, AB10 6NQ

#### OVERVIEW/BACKGROUND

Thorngrove Court is a cluster of 12 one bedroom cottages built in 1964. It is located within a peaceful walled compound between Countesswells Road and Thorngrove Avenue. Tenants have access to a central garden where benches are located.

The cottages were linked to Thorngrove Home but this building was sold by the Council in 2002/2003 and has been developed as a private facility for elderly residents providing 55 flats.

A daily welfare check is provided by staff based at Craigielea which is located close by. In future, a telecare solution will be introduced to support welfare checks and tenants who require personal will care will continue to receive this.

#### **Demand:**

There is an excellent demand amenity type cottage in the Mannofield letting area. There are 3 applicants registered with high priority, fifty two applicants with medium priority and forty nine with low priority.

#### REVIEW JULY 2014

The recommendation of the multi agency review panel is that this development should continue to be changed to amenity housing.





## ABERDEEN CITY COUNCIL

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COMMITTEE	HOUSING AND ENVIRONMENT
DATE	26 AUGUST 2014
DIRECTOR	PETE LEONARD
TITLE OF REPORT	POLICY AMENDMENTS – HAUDAGAIN IMPROVEMENT SCHEME
REPORT NUMBER:	H&E/14/053

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### 1. PURPOSE OF REPORT

This report provides members with information on proposals to ensure the timeous re-housing of tenants whose homes will be affected by the Haudagain Improvement Scheme. This includes changes to our allocation policy, clarification on rent management and details on Homeloss and Disturbance payments.

### 2. RECOMMENDATION(S)

That committee approves the following:-

- The provision of payments equivalent to a Home Loss Payment and Disturbance Payments to tenants whose homes are required for the Haudagain Improvement Scheme when they move with immediate effect.
- In order to alleviate the issues around mixing of sexes and further future rehousing it is proposed that where mixing of sexes occurs we would offer the household larger accommodation if the eldest child has reached the age of 5.
- “Grants in the first instance to the Director of Housing and Environment and subsequently the Head of Service for Housing and Community Safety delegated powers to provide tenants whose homes are required for the Haudagain Improvement Scheme an appropriate level of priority within the housing lists and flexibility in terms of areas of choice, house sizes and number of offers.”

- Notes that with immediate effect, all void properties across the city will initially be offered to appropriate tenants whose homes are being acquired for the Haudagain Improvement Scheme.
- All affected applicants will be placed on the Urgent List and provided with the highest priority and further prioritized by the length of their current tenancy.

### 3. FINANCIAL IMPLICATIONS

The payment of £1,500 as an equivalent to a Home Loss Payment (HLP) when tenants move will cost the Housing Revenue Account in the region of £174,000 for the 116 Tenancies currently required. This figure is approximate and may change when the final design is completed.

In terms of Disturbance Payments (DP), we have been advised by Asset Policy that it would be prudent to budget for an amount of £3,000 per property giving a total of £348,000 for the 116 tenancies. However it is anticipated that some re-housing of tenants should come in below this figure. The total figure is approximate and may change when the final design is completed.

It should be noted that other properties in close vicinity of the proposed road scheme may need to be decanted since they will require structural repairs due to the phased demolition of adjacent properties as part of the Improvement Scheme.

It is estimated that the total expenditure for the HLP and the DP will be in the region of £552,000 spread over a period of 3 years.

The budget for the Home Loss Payment and the Disturbance Payment will be borne by the Housing Revenue Account and will be included in the budget process for 2015/16 onwards.

Officers will engage with the Scottish Government to establish if the Council can receive financial compensation for the home loss and disturbance payments which will be made in advance of the CPO process.

### 4. OTHER IMPLICATIONS

The approval of the Delegated Power will provide officers with the flexibility to assist the transfer of tenants to alternative accommodation in order to provide vacant possession of our properties to make way for the construction of the relief road and the development of the regeneration areas.

## 5. BACKGROUND/MAIN ISSUES

The proposed Haudagain Improvement Scheme is aimed at easing the congestion at the Haudagain Roundabout and will result in the acquisition of around 132 council properties and a number in private ownership by the Scottish Government. However this may change as the design is finalised.

The current status for the 132 properties identified so far for acquisition is:-

• Void	-	3
• Temporary H'less	-	13
• Tenanted	-	116

To date 86 tenanted households have been contacted in order to provide them with information and to document their household details and family composition in order to provide advice on re- housing options. These discussions will provide an understanding of their rehousing needs. Where tenants wish to remain in the area every effort will be made to provide for this, where tenants want to move further afield to reflect their family, employment or other requirements we will look to assist.

It is important that the council re-houses the tenants in a timeous and orderly manner in line with the programme timescales so as to minimize disruption to the tenants. It is also vital that the council provide vacant possession of its properties in the affected site when the Scottish Government Compulsory Purchases the land from the council. This will ensure that we maximize the compensation we receive for the properties so it can be re invested in housing services/projects for the benefit of our tenants.

### **Home loss and Disturbance Payments**

Under the Land Compensation Act, 1973 and the Housing (Scotland) Act 1987, social landlords are obliged to make Home Loss and Disturbance Payments to tenants if they are to be displaced due to demolition or other redevelopment proposals affecting their home.

**Home Loss Payments** - are a fixed amount, this is currently £1,500 per property and paid if a tenant is forced to move out of their home for example, because the landlord has bought it to demolish it or another government body requires the land for as in this case a road development scheme.

However in this particular case we are looking to rehouse tenants in advance of the Scottish Government purchasing the land from the council by way of a Compulsory Purchase Order (CPO). We need to

provide the Scottish Government with vacant possession of the land for the CPO process so that the council can maximise the compensation it receives. It will therefore be essential for the council to make payments equivalent to a Home Loss Payment with immediate effect, to tenants ahead of the statutory process in order to assist the process of re-housing the tenants. The council would automatically be required to pay a Home Loss Payment to a tenant moved by the council on the grounds that the house is to be demolished once a CPO process commences.

**Disturbance payments** - are made if you have to vacate your home on a permanent basis or for a temporary period. They will meet the reasonable costs of providing moving expenses

The following expenses will generally be covered by a Disturbance Payment: Officers will be available to provide help and assistance to tenants who are not able to manage the move by themselves.

- Cost of removal by a removal company
- Alternatively, cost of self drive hire and petrol (within the limits of option one).
- Disconnection and reconnection of white goods.
- Telephone disconnection and reconnection charges.
- Redirection of mail.
- Cost of carpets and curtains including fitting or altering tenants carpets and curtains

### **Allocations**

Our current allocation policy provides various levels of priority depending on an applicant's circumstances, even those who have some degree of priority are still waiting a considerable time to be rehoused due to the demand for council housing.

All the households whose homes will be affected by demolition will need to be re-housed by a given date circa late 2016; however some of the households may wish to move immediately, while others may have some commitments or personal reasons which may mean they wish to delay for a period, their transfer to another council house.

Due to the large numbers of potential transfers involved and the relatively small numbers of properties available each month for relet it will be imperative to start the process of rehousing the tenants as soon as possible.

In order to achieve this in an orderly and timeous manner and having regard for individual circumstances of each of the tenants it will be necessary to provide these tenants with an appropriate level of priority

within our housing lists and to provide a degree of flexibility in terms of areas of choice and number of offers.

In order to lessen the impact of re-housing so many households, the council is currently not re-letting any properties which become vacant within the area to be acquired for the road scheme; this action was approved by this committee at its meeting on the 14<sup>th</sup> June 2013.

It will be necessary to contact all the residents on an individual basis to discuss their housing needs and advise them of their housing options including re-housing by the council. This process will take some time and will need to be conducted with sensitivity and understanding.

The families whose homes are required by the Haudagain Improvement Scheme will have individual aspirations and timescales relating to the most suitable time for them to move and it would be appropriate that senior officers have the necessary delegated powers in place to enable them to assist the affected tenants in a flexible way.

It is therefore proposed that the following Delegated Power is approved by this committee:-

“Grants in the first instance to the Director of Housing and Environment and subsequently the Head of Service for Housing and Community Safety delegated powers to provide tenants whose homes are required to make way for the Haudagain Improvement Scheme an appropriate level of priority within the housing lists and flexibility in terms of areas of choice, house sizes and number of offers.”

### **Mixing of sexes**

In addition it will be appropriate to relax the criteria on mixing of sexes, our current policy states that

*“One bedroom each is required for a child under eight years of age and a child over eight years of age of different sexes, where they cannot share with any other child of the family”*

The rule highlighted means that if a household has for example a Parent(s) and two children a boy aged 5 or less and a girl aged 7 or less, they would be entitled to a property with 2 bedrooms, however when the girl reaches 8 they would be entitled to a 3 bedroom property.

There may be some households whose homes are to be acquired as part of the Haudagain Improvement Scheme who may fall into this category. If we follow the current policy we would provide them with a 2 bedroom property. However within a short period of time the household could apply for a larger property under the bedroom size rules. In order to provide this household with larger accommodation they would be

required to complete an application and wait on the transfer list until a suitable offer was made, this could take many months or years.

During this period the children would be getting older and the mixing of sexes in the same bedroom could pose issues whilst they wait for an allocation of a larger property. There would also be the additional resources required by the household in moving again e.g. carpets and curtains.

In order to alleviate these issues it is proposed that where mixing of sexes occurs we would offer re-housing to the household to larger accommodation if the eldest child has reached the age of 5.

The tenants who fall into this category would be informed of the current occupation rules of the Welfare Reform age qualification which states that the eldest child must be 10 years of age to qualify for a separate bedroom. If the tenants are on housing benefit and of working age their entitlement to such benefits may be reduced, the tenant would then need to make the choice on whether to accept or reject the offer of a larger property.

### **Two Households**

During individual meetings with tenants, it has become apparent that the household composition for some tenancies has changed over time. Some have reduced because children have left home; some however have seen an increase in the occupants e.g. extra family members such as parents coming to stay. If we have properties where tenants have moved their family in over time, we would have to take any members of the family into account when moving the tenant.

However this does not place an obligation on us to offer accommodation that exceeds the capacity of the property which they currently occupy unless this is due to new members of the household such as new children. We may however at our discretion offer a larger property but we are not obliged to do so. Similarly we would not have to rehouse any family members in their own separate accommodation. If they wanted to go down that route they would have to apply for housing in their own right. Housing options advice would be provided to the occupants in order for them to secure alternative accommodation.

### **Priority**

In order to re-house the affected tenants timeously it is proposed to place them on the Urgent housing list and provide them all with the highest priority available. It is also proposed that applicants will be

further prioritised by the length of time they have been tenants in their current homes.

## **Rent Management**

Tenants who are in or may get into rent arrears during the re-housing phase will be treated in the same way as all other tenants and in line with our current Rent Management Policy. It may therefore be necessary for tenants who have a decree against them for rent arrears or other housing debts to use the homeless payment to offset the outstanding amounts. Tenants who do not have a decree against them may also use some or all of their Home Loss Payment to settle any outstanding debts to the council which may include current/former arrears, legal expenses or re-charges. There may be some tenants who may still have large outstanding balances even after the whole Home Loss Payment has been used to pay for arrears. However tenants should still have in place a suitable repayment arrangement in line with current policy.

## 6. IMPACT

### Public Interest

This report is likely to be of interest to the public in general and in particular to those who live in and around the Middlefield area.

Councillors and other decision-makers must actively consider the general equality duty when deciding whether to approve a new or revised policy or practice. Assessing impact is an important part of this, as reinforced by recent court cases, which have found that the duty to assess impact is mandatory and it must be fulfilled prior to taking the decision on the function or policy in question. The duty cannot be delegated – it must be considered by the person or persons with the ultimate responsibility for the policy or the service and for the decision to implement the policy.

During the re-housing process tenants whose homes are being acquired will receive the highest priority under our allocations policy. This may result in others on our housing list being bypassed for certain allocations

The community plan sets out our vision for the future of the city.-an even better place to live and work, where people can expect high quality services to meet their needs.

This proposal meets the following objectives

- Homes Challenge – Improve the quality of housing and environment for individuals and the community.

It also meets the objectives in the policy document Aberdeen – the Smarter City

- Smarter Living - We will enhance the physical and emotional wellbeing of all our citizens by offering support and activities which promote independence, resilience, confidence and self esteem.

## 7. MANAGEMENT OF RISK

If we do not adopt the recommendations outlined in this report there is a risk that we will not be in a position to provide vacant possession of the site to the Scottish Government and thereby reduce the compensation we would receive from the Compulsory Purchase Order process.

The recommendations also provide the policy framework which will help the affected tenants to be re-housed in a timeous and stress free manner.

## 8. BACKGROUND PAPERS

[Allocation policy](#)

## 9. REPORT AUTHOR DETAILS

Kevin Kelly  
Housing Policy Development Officer  
Tel – 523947  
E-mail – [kkelly@aberdeencity.gov.uk](mailto:kkelly@aberdeencity.gov.uk)



# Equality and Human Right Impact Assessment: The Form



**ABERDEEN**  
CITY COUNCIL

**EHRIA**

There are separate guidance notes to accompany this form – “Equality and Human Rights Impact Assessment – the Guide.” Please use these guidance notes as you complete this form.

Throughout the form, the word “proposal” refers to policy,

strategy, plan, procedure, report or business case. This then, embraces a range of different actions such as setting budgets, developing high level strategies and organisational practices such as internal restructuring. Please also refer to the “Completion Terminology” at the end of the form.

**Aberdeen City Council**

<b>1: Equality and Human Rights Impact Assessment- Essential Information</b>									
<b>Name of Proposal:</b> Policy amendments – Haudagain Improvement Scheme	<b>Date of Assessment:</b> 09/07/2014								
<b>Service:</b> Housing and Community Safety	<b>Directorate:</b> Housing and Environment								
<b>Committee Name(Where appropriate):</b> Housing and Environment	<b>Date of Committee(Where appropriate):</b> 26/08/2014								
<b>Who does this proposal affect?</b> Please Tick ▼	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Employees</td> <td style="width: 20%; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Job Applicants</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Service Users</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Members of the Public</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Employees	<input type="checkbox"/>	Job Applicants	<input type="checkbox"/>	Service Users	<input type="checkbox"/>	Members of the Public	<input type="checkbox"/>
Employees	<input type="checkbox"/>								
Job Applicants	<input type="checkbox"/>								
Service Users	<input type="checkbox"/>								
Members of the Public	<input type="checkbox"/>								

	Other (List below) <input type="checkbox"/>
<b>2: Equality and Human Rights Impact Assessment- Pre-screening</b>	
<b>Is an impact assessment required?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>If No, what is the evidence to support this decision?</b> (Once this section is completed, please complete section 8 of the form).	NA

<b>3: Equality and Human Rights Impact Assessment</b>	
<b>a- What are the aims and intended effects of this proposal?</b>	The aim of the proposal is to amend current policy in order to timeously and with the minimum of disruption, re-house all the tenants whose homes are being acquired by the Scottish Government for the Haudagain Improvement Scheme.
<b>b- What equality data is available in relation to this proposal?</b>  (Please see guidance notes)	<p>We currently hold some data on the following headings however the amount of data we can produce depends on the applicant providing this information.</p> <p>Sex - 63 Female, 53 Male  Age – TBA  Disability – None  Nationality – 21 UK, 31 Scottish, 1 English, 1 N/Ireland, 21 Eastern Europe,  Ethnic Origin – 40 White Scottish, 5 White Other British, 60 White Other, 1 Back, 1 Asian,  Religion – 8 Christian</p>

	<p><b>c- List the outcomes from any consultation that relate to equalities and/or human rights issues e.g. with employees, service users, Unions or members of the public that has taken place in relation to the proposal.</b></p>	<p>There have been a number of drop-in sessions at the Local Area Housing office over the past 6 months and there was the Transport Scotland formal consultation in April this year. There has also been the individual house visits by the local area team, this has been conducted alongside the general customer service delivery.</p> <p>The drop-in sessions have provided the affected tenants with details and timescales for the acquisition of their properties. The individual meetings with tenants have provided an opportunity to gather information on their Re- housing requirements and to provide advice and re-assurance to the affected tenants. Tenants are obviously anxious and seek further information and reassurance about re housing.</p>
<p><b>d- Financial Assessment</b></p> <p>If applicable, state any relevant cost implications or savings expected from the proposal.</p>	<p><b>Costs (£)</b></p> <p>Implementation cost    £    £174,000 Homeless Payment +£348,000 Disturbance Payments</p> <p><b>Projected Savings</b></p> <p style="text-align: center;">£    None</p>	

**e- How does this proposal contribute to the public sector equality duty: to eliminate discrimination, harassment and victimisation; advance equality of opportunity; and foster good relations?**

In proceeding with this proposal the Council will be positive, flexible and proactive in finding suitable alternative accommodation for all affected tenants. Special care should be taken when rehousing older people, people with disabilities and families with school children ensuring their needs are assessed and adequately catered for.

The housing service will endeavour to provide the type of housing and in the location desired by the affected tenants bearing in mind the availability of suitable property.

**f- How does this proposal link to the Council's Equality Outcomes?**

With a good consultation and careful need assessment this proposal may contribute towards Equality

**Outcomes:**

People who feel safe in their homes and in a city that is family friendly by night (primarily for the settled community and perhaps for Gypsy/ Travellers, should the provision of alternative accommodation follow.

Accommodation that meets the needs, culture and lifestyle of Gypsy/Travellers normally resident in, and visiting, the city of Aberdeen.

Reduced the gap in educational attainment between pupils.  
 People with protected characteristics have their social care needs met.  
 Effective customer service that is aware of the differences and requirements of different groups.

<b>4: Equality Impact Assessment - Test</b>				
<b>What impact will implementing this proposal have on employees, service users or other people who share characteristics protected by <i>The Equality Act 2010</i> ?</b>				
<b>Protected Characteristic:</b>	<b>Neutral Impact: Please ✓</b>	<b>Positive Impact: Please ✓</b>	<b>Negative Impact: Please ✓</b>	<b>Evidence of impact and if applicable, justification where a 'Genuine Determining Reason' exists *( see completion terminology)</b>
<b>Age</b> (People of all ages)			✓	Families with very young children or elderly family members my find managing the re-housing process difficult and stressful and will be concerned or worried about their needs not being met
<b>Disability</b> (Mental, Physical, Sensory and Carers of Disabled people)			✓	People with disabilities may not be in a position to manage the process of moving house and will be concerned or worried about their needs not being met
<b>Gender Reassignment</b>	✓			
<b>Marital Status</b> (Marriage and Civil Partnerships)	✓			

<b>Pregnancy and Maternity</b>				✓		Persons who are pregnant or with small children will be provided with help and assistance throughout the re-housing process to make it as stress free as possible and will be concerned or worried about their needs not being met Also add about worries of needs not met
<b>Equality Impact Assessment Test:</b>						
<b>What impact will implementing this proposal have on employees, service users or other people who share characteristics protected by <i>The Equality Act 2010</i> ?</b>						
<b>Protected Characteristic:</b>	<b>Neutral Impact:</b> Please ✓	<b>Positive Impact:</b> Please ✓	<b>Negative Impact:</b> Please ✓	<b>Evidence of impact and if applicable, justification where a 'Genuine Determining Reason' * exists</b> *( see completion terminology)		
<b>Race</b> (All Racial Groups including Gypsy/Travellers)			✓	Persons whose first language is not English may have difficulty understanding the re-housing process.		
<b>Religion or Belief or Non-belief</b>	✓					
<b>Sex</b> (Women and men)	✓					
<b>Sexual Orientation</b>	✓					



(Heterosexual, Lesbian, Gay And Bisexual)					
<b>Other</b> (e.g.: Poverty)	✓				

**5: Human Rights Impact Assessment Test**

<b>Does this proposal have the potential to impact on an individual's Human Rights? Evidence of impact and , if applicable, justification where the impact is proportionate</b>	
<b>Article 2 of protocol 1: Right to education</b>	<p style="text-align: center;"> <input type="checkbox"/> <b>Yes</b>                      <input type="checkbox"/> <b>No</b> </p> <p><b>Evidence:</b></p>
<b>Article 3: Right not to be subjected to torture, inhumane</b>	<p style="text-align: center;"> <input type="checkbox"/> <b>Yes</b>                      <input type="checkbox"/> <b>No</b> </p>

	Evidence:
<p><b>or degrading treatment or punishment</b></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Evidence:</p>
<p><b>Article 6: Right to a fair and public hearing</b></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Evidence:</p>
<p><b>Article 8: Right to respect for private and family life, home and correspondence</b></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Evidence:</p>
<p><b>Article 10: Freedom of expression</b></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Evidence:</p>
<p><b>Article 14: Right not to be subject to discrimination</b></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>

	Evidence:
Other article not listed above, please state:	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Evidence:</p>
<b>6: Assessment Rating:</b>	
<b>Please rate the overall equality and human right assessment</b> (Please see Completion terminology)	<input type="checkbox"/> Red <input type="checkbox"/> Red Amber <input type="checkbox"/> Amber <input type="checkbox"/> Green
<b>Reason for that rating:</b>	It is evident that a risk of negative impact exists and this risk may be removed or reduced by implementing the actions detailed within the <i>Action Planning</i> section of this document.

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<b>7: Action Planning</b>				
<b>As a result of performing this assessment, what actions are proposed to remove or reduce any risks of adverse outcomes identified on employees, service users or other people who share characteristics protected by <i>The Equality Act 2010</i>?</b>				
<b>Identified Risk and to whom:</b>	<b>Recommended Actions:</b>	<b>Responsible Lead:</b>	<b>Completion Date:</b>	<b>Review Date:</b>
<b>Tenants with a disability</b>	Persons with a disability will be provided with help and assistance throughout the re-housing process to make it as stress free as possible. Needs assessed and requirements met?	<b>Martin Smith</b>		
<b>Age</b>	Elderly persons will be provided with help and assistance throughout the re-housing process to make it as stress free as possible. Needs assessed and	<b>Martin Smith</b>		

	requirements met?			
<b>Pregnancy and Maternity</b>	Persons who are pregnant or with young children will be provided with help and assistance throughout the re-housing process to make it as stress free as possible. Needs assessed and requirements met?	<b>Martin Smith</b>		
<b>Race</b>	When needed, We will be provided with the services of an interpreter throughout the re-housing process to make it as stress free as possible.	<b>Martin Smith</b>		
<b>Communication</b>	Affected tenants will be provide with regular updates on the road proposals and will be kept informed and consulted with on re housing options.	<b>Martin Smith</b>		
<b>8: Sign off</b>				
<b>Completed by (Names and Services) :</b>	Graeme Stuart, Kevin Kelly, Martin Smith, Sandra Wood, Katherine Anderson			
<b>Checked by (Equality Check):</b>				

<b>Signed off by (Head of Service) :</b>	
	<p>Please send an electronic copy of your completed EHRIA - without signatures - together with the proposal document and/or committee report to:</p> <p>Equalities Team  Customer Service and Performance  Corporate Governance  Aberdeen City Council  <b>Business Hub 13</b>  Second Floor North  Marischal College  Broad Street  Aberdeen  AB10 1AB</p> <p>Telephone 01224 523039 Email <a href="mailto:sandrab@aberdeencity.gov.uk">sandrab@aberdeencity.gov.uk</a></p>

<b>9: Completion Terminology:</b>	
<b>Assessment</b>	This section will highlight where there is the obvious potential for a negative impact and subsequent risk of negative media coverage and reputational damage to the Council. Therefore, a full impact assessment is required, for example around sensitive issues

<p><b>Pre-screening Rating:</b></p>	<p>such as marching, Gypsy/ Traveller issues, change to social care provision. It should also be completed to evidence why a full impact assessment was not required, example, there is no potential negative impact on people.</p>
<p><b>Assessment Rating:</b></p>	<p>After completing this document, rate the overall assessment as follows:  <b>Red:</b> As a result of performing this assessment, it is evident that we will discriminate (direct, indirect, unintentional or otherwise) against one or more of the nine groups of people who share <i>Protected Characteristics</i>. It is essential that the use of the proposal be suspended until further work or assessment is performed and the discrimination is removed.  <b>Red Amber:</b> As a result of performing this assessment, it is evident that a risk of negative impact exists to one or more of the nine groups of people who share <i>Protected Characteristics</i>. However, a genuine determining reason may exist that could legitimise or justify the use of this proposal and further professional advice should be taken.  <b>Amber:</b> As a result of performing this assessment, it is evident that a risk of negative impact exists and this risk may be removed or reduced by implementing the actions detailed within the <i>Action Planning</i> section of this document.  <b>Green:</b> As a result of performing this proposal does not appear to have any adverse impacts on people who share <i>Protected Characteristics</i> and no further actions are recommended at this stage.</p>
<p><b>Equality Data:</b></p>	<p>Equality data is internal or external information that may indicate how the proposal being analysed can affect different groups of people who share the nine <i>Protected Characteristics</i> – referred to hereafter as ‘<i>Equality Groups</i>’.   Examples of <i>Equality Data</i> include: (this list is not definitive)</p>

	<p>1: Application success rates by <i>Equality Groups</i></p> <p>2: Complaints by <i>Equality Groups</i></p> <p>3: Service usage and withdrawal of services by <i>Equality Groups</i></p> <p>4: Grievances or decisions upheld and dismissed by <i>Equality Groups</i></p> <p>Certain discrimination may be capable of being justified on the grounds that:</p> <p>(i) <i>A genuine determining reason exists</i></p> <p>(ii) <i>The action is proportionate to the legitimate aims of the organisation</i></p> <p>Where this is identified, it is recommended that professional and legal advice is sought prior to completing an Equality Impact Assessment.</p> <p>The rights set out in the European Convention on Human Rights, as incorporated into the UK Law by the Human Rights Act 1998.</p> <p>This document is designed to assist us in <i>“Identifying and eliminating unlawful Discrimination, Harassment and Victimisation”</i> as required by <i>The Equality Act Public Sector Duty 2011</i>. An Equality Impact Assessment is not, in itself, legally binding and should not be used as a substitute for legal or other professional advice.</p>
<b>Genuine Determining Reason</b>	
<b>Human Rights</b>	
<b>Legal Status:</b>	



## HAUDAGAIN IMPROVEMENT SCHEME

### RISK ASSESSMENT

#### CENTRAL ISSUE – SCOTTISH GOVERNMENT CANCELS THE IMPROVEMENT SCHEME

ID	Description	Type	Impact	Likelihood	Score	Counter-measures / Updates	Owner	Identified	Updated	Status
1	Scottish Government no longer funds the construction of the road (Haudagain) including all compensation costs	Strategic	4	2	8	Assurances given by Keith Brown MSP, minister for Transport at Committee meeting on 6 May 2014  Council appointed external advisors to help with negotiations on impact of road for housing /environment of Middlefield to ratify extent of compensation costs	JQ/SW	April 2014	15/08/14	Open
2	The Council delaying re-housing of affected tenants until the financial terms of the CPO are legally finalised will negatively impact on the road construction programme, with economic consequences and reputational damage to the Council.  Also, there would be an opportunity cost circa £8m related to the lower value of compensation received by the Council for the units being CPO'd.	Operational	3	4	12	Council Housing and Environment Committee to consider approving recommendations to prioritise allocations policies for tenants involved to facilitate process on 26 August 2014	DU/JQ	April 2014	15/08/14	Open
3	The Council commencing re-housing as soon as practical in order to avoid delays to the roads programme will result in rent loss of upper limit circa £800k over 3 years, depending on the rate of re-housing.  This would not be mitigated against until the CPO process is formally concluded in 2017.  Additional costs will include Homeloss and Disturbance payments which should be factored into discussions with Transport Scotland when CPO process begins.	Financial	2	3	6	Early discussions on CPO process have taken place, but more formal discussions will take place when Transport Scotland have formalized their route.	JQ/SW	April 2014	15/08/14	Open

## Key

Impact	
Catastrophic	4
Serious	3
Material	2
Negligible	1

Likelihood	
Very High	6
High	5
Significant	4
Low	3
Very Low	2
Almost Impossible	1

Score			
Between 1-7	<b>Green</b>	Low Risk	Not a priority
Between 8-14	<b>Amber</b>	Medium Risk	Quick wins now plus medium term plan to address
Between 15-24	<b>Red</b>	High Risk	Address immediately

Type
Project
Operational
Strategic
Outwith Project

## ABERDEEN CITY COUNCIL

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COMMITTEE	Housing and Environment
DATE	26 <sup>th</sup> August 2014
DIRECTOR	Pete Leonard
TITLE OF REPORT	Proposed Extended Use of Enforcement Funding
REPORT NUMBER	H&E/14/052
CHECKLIST RECEIVED	Yes/No

---

### 1. PURPOSE OF REPORT

The purpose of this report is to update committee on progress made in property repair and maintenance within the private sector since the introduction of the Enforcement Fund in January 2013 and outline proposals to increase the effectiveness of the scheme.

### 2. RECOMMENDATION(S)

It is recommended that committee agree to: -

Authorise the Director of Housing and Environment to extend the use of the current Enforcement Fund to encompass Mixed Tenure Housing as detailed at 5.2 below.

### 3. FINANCIAL IMPLICATIONS

There are no new financial implications for the Council arising out of this report as it seeks to use monies already identified for the use requested in this report.

### 4. OTHER IMPLICATIONS

The Council has a duty under the Housing (Scotland) Act 2006, (the 2006 Act), to manage Below Tolerable Standard (BTS) housing in its area. The proposals within this report, while not directly targeted at BTS housing, will help to reduce the risk of BTS housing arising.

### 5. BACKGROUND/MAIN ISSUES

5.1 A report to Committee on 15<sup>th</sup> January 2013 outlined a proposal to use the Enforcement powers offered to Local Authorities through the Housing (Scotland) Act 2006 and how this could be funded from Private sector Housing Grant funding and topped up as and when required from surplus Landlord Registration fee income. The Committee resolved to: -

“(i) to authorise the Director of Housing and Environment to utilise the enforcement and funding options as detailed in section 5.3 of the report, by (a) continuing to earmark the £1.081m Private Sector Housing Grant ring fenced monies to carry out enforcement of property repairs for private sector housing; and (b) agreeing to add to the earmarked reserve such amounts as deemed appropriate, from any surplus of Landlord Registration fee income on an annual basis;”

Introduction of this funding was originally targeted at the traditional granite tenement properties but has on occasion included other property types. This has had a very positive effect on the repair and improvement of this part of the stock, with £403,905 of Local Authority funding enabling a total of £2,278,582 worth of repair works to be carried out. An additional £299,253 has been enabled simply by the use of letters advising owners that the Council would enforce works if they failed to take action. This is done by utilising Work Notices or Missing Shares legislation from the Housing (Scotland) Act 2006.

The enforcement fund had a balance of £645,807 as at 31st July 2014.

Monies spent by the Council through this legislation are recoverable via the use of a Repayment Charge which secures the debt against the Title Deeds of the property and is currently repayable in 30 annual instalments. The authority is allowed to recover administration costs and interest charges as part of the process.

Section 76ZA of the Housing (Scotland) Act 2014, (the 2014 Act), when introduced, will allow the 30 year period to be reduced, dependant on level of costs to be recovered and owners ability to pay, to a mutually agreeable period ranging from between 5 and 30 years.

In the majority of cases an agent is required, especially where there are a number of owners involved. Monies are paid up front into a Maintenance account for the property and the Council makes payment to that account, or direct to the Agent if appropriate. Whichever method is adopted, the Council requires to know before the contract commences who has and has not deposited their share of the monies. This ensures that the Council is aware of its commitments prior to the Missing Shares or Work Notices being served.

Work Notices can only be used for Repair and or Maintenance of a property; it cannot be used to enforce Improvement works.

## 5.2 Proposal for moving ahead: -

5.2.1 In order for the proactive repair programme to be more effective it is envisaged that more use of enforcement powers, either through Work Notices or Maintenance Orders, will be used on non-tenement properties. This will reduce the threat of disrepair to adjoining properties and assist in enhancing neighbourhoods. This means that both semi-detach and detached properties can be assisted, although the latter is unlikely to receive much attention through Work Notices but more likely through Maintenance Orders.

5.2.2 Mixed Tenure Housing; Enforcement powers have seldom been used in mixed tenure housing, that is, where Aberdeen City Council have ownership of at least one flat in the tenement. It has been the practice that the Housing Revenue Account, where approval has been gained from co-owners, front fund any works and seek reimbursement from the owners on completion.

The proposal is that works to these properties should be treated in the same manner as any other works involving homeowners where the Council has to enforce works. It is intended that the enforcement fund be used to pick up missing shares and secure this debt along with administration costs and interest as per the rest of the private sector housing stock.

5.2.3 Section 74 of the 2014 Act amends the Maintenance Order legislation within the Housing (Scotland) Act 2006, by simplifying the process for Local Authorities. This section has not yet been introduced. Maintenance Orders brings enforcement capabilities and therefore a need for funding resources if utilised. The benefit of Maintenance Orders over Works Notices is that it requires owners to prepare a maintenance plan for a 5 year period and to implement it. Failure to do so allows the local authority to implement on their behalf. It is anticipated that this should encourage owners to be more involved in the planning and repair of their property than would be the case by simply enforcing via a Work Notice. The use of these amended powers will be tested when available, to ensure its practical implementation is successful.

## 6. IMPACT

This report links to the 5 year Corporate Business Plan, and individual Service Plans in that it: -

- Protects the public from poor quality private sector housing and safe guards the built environment and granite heritage;
- Helps with retention of a large stock of quality, well-maintained affordable housing that match the highest of standards;

This report will be of interest to homeowners, particularly those in mixed tenure housing, where the council will move towards implementing a uniform method of assisting those in the private housing sector to repair and maintain their homes; by reflecting the model of charging interest where the owner does not have the financial resources to meet their liabilities and secures the debt against their property.

## 7. MANAGEMENT OF RISK

The proposals presented in this paper are an opportunity risk in that, if implemented, the proposals help to: -

- Reduce the incidence of BTS housing from occurring,
- Promotes well maintained homes for our citizens to live,
- Reduce exposure to the Council of potential bad debt from private sector owners, by securing that debt against their property's Title Deeds.
- Reduces potential losses to the Council who currently borrow to cover the owners cost of works. The proposal therefore reduces loss of interest on our loans.

A system is already in place to monitor these secured sums and is currently being reviewed and enhanced in light on the Private Sector Housing, Internal Audit Report 2013/2014.

## 8. BACKGROUND PAPERS

Housing (Scotland) Act 2006  
 Housing (Scotland) Act 2014 (as passed)  
 Housing and Environment Committee Report, 15<sup>th</sup> January 2013

## 9. REPORT AUTHOR DETAILS

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 Phone Number: (52)2339

ABERDEEN CITY COUNCIL

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COMMITTEE	Housing & Environment
DATE	26 <sup>th</sup> August 2014
DIRECTOR	Pete Leonard
TITLE OF REPORT	Scottish Social Housing Charter and Annual Report to Tenants
REPORT NUMBER:	H&E/14/056
CHECKLIST RECEIVED	Yes

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1. PURPOSE OF REPORT

This report provides details of Aberdeen City Council's performance as required by the Scottish Social Housing Charter and includes information on the preparation of the first Annual Report to Tenants as well as the key findings from the Tenants Satisfaction Survey.

2. RECOMMENDATION(S)

It is recommended that Committee note the contents of this report, the work undertaken on the first Annual Report to Tenants and note that a presentation on the Tenants Satisfaction Survey is scheduled for 2<sup>nd</sup> September 2014.

3. FINANCIAL IMPLICATIONS

The introduction of Scottish Housing Charter required a Tenants Satisfaction Survey to be commissioned which is likely to be undertaken on a 3 yearly cycle. The Annual Report to Tenants will be made available to all tenants. The costs of these actions will be funded from the Housing Revenue Account.

4. OTHER IMPLICATIONS

Once the full details from the Tenants Satisfaction Survey and performance details for other landlords is available further analysis of our performance will be undertaken in order to identify specific actions which need to be taken to help improve our performance.

## 5. BACKGROUND/MAIN ISSUES

### **The Scottish Social Housing Charter (the Charter)**

The Charter was approved by resolution of the Scottish Parliament in 2012. It has effect from 1 April 2012 and continues to have effect until the Parliament approves a revised Charter. The Charter replaces the performance standards contained in the guidance that the Scottish Ministers issued under section 79 of the Housing (Scotland) Act 2001 in November 2006.

It does not replace any of the legal duties that apply to social landlords, but in a number of cases the outcomes describe the results that social landlords should achieve in meeting their legal duties.

The Scottish Social Housing Charter sets the service outcomes and Standards which social landlords i.e. Local Authorities and RSLs, should be delivering to their tenants and other customers. The Charter will help to improve the quality and value of the services that social landlords deliver for their tenants and other customers and supports the Scottish Government's strategic objective of a safer and stronger Scotland. It will do so in the following ways:

- By providing tenants and other customers with a clear statement of what they can expect from social landlords, and helping them to hold landlords to account;
- It will focus the efforts of social landlords on achieving outcomes that matter to their tenants and other customers;
- It will provide the basis for the Scottish Housing Regulator (the Regulator) to assess and report on how well landlords are performing. This will enable the Regulator, tenants and other customers, as well as social landlords to identify areas of strong performance and areas where improvement is needed.

The Charter is set out in 7 sections covering the following housing services:

- Equalities;
- Customer / Landlord Relationship;
- Housing Quality and Maintenance;
- Neighbourhood and Community;
- Access to Housing and Support;
- Getting Good Value from Rents and Service Charges;
- Other Customers i.e. Gypsy Travellers, Homeless and Factored Owners

It contains a total of 16 outcomes and standards that social landlords should aim to achieve when performing their housing activities. Other social landlords will be published by the Regulator by the end of



August 2014 so we can benchmark our performance with similar organisations.

### **The Scottish Housing Regulator (the Regulator)**

The introduction of the Charter Under the 2010 Act also saw the formation of the Scottish Housing Regulator whose statutory objective is to safeguard and promote the interests of current and future tenants, homeless people and other others using services provided by social landlords. It will monitor assess and report on how well social landlords, individually and collectively are achieving the Charter's outcomes. 2013/14 is the first year for which we have had to report performance to the Regulator. All our performance data was submitted by 30<sup>th</sup> May 2014. The Regulator will publish 18 indicators to show performance across organisations during August, this will assist in the benchmarking process.

### **Annual Report to Tenants**

As part of the Regulator's requirements Aberdeen City Council has to report its performance against the Charter to all tenants by end October 2014. We are working in close consultation with our tenant groups on the content and design of the report. Appendix 3 provides an example of one of the pages.

### **Tenant Satisfaction Survey (TSS)**

As part of the SSHC reporting requirements social landlords must undertake a TSS at least once every 3 years, to supplement the Performance Management data. The TSS took the form of a comprehensive face to face survey with 1,314 of our tenants in accordance with the Housing Regulators guidelines. In addition to the mandatory 8 questions, we also asked a number of questions on a variety of topics such as anti-social behaviour, repairs, rent management and tenant priorities. IBP Research and Strategy are the company procured who undertook the work on our behalf.

IBP Research and Strategy are currently working on a more detailed report and members will be provided with copies as soon as they are available. Members will note that a presentation of the survey results will take place at 2pm on September 2<sup>nd</sup> in the Town House. The Charter headline results can be found in appendix 1.

### **Performance**

The performance for the 18 'national' indicators to be published by the Regulator are detailed at Appendix 2 with the City Council's

performance shown against other local authorities performance and that of Glasgow Housing Association.

This information is not yet published by the Regulator so the names of the other landlords have not been included.

6. IMPACT

Corporate – None arising from this report.

Public – This report will be of interest to the public and in particular tenants of the City Council given their direct interest in the service provided by the City Council and the comparison of its performance with that of other landlords.

A report will be made available to all tenants so they will receive this information in due course.

7. MANAGEMENT OF RISK

The report provides factual information on the Council's performance in relation to the Scottish Housing Charter Indicators.

8. BACKGROUND PAPERS

SSHC  
SHBVN

9. REPORT AUTHOR DETAILS

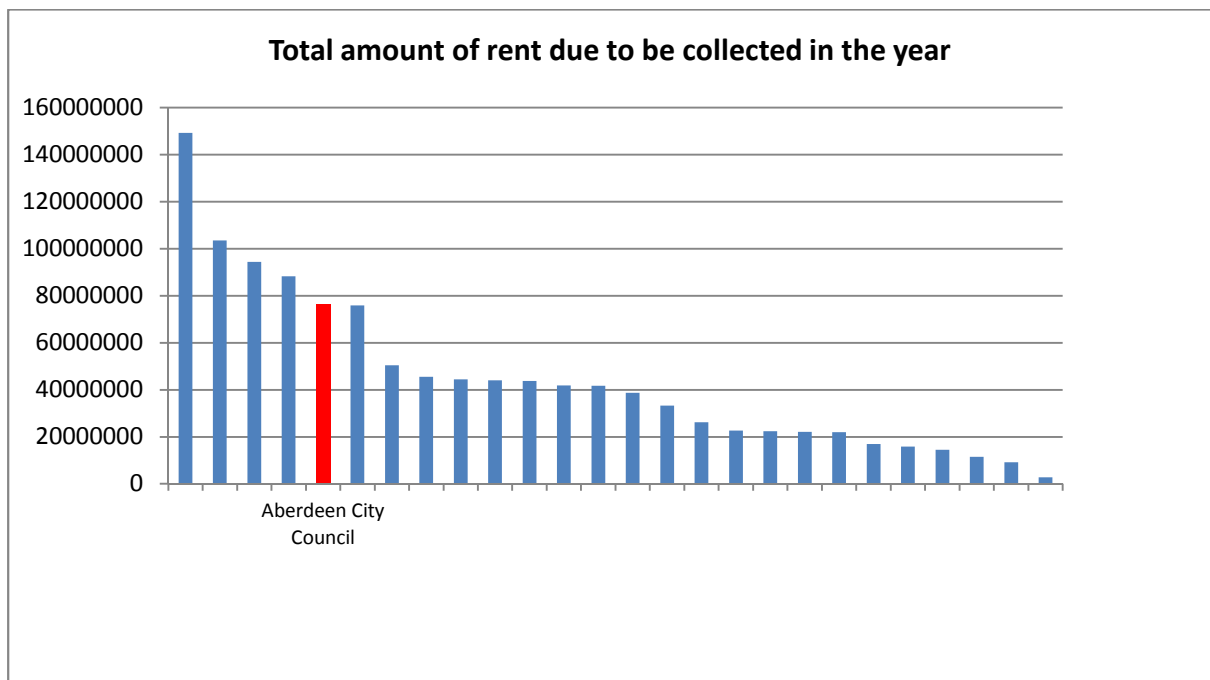
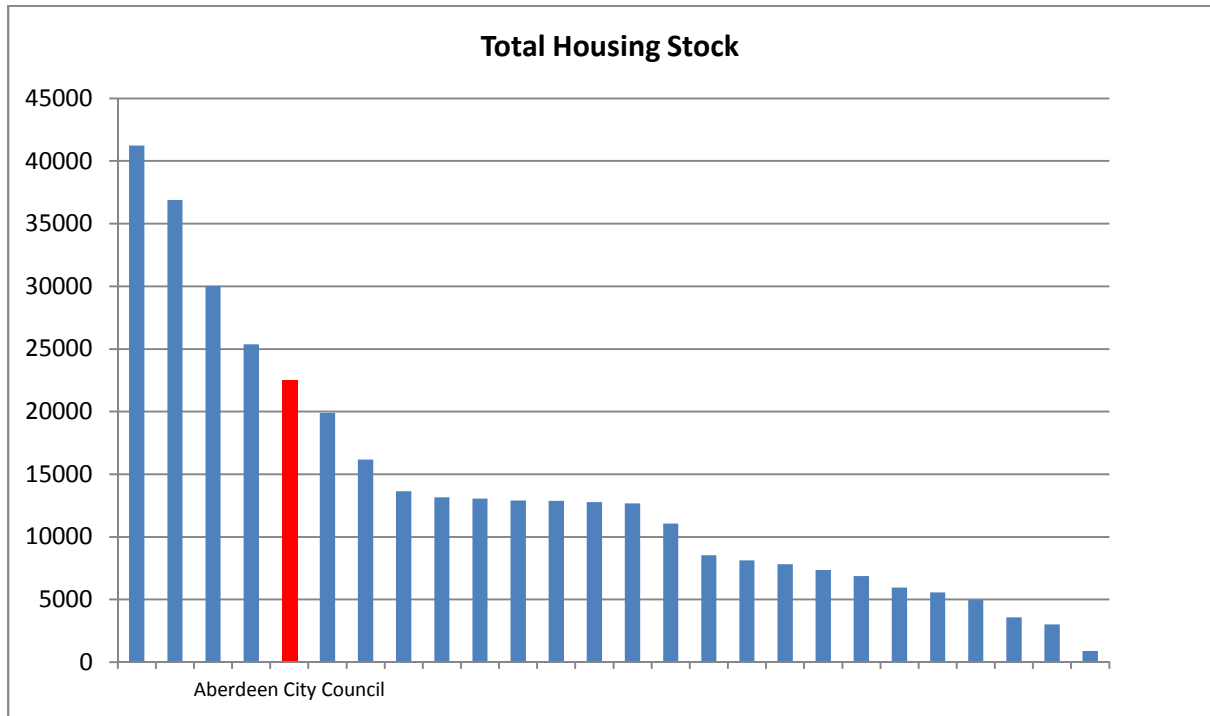
Graeme Stuart - Housing Strategy and Performance Manager  
Phone: (52)3043  
E-mail: [gstuart@aberdeencity.gov.uk](mailto:gstuart@aberdeencity.gov.uk)

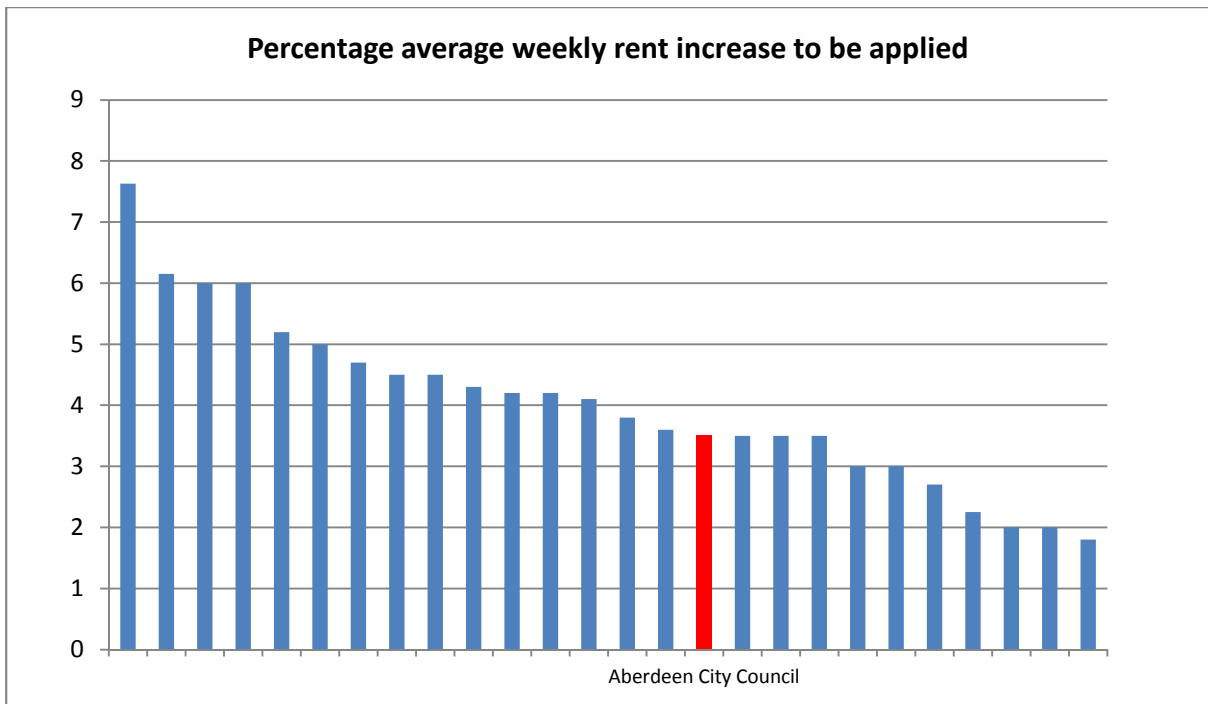
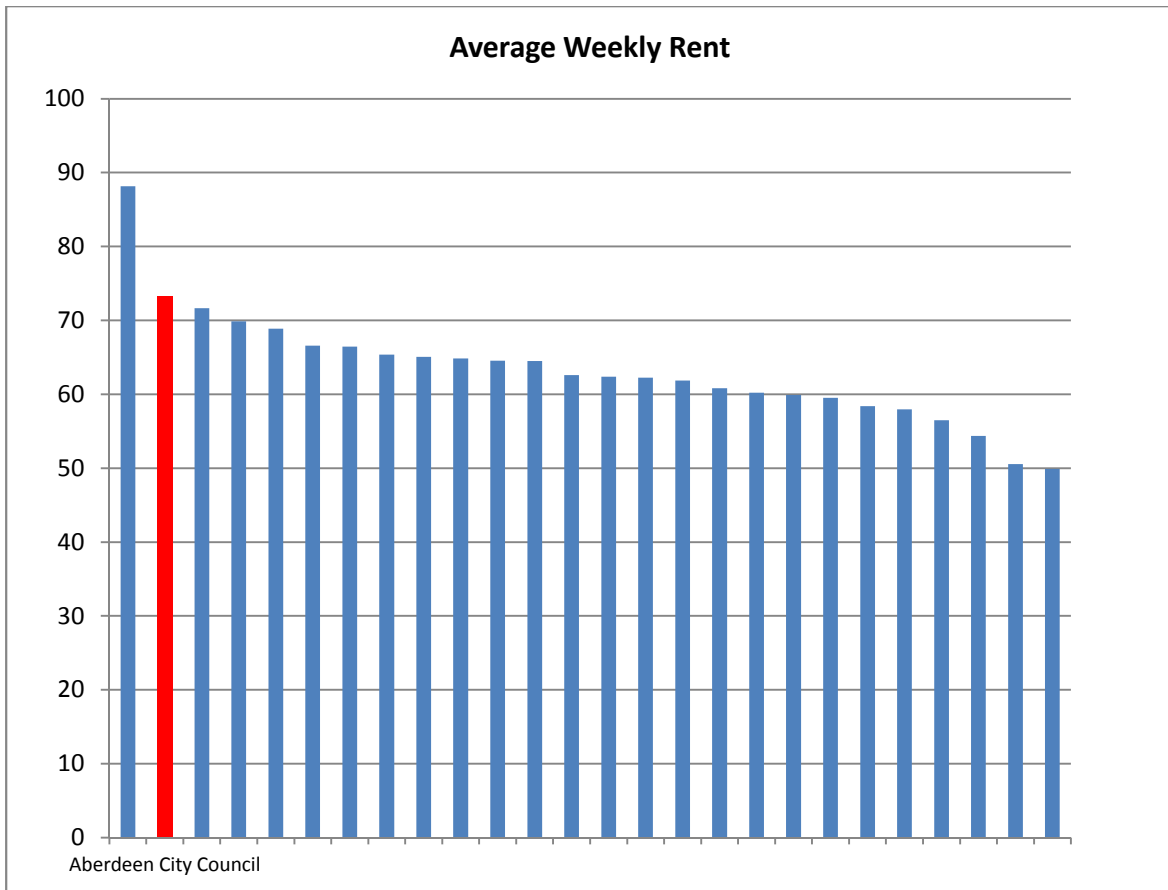
## INTERIM SUMMARY OF TENANT SATISFACTION SURVEY FINDINGS

Results based on 1,314 respondents,

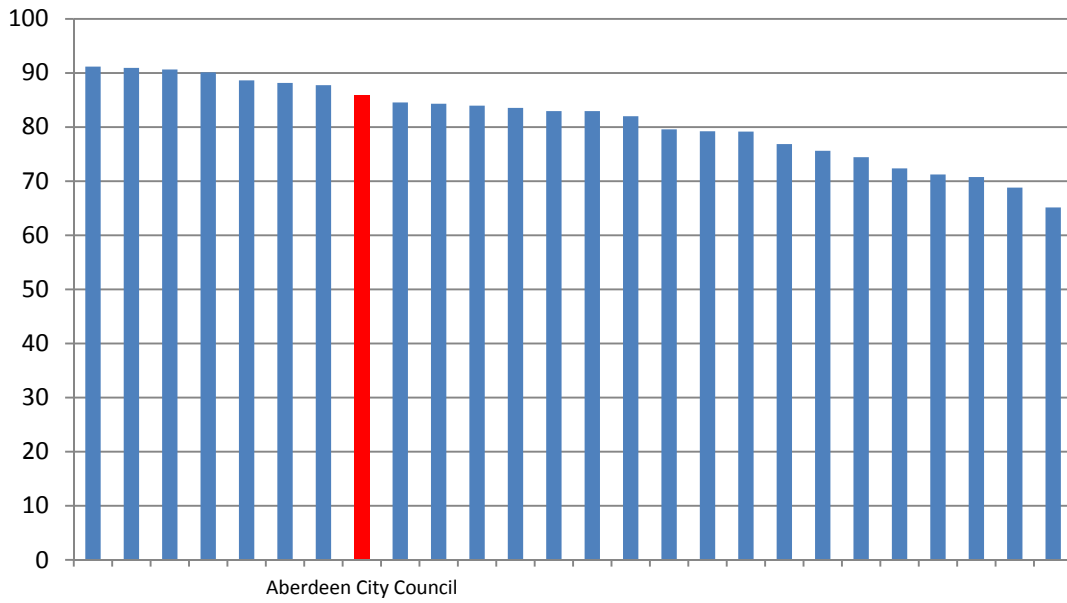
Charter Indicator	Question Wording	Very Satisfied / Very Good	Fairly Satisfied / Fairly Good	Total Satisfied / Good	Neither / Nor	Fairly Dissatisfied / Fairly Poor	Very Dissatisfied / Very Poor	No Opinion
Percentage of tenants satisfied with the overall service provided by their landlord (Charter Indicator 1)	Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Aberdeen City Council's Housing Service?	33%	53%	86%	7%	4%	3%	0%
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Charter Indicator 3).	How good or poor do you feel Aberdeen City Council's Housing Service is at keeping you informed about their services and decisions.	31%	54%	85%	9%	4%	2%	-
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Charter Indicator 6).	How satisfied or dissatisfied are you with the opportunities given to you to participate in Aberdeen City Council Housing Service's decision making processes?	28%	52%	80%	16%	2%	1%	-
Percentage of tenants satisfied with the standard of their home when moving in (Charter Indicator 9).	Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?	31%	45%	76%	7%	9%	9%	-

Charter Indicator	Question Wording	Very Satisfied	Fairly Satisfied	Total Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	No Opinion
Percentage of existing tenants satisfied with the quality of their home (Charter Indicator 10).	Overall, how satisfied or dissatisfied are you with the quality of your home?	38%	51%	89%	4%	6%	2%	-
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Charter Indicator 16).	Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Aberdeen City Council's Housing Service?	47%	34%	81%	6%	7%	6%	-
Percentage of tenants satisfied with the management of the neighbourhood they live in (Charter Indicator 17).	Overall, how satisfied or dissatisfied are you with Aberdeen City Council Housing Service's management of the neighbourhood you live in?	41%	45%	86%	7%	5%	2%	-
Percentage of tenants who feel the rent for their property represents good value for money (Charter Indicator 29).	Taking into account the accommodation and the services Aberdeen City Council's Housing Service provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it...'	16%	54%	70%	13%	13%	4%	-

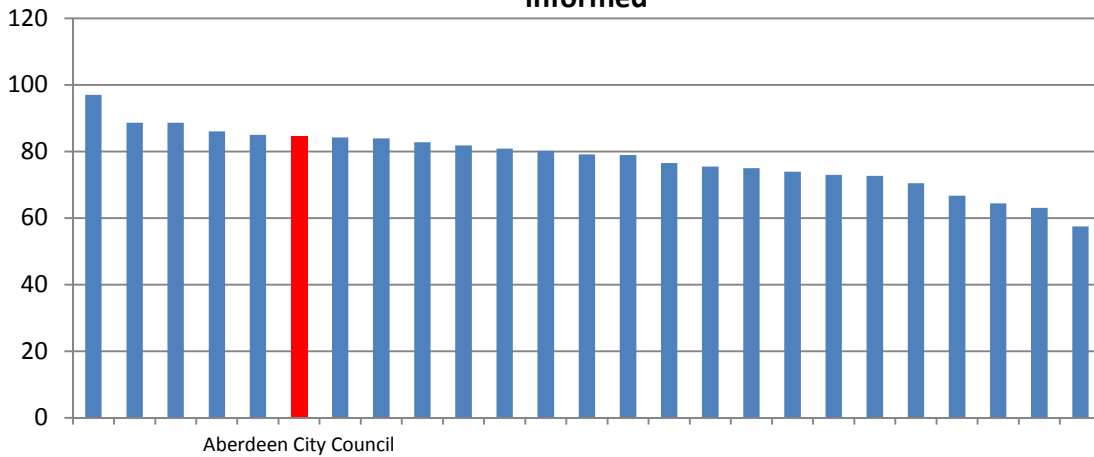




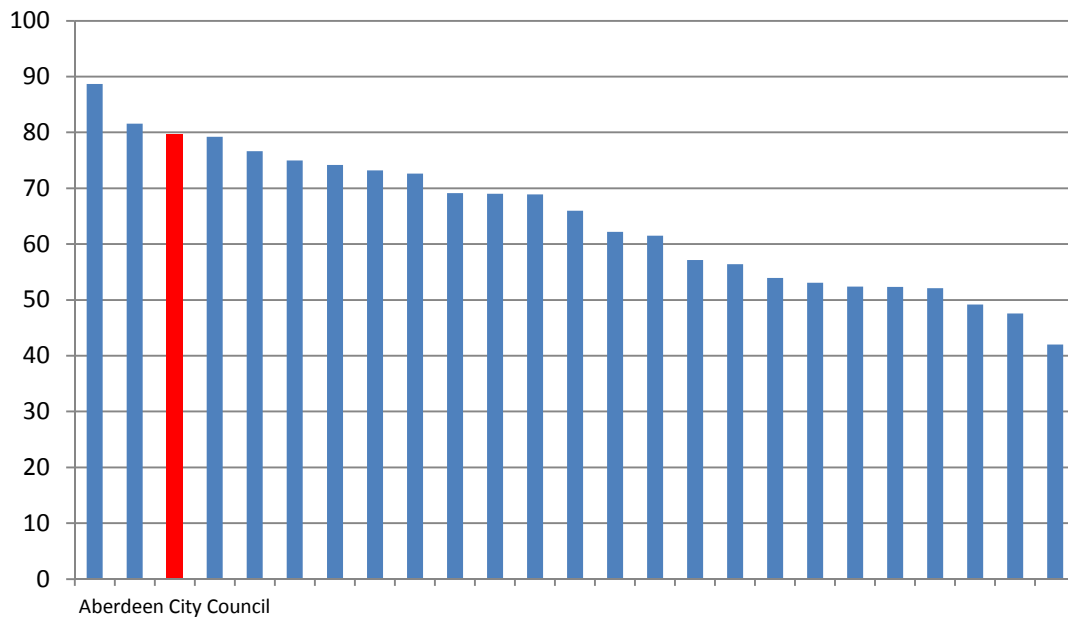
**Percentage of Tenants satisfied with the overall service provided by their landlord**



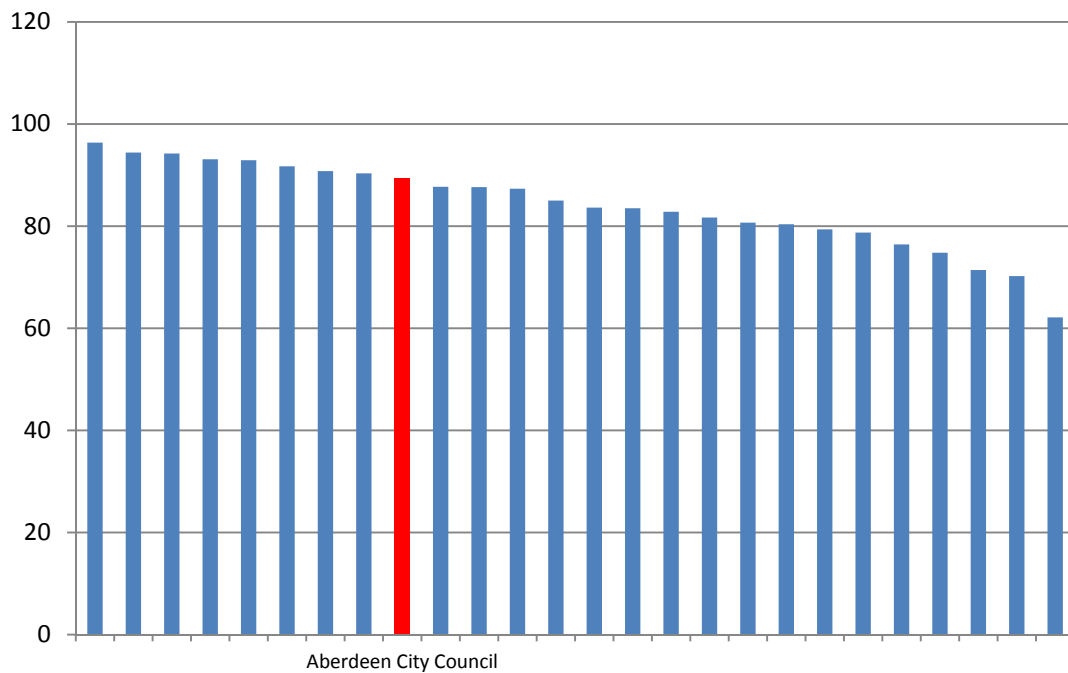
**Percentage of Tenants who feel their landlord is good at keeping them informed**



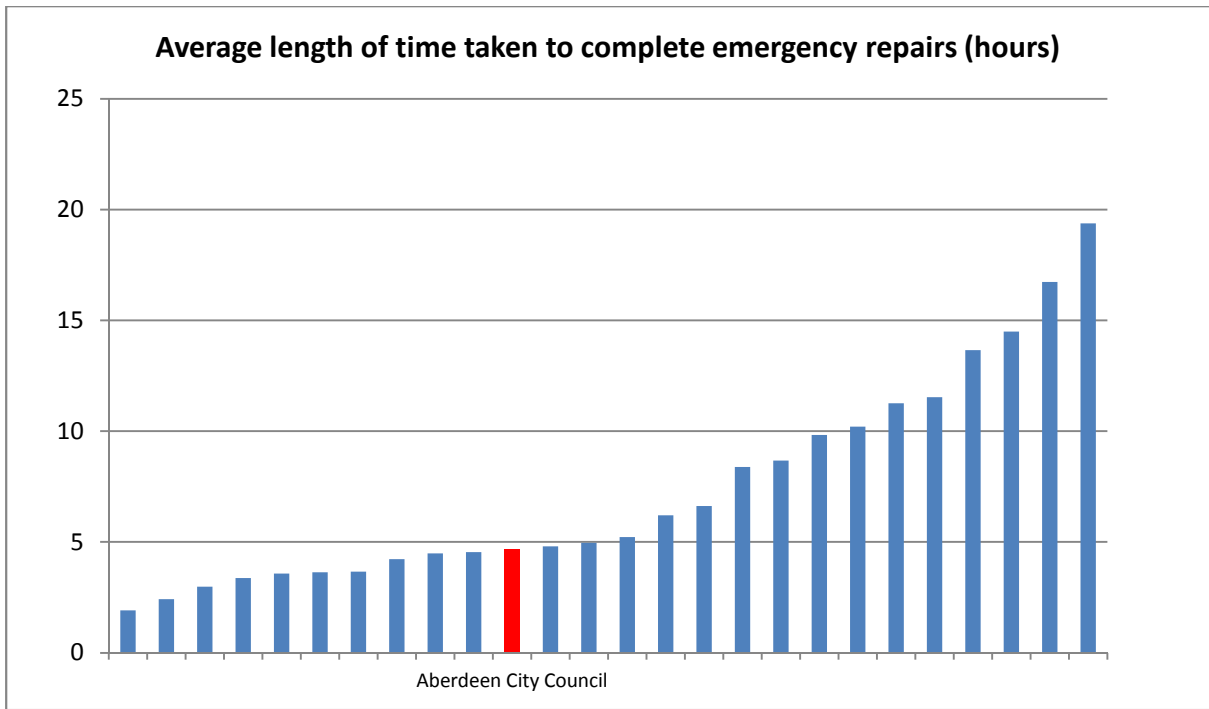
**Percentage of Tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes**



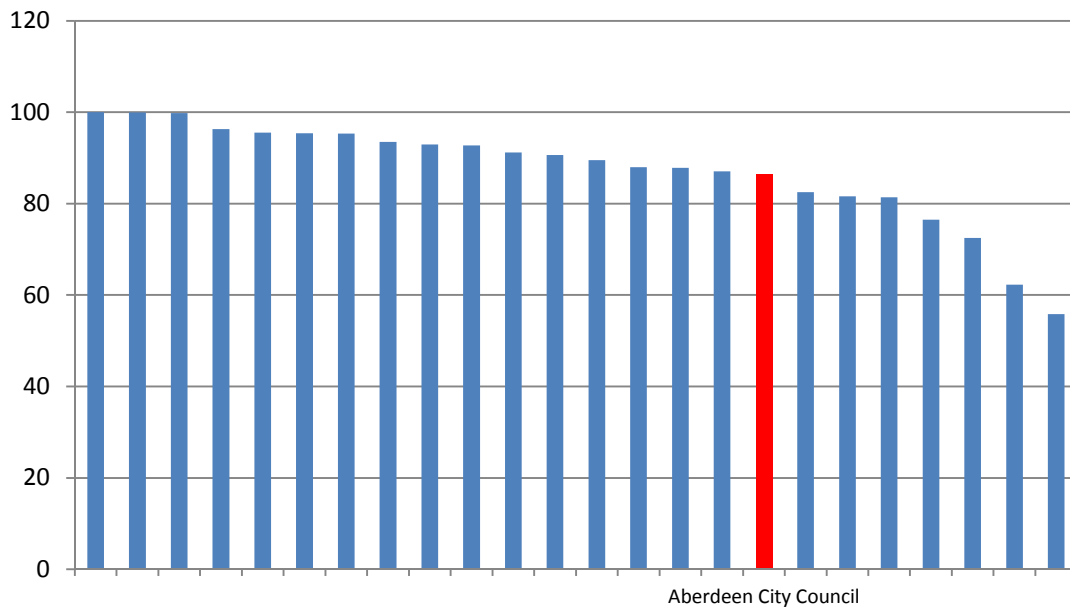
**Percentage of stock meeting the Scottish Housing Quality Standard (SHQS)**



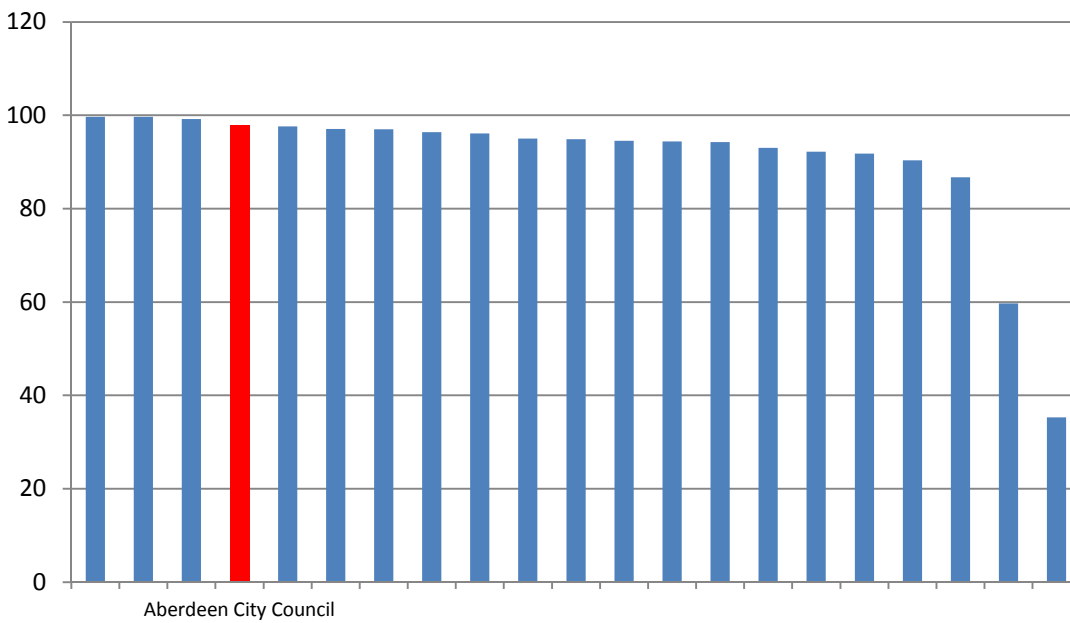




**Percentage of reactive repairs carried out in the last year completed right first time**



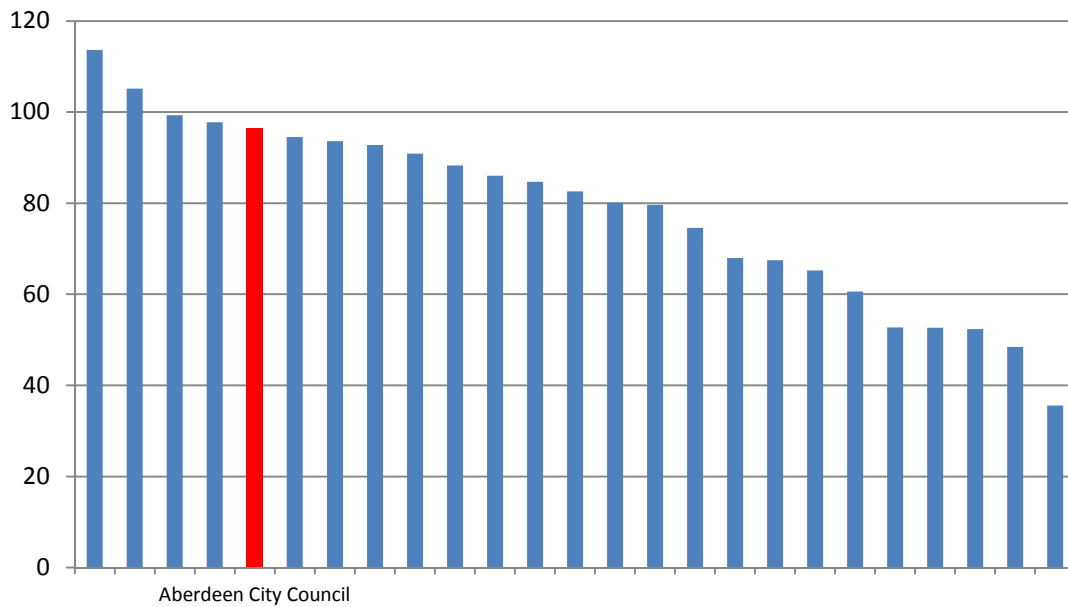
**Percentage of repairs appointments kept**

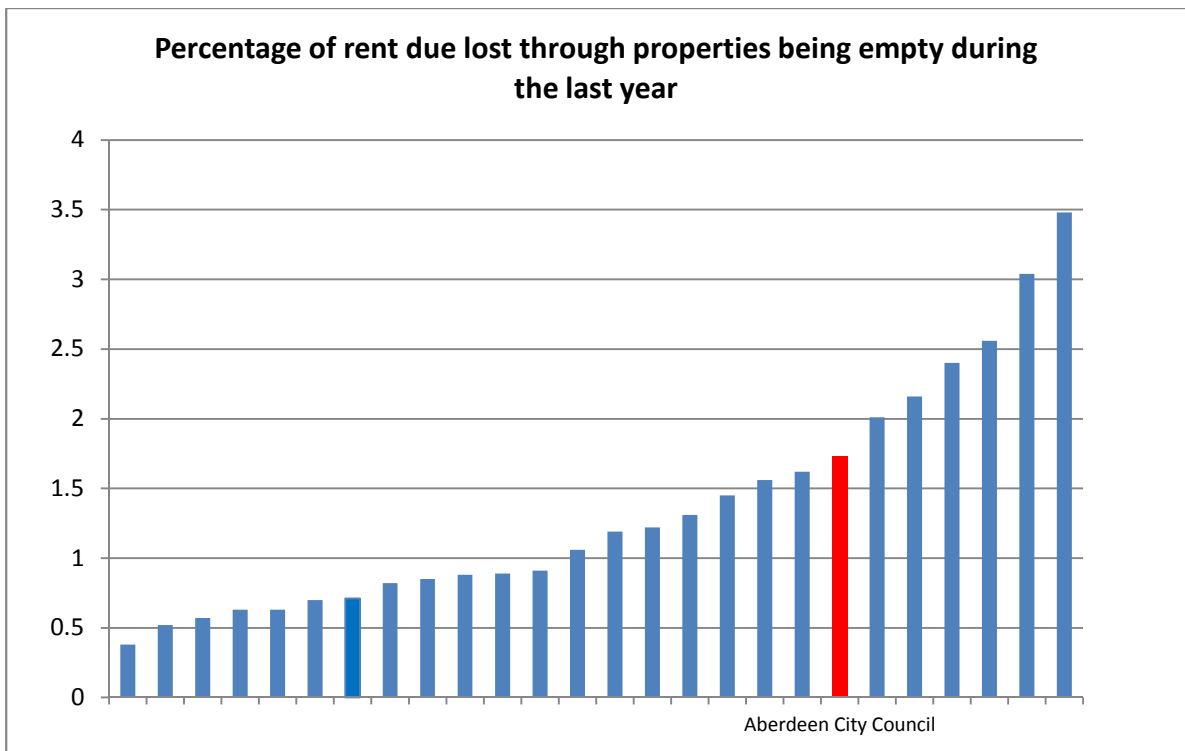
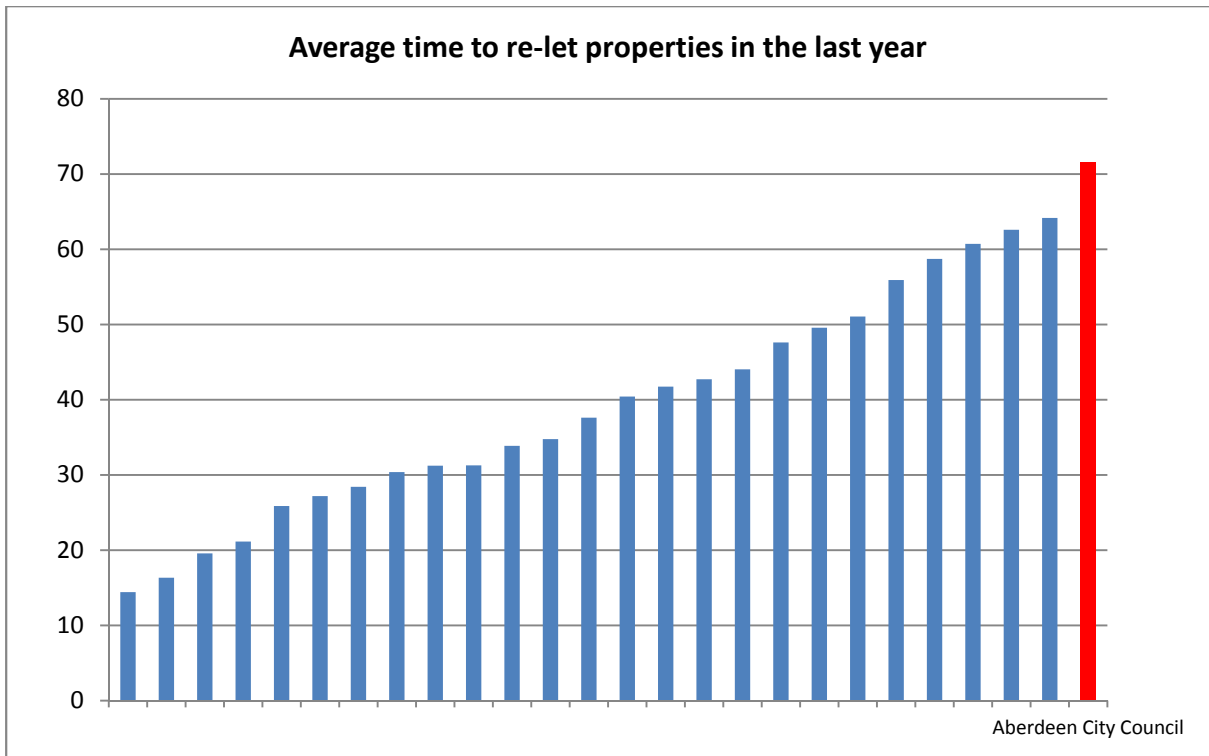


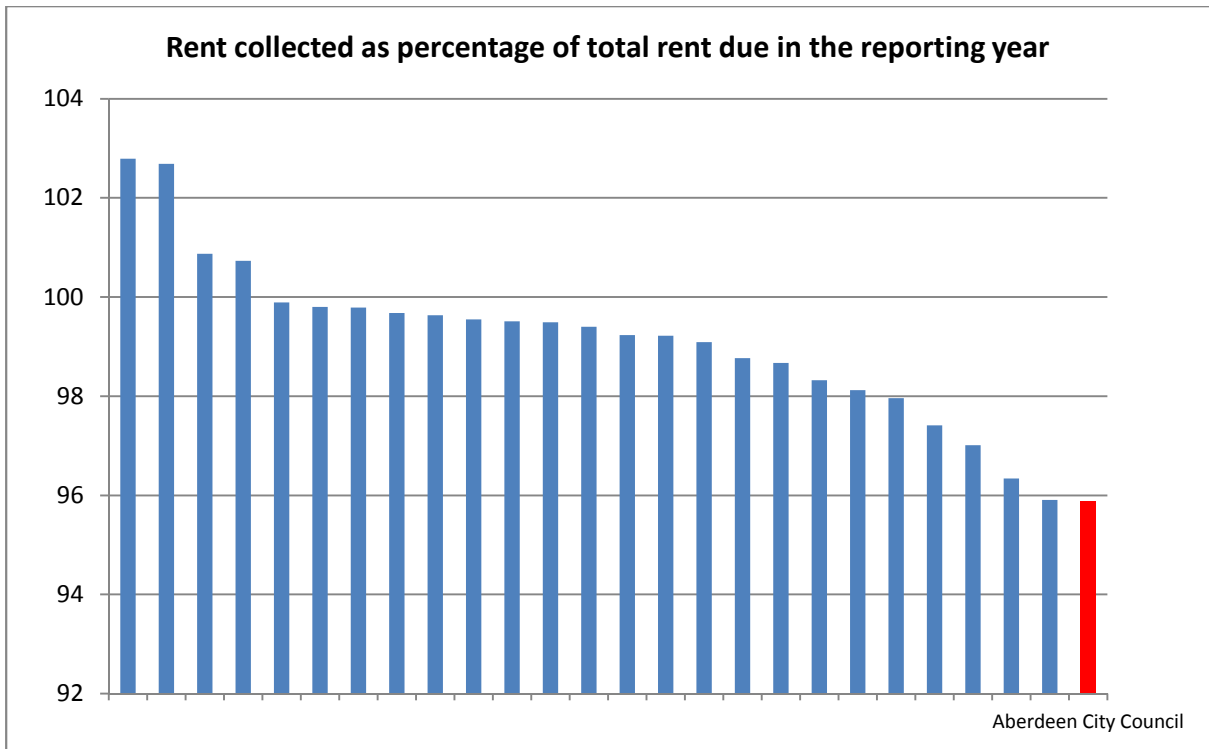
**Percentage of tenants who have had a repair or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service**



**Percentage of anti-social behaviour cases reported in the last year which were resolved within locally agreed targets**







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## ABERDEEN CITY COUNCIL

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COMMITTEE	Housing and Environment
DATE	26 August 2014
DIRECTOR	Pete Leonard
TITLE OF REPORT	Grampian Joint Health Protection Plan
REPORT NUMBER:	H&E-14-061
CHECKLIST RECEIVED	Yes

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### 1. PURPOSE OF REPORT

The Public Health etc (Scotland) Act 2008 places a duty on Health Boards and Local Authorities to co-operate on health protection matters, and produce a Local Health Protection Plan. This report seeks Committee approval of the draft Grampian Joint Health Protection Plan for the period 2014 to 2016. (Appended to this Report)

### 2. RECOMMENDATION(S)

- (a) That the Committee approves the Grampian Joint Health Protection Plan appended to this report.
- (b) That the Committee instructs the Director of Housing and Environment to ensure that the health protection priorities outlined in the plan continue to be resourced.
- (c) That the report is referred, for information, to the Social Care and Wellbeing Committee.

### 3. FINANCIAL IMPLICATIONS

The Joint Health Protection Plan is a formalisation of existing partnership working arrangements between NHS Grampian and Aberdeen City, Aberdeenshire and Moray Councils. As such the delivery of the plan can be met within the existing budget for statutory services, provided there is no reduction in financial or staffing resources

### 4. OTHER IMPLICATIONS

The Joint Health Protection plan links to the Environmental Health and Trading Standards Service plans including a number of statutory

service plans that sit beneath this. The plan also links to the work in a number of other services across the council

## 5. BACKGROUND/MAIN ISSUES

Aberdeen City Council works closely with partners in NHS Grampian, Aberdeenshire Council, Moray Council, and other agencies to deliver services to protect the health of the Grampian population.

Health Protection is now the accepted term to describe the work that encompasses the surveillance, investigation, control and prevention of communicable disease and environmental hazards to human health.

This Joint Health Protection Plan (JHPP) provides an overview of health protection priorities, provision and preparedness for NHS Grampian, Aberdeen City, Aberdeenshire and The Moray Councils as required by the Public Health etc (Scotland) Act 2008.

This is the third Grampian Joint Health Protection Plan and covers the period from 2014 to 2016 and has been prepared by NHS Grampian in collaboration with Aberdeen City, Aberdeenshire and The Moray Councils.

In the 2014-16 Plan the three Local Authorities have presented their activities and highlighted various aspects of their work. The JHPP links to other service delivery plans across Grampian, and also the Single Outcome Agreements (see section 6, below).

The main section of the plan describes the national and local priorities for health protection and what actions are planned over the next two years. The appendices provide more detail on the planning infrastructure, resources and operational arrangements, capacity and resilience, and public involvement.

In addition to Aberdeen City's Housing and Environment Committee, the JHPP will be considered by the following Council and NHS Committees:

- NHS Grampian Board
- Aberdeenshire Council Infrastructure Service Committee
- The Moray Council Planning & Regulatory Services Committee

## 6. IMPACT

Corporate –

The JHPP links to the Community Plan and Single Outcome Agreement overall vision of Aberdeen to be an attractive, clean, healthy and safe place to live and work



The JHPP also links to the following objectives in the Council's 5 year Corporate Business Plan:

- We will protect the health, safety and rights of consumers and the public through developing a more focused and improved Environmental Health & Trading Standards service and Public Analyst service
- We will play our part in partnership working on community safety, protecting vulnerable people, health and wellbeing and other community planning priorities
- We will work to protect the public from poor-quality, private sector housing and to maintain the built environment and granite heritage
- We will contribute to a greener, cleaner and safer city through developing and improving our Grounds Maintenance and Street Cleaning services

Public - This report is likely to be of interest to the public, as it refers to the arrangements in place for health protection in Grampian.

#### Equalities and Human Rights Impact

An assessment has been completed for the JHPP. The JHPP has an overall positive effect on inequalities in health which it seeks to address through targeted interventions aimed at protecting those most at risk from a variety of communicable diseases and environmental hazards

## 7. MANAGEMENT OF RISK

The Public Health etc (Scotland) Act 2008) places a duty on Health Boards and Local Authorities to co-operate on health protection matters, and produce a Local Health Protection Plan. Should the plan not be approved by committee there will be a risk that the Council fails to properly implement statutory requirement. This may lead to legal challenges, censure by central Government and its agencies, this in turn would lead to serious reputational damage and may even require emergency measures to be put in place to rectify any failings.

## 8. BACKGROUND PAPERS

Draft Joint Health Protection Plan (Appendix )

## 9. REPORT AUTHOR DETAILS

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(01224) 523390

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# Joint Health Protection Plan 2014-2016



**Foreword**

This Joint Health Protection Plan (JHPP) provides an overview of health protection (communicable disease and environmental health) priorities, provision and preparedness for NHS Grampian, Aberdeen City, Aberdeenshire and The Moray Councils as required by the Public Health etc (Scotland) Act 2008. [www.opsi.gov.uk/legislation/scotland/acts2008/pdf/asp\\_20080005\\_en.pdf](http://www.opsi.gov.uk/legislation/scotland/acts2008/pdf/asp_20080005_en.pdf)

This is the third Grampian Joint Health Protection Plan and covers the period from 1 April 2014 to 31 March 2016 and has been prepared by NHS Grampian in collaboration with Aberdeen City, Aberdeenshire and The Moray Councils.

The main section of the plan describes the national and local priorities for health protection and what actions we plan to take over the next two years. The appendices provide more detail on our planning infrastructure, resources and operational arrangements, capacity and resilience, and public involvement.

We hope that you will find this plan of interest and that the actions described will contribute to protecting the health of the people who live and work in Aberdeen City, Aberdeenshire and Moray.



Sir Lewis Ritchie  
Director of Public Health  
NHS Grampian



Mrs Carole Jackson  
Trading Standards and Commercial Premises Manager  
Aberdeen City Council



Mr Ian Robertson  
Head of Protective Services  
Aberdeenshire Council



Mr Donnie Mackay  
Environmental Health Manager  
The Moray Council

This JHPP has been approved by

- NHS Grampian Board
- Aberdeen City Council Housing and Environment Committee
- Aberdeenshire Council Infrastructure Services Committee
- The Moray Council Planning & Regulatory Services Committee

The plan is a public document and is available to members of the public on the NHS Grampian website at [www.nhsgrampian.org](http://www.nhsgrampian.org) and on request from

Public Health Directorate  
NHS Grampian  
Summerfield House  
2 Eday Road  
Aberdeen AB15 6RE

E-mail: [grampian.healthprotection@nhs.net](mailto:grampian.healthprotection@nhs.net)

**This plan is also available in large print and other formats and languages, upon request.  
Please call NHS Grampian Corporate Communications on (01224) 551116 or (01224) 552245.**

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### **Health protection: national and local priorities and local actions**

NHS Grampian, Aberdeen City, Aberdeenshire and the Moray Councils work closely together with our partner agencies to deliver services to protect the health of the Grampian population. Health Protection is the term used to describe the surveillance, investigation, control and prevention of communicable disease and environmental hazards to human health.

This plan outlines our current and future actions to address the priorities for Health Protection in Scotland as described by the Chief Medical Officer ([www.sehd.scot.nhs.uk/cmo/CMO\(2008\)00a.pdf](http://www.sehd.scot.nhs.uk/cmo/CMO(2008)00a.pdf)). We have also taken into consideration local priorities, local risks and challenges and lessons identified from recent outbreaks and incidents.

The Scottish Government are currently completing a review of Health Protection in Scotland and it is likely the NHS Grampian Health Protection Team will become part of a national obligate network. We await the final report which will be likely to influence our priorities for 2014-2016.

### **Communication**

Effective communication with all communities in Grampian is an essential component of public health activity. Grampian is an attractive area for inward migration, especially from Eastern Europe and many migrant workers and their families are non-English speaking when they first arrive. Accordingly, to ensure effective communication with these communities, NHS Grampian has put in place the Language Line telephone interpretation service in over 600 locations and expanded the pool of available face to face interpreters. There is also a great deal of relevant health care material readily available in the main local ethnic community languages. Specific material is produced, if required.

The communication needs of people with communication disabilities are also carefully considered. NHS Grampian provides a wide range of communication support, to help overcome any communication barriers.

## **1. Managing threats to the public's health**

Our overriding priority is to provide a response to incidents that may present a threat to the public's health. This includes responding to both communicable disease and environmental incidents. This response must be available 24 hours a day. This operational response is dependant on having effective surveillance systems in place to detect changes in communicable disease and environmental exposures and the resources to respond in an effective and efficient way.

In 2012-14 NHS Grampian and Local Authority partners have reviewed and revised the Infectious Disease Incident Plan (formerly the Outbreak Plan) in accordance with the revised Scottish Government guidance on the *Management of Public Health Incidents: Guidance on the Roles and Responsibilities of NHS led Incident Management Team*, October 2011. In addition, the Environmental Incident Plan has also been reviewed. We have managed a large number of single cases of communicable disease, outbreaks and incidents over the last 2 years.

### **Action**

NHS Grampian will respond to the conclusions of the Scottish Government review of the NHS Health Protection function and together with the Local Authorities consider the implications for our organisations and our joint working arrangements.

## **2. Major Infectious Diseases including Pandemic Influenza**

Pandemic Influenza remains the highest risk on the Cabinet Office National Risk Register of Civil Emergencies (2013). Influenza pandemics are intrinsically unpredictable with regard to timing, severity and impact. In comparison with previous influenza pandemics, the H1N1 (2009) influenza pandemic was very mild. There are no grounds for complacency.

Major Infectious Disease preparedness is an integral part of integrated civil protection and emergency management. Although a pandemic is most likely to be caused by a new subtype of the Influenza A virus, the required response must be adaptable, flexible and scalable to meet the specific demands of any local major infectious disease incident.

From November 2013, new civil contingency structural arrangements have been in place for a Local Resilience Partnership (LRP) at Grampian level and Regional Resilience Partnership (RRP) at North of Scotland Level. These multi-agency groupings are convened to co-ordinate an integrated response to a given emergency. In mitigating the consequences, it is critical that partner



agencies make joint decisions and respond in a unified manner, with efficient and effective use of available resources. A multi-agency level Major Infectious Disease Plan (MIDP) was approved in 2012.

NHS Grampian retains the responsibility for the local investigation and management of the public health aspects of an incident, irrespective of a Resilience Partnership led response. A NHS Grampian MIDP was approved in 2013, which outlines the public health (health protection) response and health and social care response to a major infectious disease incident.

### **Actions**

- NHS Grampian and Local Authorities are required to maintain up-to-date operational plans, based on the UK Influenza Pandemic Preparedness Strategy 2011.
- Regular exercises should be conducted to test and validate assumptions and ensure that plans are fit for purpose, workable, and that staff are appropriately trained and prepared to activate them.
- All sectors of the NHS and partner organisations should have robust Business Continuity Plans (BCPs) in place plus detailed surge capacity where appropriate. These plans can be generic and support a response to both pandemic influenza and other major outbreaks of infectious disease.

### **3. Immunisation and Vaccine preventable diseases**

Immunisation uptakes within the childhood programme remain generally good as does influenza vaccination uptake amongst people aged 65 years and older. During 2012-2014, several changes to the child and adult immunisation programmes have been successfully implemented within Grampian in accordance with national policy. These have included an MMR catch-up in 2012 for unimmunised and partially immunised children in response to on-going outbreaks of measles in England, Wales and parts of Europe. A UK-wide outbreak of whooping cough which commenced in 2012 has necessitated the introduction of an offer of a booster immunisation for all women during pregnancy to protect their babies from infection during the first weeks of life. In 2013, licensing of new and cost-effective vaccines saw Rota virus vaccination introduced for all babies in the first 4 months of infancy and Shingles vaccination for older adults. Changes to the Meningococcal C vaccination programme included introduction of a teenage booster to improve protection from this devastating infection in teenagers and young adults. In addition, 2013 saw the introduction of a roll-out of seasonal flu vaccination to pre-school and primary age children with the aim of offering this vaccination annually to all children aged between 2 and 17 years within the next few years.

#### **Action**

NHS Grampian will:

- Implement the anticipated further changes to the national child and adult vaccination programmes during 2014 - 2016.
- Continue to review and update our existing policies for vaccine preventable diseases in light of new and emerging evidence.

### **4. Tuberculosis (TB)**

The Scottish TB Action Plan was published in the early part of 2011. Following this, the Grampian policy for prevention and control of Tuberculosis infection was revised to ensure our public health actions to manage Tuberculosis infection remain firmly based on the most recent evidence of good practice. Following the lower number of cases of TB disease notified in 2011-2012, cases increased in 2013 when once again over 50 cases of active disease were identified in Grampian residents during the course of the year. TB continues to be a potentially life threatening infection requiring several months of complex antibiotic treatment to achieve a

cure and so this level of infection in the community remains a cause of concern. Considerable ongoing public health effort continues to be needed to minimise the risk of increased transmission of this infection within Grampian.

**Action**

- NHS Grampian will continue to lead on the management of TB cases, contact tracing and screening of contacts in liaison with Local Authority colleagues where appropriate
- New entrant screening will continue to be targeted towards those individuals presenting the highest public health risk.

**5. Gastrointestinal illness**

Gastrointestinal (GI) and zoonotic infections continue to pose a clear and present danger in Grampian. The incidence of some GI infections particularly E coli O157 infection, are higher in Grampian than the Scottish average. This may be attributed to the large rural population and large number of households on private water supply in Grampian which increases the risk of exposure to animal faeces. However, concerted effort by NHS Grampian Health Protection Team and Local Authority Environmental Health Colleagues in surveillance and monitoring of GI illnesses and in raising public awareness about the risk of infection and information on prevention and control has led to a reduction in cases of E coli O157 and other GI infections in recent years.

A Report on the Epidemiology of Gastrointestinal Infections in Grampian in 2012 is available on the NHS Grampian Website.

**Action**

- NHS Grampian Health Protection Team will continue to build on partnership working and collaboration with our local authority partners to ensure the general public is protected against the menace of GI illnesses
- NHS Grampian Health Protection Team in collaboration with the three Local Authorities will continue to build on the success of the public awareness campaign already undertaken.

## 6. Sexual Health and Blood Borne Viruses (Hepatitis B, Hepatitis C and HIV)

Blood borne virus diseases (BBV: HIV, hepatitis B, hepatitis C) are a major public health problem in Grampian. In the UK it is estimated that a significant number of individuals infected with these viruses are unaware of their infection and majority of infections are in migrants from countries where the prevalence of BBVs are very high. In 2011 the Scottish Government published a [Sexual Health and Blood Borne Virus Framework 2011-15](#) which outlined the vision to improve sexual health (SH) and reduce BBV diseases in Scotland. The framework reiterates the need for partnership and joined-up working with local authority, third sector and other partners to achieve better outcomes for people with sexual health problems and BBV diseases.

In Grampian, Sexual Health and BBV work is coordinated by the SH and BBV Managed Care Network (MCN) and the MCN sets priorities based on the SH/BBV framework.

In 2012/13 financial year, the SH/BBV MCN priorities were;

- Prevention of unintended pregnancies and repeat abortion
- Increased testing for BBV disease in at risk groups and
- Care and support for those with hepatitis B, hepatitis C and HIV infections.

Since the Scottish Government published the SH/BBV framework, NHS Grampian through the MCN and in collaboration with its partners has

- Completed a HIV needs assessment
  - Rolled out dried blood spot (DBS) testing in non NHS sites including in drug services and voluntary organisations providing needle exchange for people who inject drugs.
- In addition there is ongoing work on a hepatitis B needs assessment, repeat abortion, increased BBV testing in primary care, workplace and university settings and support and care for people with viral hepatitis and HIV.

### **Actions**

NHS Grampian will:

- Continue to develop novel ways to increase testing in the 'hard to reach' at risk population
- Complete the HBV needs assessment and develop an action plan to address gaps identified.
- Complete the repeat abortion project and develop an action plan to address gaps identified
- Will continue to work in partnership with local authority, 3<sup>rd</sup> sector and other partners to improve the quality of services for people with sexual health and BBV disease in Grampian.

## **7. Healthcare Associated Infection**

NHS Grampian continues to implement the Annual Healthcare Associated Infection (HAI) Work plan, and the findings from regular Healthcare Environment Inspectorate inspections.

Clostridium difficile infection, Staphylococcus aureus bacteraemia and surgical site infection surveillance is carried out in all health care facilities in NHS Grampian. Surveillance information can be accessed from the Health Protection Scotland web site <http://www.hps.scot.nhs.uk/haic/sshaip/index.aspx>

### **Action**

NHS Grampian is committed to:

- Reducing Healthcare Associated Infections and has developed systems for surveillance, and multi-disciplinary collaboration and communication
- Ensuring compliance with infection prevention and control policies, protocols and guidelines
- Providing education and training in infection prevention and control for all staff - including those in the community
- Implementing quality improvement methodology in the prevention of healthcare associated infection

8. Health protection priorities within Local Authorities

Local health protection priorities carried out by Environmental Health professionals within Local Authorities				
ENVIRONMENTAL PROTECTION	Aberdeen City	Aberdeenshire	Moray	Notes and linked plans and reports
Monitoring and Improving air quality	✓	✓	✓	<p><b>Aberdeenshire Council</b> complete annual reports in accordance with Scottish Government guidance. No Detailed Assessments have been required and no Air Quality Management Areas have been declared. The Council monitors nitrogen dioxide levels in a number of urban locations. Appropriate assessments are made of planning applications that may give rise to air quality concerns, including biomass boilers.</p> <p><a href="https://aberdeenshire.gov.uk/environmental/ProgressReport_2011.pdf">https://aberdeenshire.gov.uk/environmental/ProgressReport_2011.pdf</a></p> <p><b>Aberdeen City Council</b> complete annual reports in accordance with Scottish Government guidance. 3 Air Quality Management Areas (AQMAS) have been declared: City Centre; Wellington Road (Queen Elizabeth II Bridge – Balnagask Rd); and the Anderson Dr/Haudigain rbt/Auchmill Rd corridor An Air Quality Action Plan detailing measures to improve air quality in the 3 Air Quality Management Areas was approved in March 2011 and an update report published in January 2013.</p> <p><b>Moray Council</b> completes annual reports in accordance</p>

				<p>with the Scottish Government guidance. No Detailed Assessments for any pollutants were highlighted as being required in the 2013 report and no Air Quality Management Areas have been declared. Nitrogen dioxide levels are monitored at 17 locations. Following the opening in 2012 of the A96 Fochabers – Mosstodloch Bypass, significant reductions have been found in the levels at the monitoring point in Fochabers High Street due to the reduced traffic flow.  <a href="http://www.moray.gov.uk/downloads/file86848.pdf">http://www.moray.gov.uk/downloads/file86848.pdf</a></p>
<p>Controlling environmental noise/ antisocial behaviour noise</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>	<p><b>Aberdeenshire Council</b> Environmental Health Service is responsible for investigating noise complaints. Visits are made outwith normal office hours on a planned basis. Arrangements are in place with Police Scotland to work together on certain domestic noise complaints. The Service also liaises with the Councils Anti-social Behaviour Officers and a mediation service to resolve complaints.  <a href="http://www.aberdeenshire.gov.uk/environmental/index.asp">http://www.aberdeenshire.gov.uk/environmental/index.asp</a>  <a href="http://www.aberdeenshire.gov.uk/antisocial/index.asp">http://www.aberdeenshire.gov.uk/antisocial/index.asp</a></p> <p><b>Aberdeen City's</b> Antisocial Behaviour Investigation Team (ASBIT), provides an out of hours service to deal with domestic noise complaints, transferred to the Community Safety team in June 2010. The Environmental Health Service investigates all other noise complaints. Aberdeen came under the scope of the Environmental Noise Directive (END) in 2013 when the City's transportation network was mapped for noise. The strategic maps were used to identify Candidate Noise</p>

				<p>Management Areas (NIMAs) and Candidate Quiet Areas (CQAs). A draft Aberdeen Noise Action Plan (NAP) published in September 2013 sets out how noise is to be managed in the CNMAs and CQAs.</p> <p><b>Moray Council</b> Environmental Health has responsibility for investigating noise complaints. The Antisocial Behaviour Team is part of Environmental Health and its community wardens deal with domestic noise complaints. Visits are made outwith normal working hours on a pre-arranged basis.</p>
<p>Investigation and remediation of contaminated land</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>	<p><b>Aberdeenshire Council's</b> Contaminated Land team is responsible for undertaking site investigations under Part IIA of the Environmental Protection Act 1990, and for assessing any potential contamination issues identified from planning applications. There are 4 formally identified Contaminated Land sites in Aberdeenshire, one of which has been remediated and 2 others are likely to have remedial measures in place during 2014/15. The fourth site is being reviewed by SEPA.</p> <p><a href="http://www.aberdeenshire.gov.uk/environmental/strategy/index.asp">http://www.aberdeenshire.gov.uk/environmental/strategy/index.asp</a></p> <p><b>Aberdeen City Council's</b> Contaminated Land team investigates its area for sites where historic contamination presents a risk to human health or the wider environment. We also assess planning applications to ensure that sites with the potential for contamination are appropriately investigated and where necessary remediated to make them suitable for their new use.</p>



				<p><b>Moray Council</b> published its revised Contaminated Land Strategy in July 2013. Potentially contaminated sites continue to be mainly dealt with through the planning process with applications being screened to ensure the suitability of the sites for the proposed developments. In 2013 the Council undertook the remediation and reinstatement of two residential gardens on the site of the former Fochabers gas works. The groundworks for the Elgin Flood Alleviation Scheme which are currently in progress, involved the prior investigations of a number of former industrial sites with soil from some of these sites being treated prior to being reused in flood embankments and restoration works.  <a href="http://www.moray.gov.uk/downloads/file88467.pdf">http://www.moray.gov.uk/downloads/file88467.pdf</a>  <a href="http://www.moray.gov.uk/downloads/file88468.pdf">http://www.moray.gov.uk/downloads/file88468.pdf</a></p>
Investigation and abatement of statutory nuisance	✓	✓	✓	<p><b>Aberdeenshire Council</b> Environmental Health Service investigate a range of nuisances and work with owners etc to identify improvements to protect the health of residents, neighbours etc.  <a href="http://www.aberdeenshire.gov.uk/environmental/strategy/index.asp">http://www.aberdeenshire.gov.uk/environmental/strategy/index.asp</a></p> <p><b>Aberdeen City Council's</b> Environmental Protection Team investigate reports of potential statutory nuisances which may affect the health of residents within the city. The officers will take the appropriate action to abate the nuisance eg. Giving advice or taking enforcement action against owners or authors of the nuisance.</p>

	✓		✓	<p><b>Moray Council</b> Environmental Health investigates reports of potential statutory nuisances and takes the appropriate action to abate any nuisances and to protect the health of persons who may be affected.</p>
<p>Monitor unauthorised encampments set up by Gypsy/Travellers. The Local Authorities will work together to identify possible transit sites</p>	✓	✓	✓	<p><b>Aberdeenshire Council</b> Environmental Health is responsible for managing unauthorised encampments in accordance with approved policy. The Council's Officer/Member Sub Cmt meets regularly to consider Gypsy Traveller issues. The Council has proposed a transit site at Aikiey Brae, Mintlaw: a decision on whether to proceed with a planning application will be made in 14/15. The Council continues to fund a service level agreement with GREC (Grampian Regional Equality Council) to address Gypsy/Travellers needs including health issues.</p> <p><a href="http://www.aberdeenshire.gov.uk/privatehousing/index.asp">http://www.aberdeenshire.gov.uk/privatehousing/index.asp</a></p> <p>Within <b>Aberdeen City</b>, unauthorised encampments are primarily dealt with the Gypsy Travellers Liaison Officer, however the Environmental Health Services deals with statutory nuisance associated with these encampments.</p> <p><b>Moray Council</b> Housing Service has responsibility for dealing with unauthorised encampments and notifies other agencies, including Environmental Health. Unauthorised encampments are dealt with in accordance with the protocol and guidance adopted by the Council.</p>
<p>Pest control</p>	✓	✓	✓	<p><b>Aberdeenshire Council</b> introduced preferred contractor</p>

				<p>arrangements for pest and seagull control on 1 April 2014, offering Aberdeenshire residents treatments at preferred rates. The agreements last for 3 years.</p> <p><a href="http://www.aberdeenshire.gov.uk/environmental/pests/index.asp">http://www.aberdeenshire.gov.uk/environmental/pests/index.asp</a></p> <p><b>Aberdeen City Council's</b> Pest Control Officers provide advice on all pest matters. Where appropriate the pest control officers will undertake treatments for rodent and insect infestations in domestic and commercial premises. There is a charge for any treatment carried out.</p> <p><b>The Moray Council's</b> pest control officer treats rodent and insect infestations in domestic premises and there is a service level agreement with the authority's Housing, Education and Social Care services to treat pests in these premises. The Pest Control officer also undertakes Animal Health Welfare and Dog Warden duties.</p>
<p>Promote responsible dog ownership and deal with stray dogs.</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>	<p><b>Aberdeenshire Council</b> will fully implement its Anti dog-fouling strategy in 14/15. The strategy strikes a balance between offering advice and enforcement. Additional officers have been authorised to serve fixed penalty notices. Anticipated legislative changes regarding responsible dog ownership will be considered in 14/15.</p> <p><a href="http://www.aberdeenshire.gov.uk/animals/index.asp">http://www.aberdeenshire.gov.uk/animals/index.asp</a></p> <p><b>Aberdeen City Council</b> Environmental Protection Team carry out annual visits to primary schools within the city to promote responsible dog ownership. In 2014/15 additional</p>

				<p>initiatives will be considered to further promote and educate the residents of Aberdeen about responsible dog ownership.</p> <p>The <b>Moray Council</b> promotes the Green Dog Walkers Scheme through the community wardens along with local communities. The Animal Services Officer and Pest Officer deal with all stray/lost dog issues. The authority actively enforces the Control of Dogs (Scotland) Act 2010 with 2 dog control notices being issued during 2013/14. There was a three fold increase in dog control complaints during the year.</p>
Minimising the risk of exposure to environmental inevitabilities such as dog fouling, illegal dumping and graffiti.	✓	✓	✓	<p><b>Aberdeenshire Council's</b> Waste Compliance Officers are responsible for tackling flytipping.</p> <p><a href="http://www.aberdeenshire.gov.uk/environment/index.asp">http://www.aberdeenshire.gov.uk/environment/index.asp</a></p> <p>Within <b>Aberdeen City</b> -these issues are dealt with jointly by the environmental health and environmental services teams. The City Wardens and Dog Wardens will also carry out patrols and issue FPN's for dog fouling.</p> <p><b>Moray Council</b> Environmental Health and Environmental Protection share responsibility for dealing with these issues. The Council removes graffiti free of charge. Community wardens carry out dog fouling and fly tipping patrols. 5 fixed penalty notices were issued during 2013. A successful initiative on dog fouling was recently organised, involving the wardens, local groups and press.</p>
Assess impact of wind turbines for	✓	✓	✓	<p><b>Aberdeenshire Council</b> Environmental Health has a core</p>

noise and shadow flicker to reduce the impact on the health of neighbours.				<p>team that assess planning applications and investigate complaints. Appropriate conditions are attached to Planning Permissions. Two current Abatement Notices are expected to be resolved in 2014. Policy and procedures will be revised in 2014/15 taking account of local experience and working within nationally recognised guidance.</p> <p><a href="http://www.aberdeenshire.gov.uk/environment/index.asp">http://www.aberdeenshire.gov.uk/environment/index.asp</a></p> <p><b>Moray Council</b> Environmental Health continues to assess planning applications and arrange for the appropriate conditions to be attached to the consents issued. The number of applications continues to increase along with the additional workload involved in also determining the accumulative effect of noise from existing approved installations.</p>
<b>BUILT ENVIRONMENT</b>				
Identify and address sub-standard housing and improve living conditions.	✓	✓	✓	<p><b>Aberdeenshire Council</b> Environmental Health is responsible for identifying substandard houses and taking appropriate action, including legal action to improve living conditions. The Service works closely with the Housing Service when complaints are received regarding privately tenanted properties. Action is taken against those landlords that don't manage their properties in accordance with legislation and national standards.</p>

				<p><a href="http://www.betterrentingscotland.gov.uk">www.betterrentingscotland.gov.uk</a>  <a href="http://www.aberdeenshire.gov.uk/privatehousing/index.asp">http://www.aberdeenshire.gov.uk/privatehousing/index.asp</a></p> <p>Within <b>Aberdeen City</b> substandard housing is dealt with by the Private Sector Housing Unit. They are responsible for monitoring the condition of private sector housing stock and ensuring private sector dwellings are maintained in a satisfactory state of repair and where necessary officers will take the appropriate action to improve living standards.</p> <p><b>Moray Council</b> Environmental Health takes appropriate action when houses fail to meet the tolerable standard and also when complaints are received regarding poor housing conditions and disrepair. Environmental Health is also engaged in Council wide initiatives to bring long term vacant properties back into use to assist address the current housing shortage.</p>
<p>Provide a means, by way of advice, enforcement or grants, to enable housing conditions to be improved.</p>	✓	✓	✓	<p><b>Aberdeenshire Council's</b> Scheme of Assistance states the advice, practical assistance and financial help can be provided to improve private properties, including disabled adaptations. The Council works closely with the Aberdeenshire Care and Repair Project to help people over the age of 60 and those that have disabilities to carry out improvements and repairs to allow them to continue to live at home  <a href="http://www.castlehill.co.uk">www.castlehill.co.uk</a></p> <p>In <b>Aberdeen City</b> Private Sector Housing Unit provides advice to the public on the availability of Scheme of Assistance grants and also administers the process of</p>

				<p>approving grant applications and making payment of grants.</p> <p><b>Moray Council</b> Housing Section's Home Improvement Services Team is responsible for the implementation of the Moray Scheme of Assistance and provide advice on the availability of housing grants.</p>
Seek to improve the management and condition of private rented houses through the Landlord Registration Scheme.	✓	✓	✓	<p>Within <b>Aberdeenshire, Moray and Aberdeen City</b>, Landlord Registration is carried out by the Housing Service. The service liaises with a range of Council Services and external agencies to ensure landlords are fit and proper. <b>Aberdeenshire Council</b> organises a number of training events each year to assist landlords to manage their properties.</p> <p><a href="https://www.landlordregistrationscotland.gov.uk/Pages/Process.aspx?Command=ShowHomePage">https://www.landlordregistrationscotland.gov.uk/Pages/Process.aspx?Command=ShowHomePage</a></p>
Seek to ensure houses in multiple occupation (HMOs) are safe and healthy to live in through licensing of properties and close liaison with the Scottish Fire and Rescue Service and other external agencies.	✓	✓	✓	<p><b>Aberdeenshire Council's</b> HMO Officer is responsible for identifying, inspecting and licensing of HMOs, and undertaking any enforcement action required. In 2014/15 the Officer will participate in joint operations in conjunction with Police Scotland, Immigration and Scottish Fire and Rescue Service to target suspected unlicensed HMOs, with a view to dealing with unsuitable landlords and improving the living conditions of occupants.</p> <p><a href="http://www.aberdeenshire.gov.uk/privatehousing/index.asp">http://www.aberdeenshire.gov.uk/privatehousing/index.asp</a></p> <p>Within <b>Aberdeen City</b> Houses in Multiple Occupation is dealt with by the Private Sector Housing Unit.</p>





				<p>Safe are promoted. A high priority is given to the investigation of food borne diseases with an internal target of all cases reported by NHS Grampian to be contacted within 24 hours.</p> <p><a href="http://www.moray.gov.uk/downloads/file84384.pdf">http://www.moray.gov.uk/downloads/file84384.pdf</a></p>
<p>Minimising the risk of ill health caused by occupational health exposures (including stress) and workplace safety, through inspection, awareness raising, training etc</p>	✓	✓	✓	<p><b>Aberdeenshire Council</b> have a specific intervention strategy and Service Plan for occupational health and safety and this is reviewed annually</p> <p><b>Aberdeenshire</b> continue to hold health and safety drop-in advisory sessions across Aberdeenshire. Officers are in attendance and providing free health and safety advice to local businesses and duty holders in the area. This covers all occupational health and safety</p> <p><b>Aberdeen City</b> have an intervention strategy and Service Plan for occupational health and safety regulation, including ongoing project seeking to deliver training to small businesses..</p> <p><b>Moray Council</b> adheres to the National Local Authority Enforcement Code for its programme of proactive inspections for workplace health and safety and also its other regulatory interventions. The risk based interventions are determined with the use of national and local intelligence.</p>
<p>Framework in place to licence all skin piercers and/or tattooists to ensure they comply with statutory provisions</p>	✓	✓	✓	<p><b>Aberdeenshire, Aberdeen City and Moray Councils</b> licence individuals who undertake skin piercing and tattooing activities as a business under the Civic</p>

<p>in particular those relating to the cause and spread of infection</p>				<p>Government (Scotland) Act 1982 (Licensing of Skin Piercing and Tattooing) Order 2006.</p> <p><a href="http://www.aberdeenshire.gov.uk/safety/legislation/GuideVersion_1-6.pdf">http://www.aberdeenshire.gov.uk/safety/legislation/GuideVersion_1-6.pdf</a></p> <p><a href="http://www.aberdeenshire.gov.uk/online/licenses/tattoo.asp">http://www.aberdeenshire.gov.uk/online/licenses/tattoo.asp</a></p> <p><a href="http://www.moray.gov.uk/downloads/file91931.pdf">http://www.moray.gov.uk/downloads/file91931.pdf</a></p>
<p>Arrangements in place to inspect and regulate sunbed premises in line with the provisions of the Public Health etc (Scotland) Act 2008</p>	✓	✓	✓	<p><b>Aberdeenshire Council</b> regulates the sale and hire of sunbeds in line with the provisions of the statutory provisions, which prohibit operators from allowing use of sunbeds on their premises by persons under 18; prohibit operators from allowing unsupervised use of sunbeds on their premises; prohibit the sale or hire of sunbeds to persons under 18. Regulatory visits have been programmed into the 2014-15 Service Plan for 2014/15</p> <p><b>Moray Council</b> regulate the use, sale and hire of sunbeds in line with the statutory provisions. Over recent years the number of premises in Moray offering the use of sunbeds has gradually fallen and in 2014 there are now only two tanning salons.</p>
<p>Protecting consumers' health in relation to water supplies through monitoring, promotion of the private</p>	✓	✓	✓	<p><b>Aberdeenshire Council</b> has a team of 5 Officers and 3 Admin Officers dealing with issues pertaining to private water supplies. The level of grant payments made</p>

<p>water supplies grant scheme, provision of advice and enforcement activities.</p>		<p>annually is between £300 and £400K. The Council is working in conjunction with private estates to encourage the adoption of water safety plans to ensure more effective management of supplies. Publicity is to be undertaken in 14/15 to encourage more users to improve their supplies.</p> <p><a href="http://www.aberdeenshire.gov.uk/environmental/water.asp">http://www.aberdeenshire.gov.uk/environmental/water.asp</a></p> <p><a href="http://www.privatewatersupplies.gov.uk/private_water/CCC_FirstPage.jsp">http://www.privatewatersupplies.gov.uk/private_water/CCC_FirstPage.jsp</a></p> <p><b>Aberdeen City Council:</b> The Environmental Protection Team carry out the duties required by the regulations relating to private water supplies. Uptake of grants to improve water supplies is currently promoted following enquires and information is also available on the Council website:  <a href="http://www.aberdeency.gov.uk/planning_environment/ironmental/environmental_health/pol_Water_pollution.asp">http://www.aberdeency.gov.uk/planning_environment/ironmental/environmental_health/pol_Water_pollution.asp</a></p> <p><b>The Moray Council</b> presently has 2 full time officers involved in private water supplies. During 2012-2013 there was grants promotion throughout the area in an ongoing effort to encourage the uptake of grant assistance to improve supplies. £88,044.98 in private water supplies grant was paid out between 1<sup>st</sup> January 2012 and 31<sup>st</sup> December 2013. During that same period a total of 126 grants were approved for a figure of £99,629.87.</p> <p>During 2013 there were challenges presented to by private water supply yields failing, generally for the first time in their known history, due to low ground water levels and low precipitation. Since the introduction of grants in July</p>
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<p>Minimising the risk of environmental tobacco smoke/ secondary exposure through inspection, enforcement, awareness raising of smoking in public places legislation, and reduce the incidence of smoking by restricting sale of tobacco products to underage consumers and reducing illicit tobacco sales.</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>	<p>2006 to 6<sup>th</sup> February 2014 a total of £490,155.82 has been paid out, with several grants due to be claimed before the end of the current financial year.</p> <p>Moray is participating in the pilot key performance indicator scheme currently being implemented by the Scottish Government.</p>
<p>2006 to 6<sup>th</sup> February 2014 a total of £490,155.82 has been paid out, with several grants due to be claimed before the end of the current financial year.</p> <p>Moray is participating in the pilot key performance indicator scheme currently being implemented by the Scottish Government.</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>	<p><b>Aberdeenshire Council</b> continue to regulate smoking in public places under the Prohibition of Smoking in Certain Places (Scotland) Regulations 2006 and all enforcement officers within the Service are duly authorised including the Licensing Standards Officers</p> <p><a href="http://www.aberdeenshire.gov.uk/safety/clearing.asp">http://www.aberdeenshire.gov.uk/safety/clearing.asp</a></p> <p><b>Aberdeen City's</b> Trading Standards service has a programme of test purchasing from city retailers, monitors illegal tobacco and works with the Scottish government on the registration of tobacco retailers.</p> <p>Officers from the Commercial Team within Environmental Health carry out compliance/Enforcement visits to ensure that premises are compliant with Smoking Ban legislation.</p> <p><b>Moray Council</b> continues to ensure that premises comply with the legislation banning smoking in public places. Very few complaints of non-compliance are now received and concern mainly smoking in work vehicles.</p> <p>Trading Standards carries out a tobacco enforcement programme, including on age restrictions with test purchases and 'integrity checks', the ban on vending machines and the investigation into illicit sales of tobacco</p>

<p>Activities concerning alcohol consumption regulation through new licensing standards legislation – including enforcement, education and awareness raising work</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>	<p>by unregistered sellers.</p> <p><b>Aberdeenshire Council</b> has 4 Licensing Standards Officers who will participate in joint operations during 14/15 with Police Scotland and other agencies to promote responsible drinking and responsible management of licenced premises.</p> <p><a href="http://www.aberdeenshire.gov.uk/licensing/index.asp">http://www.aberdeenshire.gov.uk/licensing/index.asp</a></p> <p><b>Aberdeen City</b> has 2 Licensing Standards Officers who are involved in a planned inspection programme and also respond to complaints about licensed premises.</p> <p><b>Moray Council</b> Trading Standards has 0.4 FTE Licensing Standards Officers who provide advice to businesses on alcohol licensing requirements and deal with complaints from consumers and businesses.</p>
<p>Protecting the health, welfare and safety of the public and animals through raising standards of premises licensed for these purposes and carrying out farm inspections.</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>	<p><b>Aberdeenshire Council</b> has 4 Animal Health and Welfare Inspectors responsible for the protection of livestock on farms, at markets and during transportation. An Animal Health and Welfare Service Plan is produced annually in consultation with the AHVLA.</p> <p><a href="http://www.aberdeenshire.gov.uk/animals/index.asp">http://www.aberdeenshire.gov.uk/animals/index.asp</a></p> <p><b>Aberdeen City</b> currently making minor amendments to Animal Health and Welfare Service Plan after consultation with AHV Services.</p>

				<p><b>The Moray Council</b> has 1 Animal Services Officer who undertakes joint programmed farm inspections with Trading Standards to assess animal standards and food/feed safety standards. Reactive visits are also carried out following intelligence or complaints. Consultation has taken place with AHVLA and the existing Animal Health and Welfare Service Plan has been reviewed and updated.</p>
<p>Promoting community health and well-being by protecting public health through educational and advisory services</p>	<p>✓</p>		<p>-</p>	<p><b>Aberdeenshire</b> Council operates a full training programme throughout the year offering a selection of over 12 food and health and safety courses for businesses, charitable groups and organisations and members of the public. A core Food and Safety Team promotes and publicises hygienic and healthy eating at annual events throughout Aberdeenshire, participated in the national Food Safety Week and presents on wide and varied topics for schools, colleges and community groups.  <b>Aberdeen City Council</b> participates in the annual food safety week to promote safe and healthy eating.  Aberdeen City also participates in the Food Standards Agency Food Hygiene Information Scheme, publishing food business inspection reports online.</p>
<p>Pandemic flu preparedness</p>	<p>✓</p>	<p>✓</p>	<p>✓</p>	<p><b>In Aberdeen City, Aberdeenshire and Moray</b> this is organised in partnership with the Emergency Planning Service</p>
<p>Provide advice on reduction of radon gas levels in premises.</p>		<p>✓</p>	<p>✓</p>	<p><b>Aberdeenshire Council</b> provide advice on results and improvement works and liaise with the Health Protection Agency.  <b>Aberdeen City</b> is not a recognised area of high radon</p>

				<p>levels. However, updated radon maps identified approximately 50 properties in potential hotspots. Residents were offered free radon sampling through HPS in February 2014.</p> <p><b>Moray Council</b> offers advice on results of tests for radon and work in conjunction with the Health Protection Agency.</p>
<p>Inspection of ships and other port health responsibilities. Border inspection post located at Peterhead harbour.</p>	✓	✓	✓	<p><b>Aberdeenshire Council</b> provides a vessel inspection service at the ports of Peterhead and Fraserburgh for the issue of ship sanitation and hygiene certificates. The Council operates Scotlands only Border Inspection Post where imported consignments of frozen fishery products from 3<sup>rd</sup> countries are inspected against EU entry requirements.</p> <p><b>Aberdeen City Council inspect in excess of 300 ships at Aberdeen Harbour in addition to its other port health responsibilities.</b></p> <p><b>Moray Council</b> Trading Standards inspects feed imported into Buckie Harbour and a system is in place for the Environmental Health Service to be notified if any food intended for human consumption (e.g. grain for the distilling industry) is imported.</p>

**GENERAL**

<p>Training of students to ensure continuing supply of qualified staff</p>	✓	✓	✓	<p><b>Aberdeenshire Council</b> employs and supports students through the Strathclyde and University Of West Of Scotland degree courses. Student EHO to be recruited in 2014. Training will also be provided in autumn and winter</p>
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				<p>months to those students who already have their degree.</p> <p><b>Moray Council</b> assists in providing training to graduates without a local authority placement to allow them to complete their professional practice training.</p>
<p>Consider equalities legislation when introducing new policies and procedures to ensure any adverse impacts are mitigated.</p>				<p><b>Aberdeenshire Council</b> provides training for all staff and has Service Champions in each section to ensure compliance with legislation.</p> <p><b>The Moray Council's</b> Equal Opportunities Officer is always consulted when reports are submitted to Council committees including when new policies and procedures are to be introduced. <b>Moray Council</b> is committed to taking all steps within its power to eliminate discrimination and to promote equal opportunities and good relationships amongst all communities.</p>

**Action**

- Aberdeen City Council will continue to implement the health protection priorities above
- Aberdeenshire Council will continue to implement the health protection priorities above with fresh emphasis on the food hygiene information scheme and the radon action plan.
- The Moray Council will continue to implement the health protection priorities above



## 9. Civil Contingencies

- NHS Grampian and all three Local Authorities are Category 1 responders as defined under the Civil Contingencies Act 2004. To fulfil our statutory duties under the Act, NHS Grampian and each Local Authority has plans and systems in place to respond to emergencies which threaten the health, safety and welfare of the population of Grampian, and business continuity plans to ensure continued delivery of essential services in the face of disruptive events.
- In addition to our own organisation's plans, NHS Grampian and the Local Authorities work in partnership with other responder agencies, under the aegis of new Resilience Partnerships, to plan, and prepare for, coordinated, multi-agency, responses to incidents and emergencies. Resilience Partnerships came into effect in November 2013, replacing Strategic Coordinating Groups (SCGs).
- Multi-agency planning and preparedness activity takes place at both a local level, at the Grampian Local Resilience Partnership (GLRP) and at regional level as part of North of Scotland Regional Resilience Partnership (NSRRP). Partner agencies work together to deliver resilience in the North region: this is done through the North of Scotland RRP business plan executed via 4 Capability Groups and 8 subgroups, each with a detailed action plan to deliver on the overarching RRP business plan. North of Scotland RRP takes in Grampian, Tayside and the Highlands and Islands.
- Response plans are developed based on risks identified and detailed in the community risk registers for the local area, and the wider North region. It is anticipated that under the new Resilience arrangements in Scotland, community risk registers will be available through the Ready Scotland website: <http://www.readyscotland.org>.
- In response mode, in situations where there are wider consequences to an incident and where that requires a coordinated multi-agency response, NHS Grampian and local authorities come together with other Category 1 and other responders as Grampian LRP, and if the scale, or specific circumstances, of an incident requires it, at regional level as part of North RRP. As a regional group the RRP brings together partner agencies not only from Grampian but also Tayside and Highlands & Islands, along with national agencies.

- The Civil Contingencies Unit Annual Report is available through the Civil Contingencies Unit. Annual Reports describe the activity and progress for each year and provides assurance of NHS Grampian's compliance with the Civil Contingencies Act 2004.
- **Action**
  - NHS Grampian will continue to ensure compliance with the requirements of the Civil Contingencies Act 2004, and will fulfil its duties and responsibilities under the Act.
  - NHS Grampian will continue its drive towards alignment with British Standard 25999: Business Continuity Management and the development of a resilient healthcare system that is able to maintain critical services even when faced with disruptive challenges.
  - NHS Grampian will continue to support and work closely with partners to consolidate the Resilience partnership, deliver the North of Scotland RRP strategic objectives, and ensure an effective, co-ordinated, multi-agency response to and recovery from emergencies.

## **10. Effective information systems for managing outbreaks and incidents**

In early 2014, NHS Grampian implemented HPZone, This is a national information management system to support the investigation and management of health protection incidents and outbreaks.

## **11. Capacity and resilience**

The capacity and resilience of health protection services have been regularly reviewed and all agencies have reviewed their business continuity plans. Please see Appendix 4 for more details.

## **12. Quality assurance, continuing professional development evidence based practice**

- NHS Grampian, Aberdeen City, Aberdeenshire and The Moray council continually strive to improve the services we deliver.
- NHS Grampian meets with Local Authority colleagues on a monthly basis to review recent incidents.
- Lessons are identified during outbreaks and incidents and action plans are developed to implement any appropriate changes to practice

- Training is provided on a wide range of topics e.g. infection control, immunisation (single and multi-agency)

**Action**

- NHS Grampian will continue to contribute to the review and development of national guidance through the Health Protection Network
- NHS Grampian will implement new guidance following an assessment of the benefits and the resource implications.

## Appendix 1. Overview of NHS Board and Local Authorities areas

The area covered by NHS Grampian extends to approximately 3,500 square miles of North East Scotland. NHS Grampian is one of 14 territorial Health Boards in Scotland; with a population of 550,620 (GROS, 2010) about 10% of the population in Scotland.

Grampian has 3 Community Health Partnerships (CHPs); Aberdeen City CHP, Aberdeenshire CHP and Moray Community Health and Social Care Partnership. The 3 CHPs cover the same area as the 3 local Authorities – Aberdeen City, Aberdeenshire and The Moray Councils.

In the future it is predicted that our population will be different from what it is today. For example in Grampian it is predicted that:

- The overall size of the Grampian population is predicted to increase by 12% by 2033.
- Births will reduce by 2% (120 births) between 2010/11 and 2032/33.
- Children aged 0-15 years will increase by 2% by 2033.
- People of working age (16-65 years) will increase by 5%.
- People of a pensionable age will increase by 46% and those over 75 years of age by 107%.

*(data from General Register Office for Scotland, 2008-based figures)*

**Aberdeen City Council** is a mainly urban port authority with a population of approximately 217,000. The City is the main port for the oil industry within Europe and retains a now diminishing fishing industry.

A relatively large fish processing business sector still exists within the authority despite the closure of the fish auction market. There is also a major manufacturing dairy and meat products factory within the city. Additionally, the city has a diverse catering sector producing a wide range of traditional and ethnic meals, the majority of which are contained within the city centre area. The city has a thriving air and seaport.

The main water source in Aberdeen City is the public water supply, currently 106 properties within Aberdeen City are served by private water supplies

**Aberdeenshire** is a predominantly rural area with a landscape which varies from the mountainous Cairngorms through rich agricultural lowlands to a rugged coastline.

Traditionally it has been economically dependant upon the primary sector (agriculture, fishing and forestry) and related processing industries. Peterhead and Fraserburgh continue to have a strong fish and fish processing industry as is the meat sector in and around Inverurie. Within the last 35 years the emergence of the oil and gas industry and the development of the service sector have led to rapid population growth equating to a 50% rise since 1971.

Aberdeenshire's population stands at 245,780 (2010) with major population centres at Peterhead, Fraserburgh, Inverurie, Stonehaven, Westhill and Ellon. The population currently has a relatively high proportion of under 20s and fewer over 65s compared with the Scottish average, reflecting employment driven in-migration in recent decades.

Many more detailed statistics on the population, economic profile, land use and census information are available at <http://www.aberdeenshire.gov.uk/statistics/index.asp>

There are in excess of 8000 private water supplies in Aberdeenshire supplying 12.9% of the population.

**The Moray Council** covers the eighth largest local authority area in Scotland, stretching from the Moray Firth coast down to the mountain summits in the Cairngorm National Park in the south. Moray is mainly a rural area, comprising 70% open countryside and a further 25% woodland.

In 2012 the population of Moray was 93,295 with approximately 58% living in the five main towns of Elgin, Buckie, Forres, Keith and Lossiemouth.

Moray is the centre of Scotland's malt whisky industry with over 50 distilleries and the area also supports a number of other global businesses, including Baxters, Walkers Shortbread and Johnstons of Elgin. A significant percentage of the economy of Moray is reliant on the RAF Lossiemouth base and the Army barracks at Kinloss.

Although Moray is categorised as one of the least deprived local authority areas in Scotland with no data zones in the lowest 15% level of deprivation, it has the country's second lowest median gross weekly wage. Around 71% are employed in the service industries, 11% in manufacturing and 9% in construction.

There are 804 private water supplies in Moray serving approximately 1982 properties as at 1 April 2014

**Appendix 2 Health protection: planning infrastructure**

<b>Joint NHS and Local Authority plans</b>						
<b>Plan</b>	<b>Last review</b>	<b>Next review</b>	<b>Last test</b>	<b>Planned test</b>	<b>Notes and areas for development</b>	
Infectious Disease Incident Plan	July 2014	July 2016	Regularly tested in outbreaks	In regular use	Reviewed in light of updated SGHD guidance on Management of Public Health incidents	
Public response to an Environmental Incidents	April 2014	April 2016			Reviewed in light of updated SGHD guidance on Management of Public Health incidents	
Blue Green Algae plan	June 2013	June 2017	Used regularly	None planned		
Scottish Waterborne Hazard Plan	2012	National	Used regularly Exercised February 2008		National plan, implemented locally.	
Procedure for cases of illness in aircraft at Aberdeen	September 2012	2015			Good working relationship between NHS Grampian and Aberdeen City Council for dealing with port health issues at Aberdeen Airport and harbour. Established infection control procedures at Aberdeen Airport and	

Procedure for cases of illness in vessels arriving at Aberdeen	September 2012	2015				Harbour. As above
Aberdeenshire Seaport plan	N/A	2012	N/A			As a small number of cruise ships now dock in Peterhead Harbour a seaport plan has been developed by Aberdeenshire Council and NHS Grampian.

<b>Multi - agency plans under the aegis of the Strategic Co-ordinating Group</b>						
<b>Plan</b>	<b>Last review</b>	<b>Next review</b>	<b>Last test</b>	<b>Planned test</b>	<b>Notes and areas for development</b>	
Grampian SCG Generic Emergency Response and Recovery Framework	Nov 2013	2014	N/A	Date to be agreed	Interim arrangements during period of transition from SCGs to Resilience Partnerships. Plan will be reviewed and updated once RRP response framework agreed at national level for local implementation. Supersedes Grampian SCG Generic Emergency Response and Recovery Framework.	
SCG Public communications Plan	2013	2014	N/A	Date to be agreed	A tabletop exercise is planned and will be delivered by the Public Communications Liaison Group	



SCG Mass Fatalities Plan	2013	2014	Sept 2013	Date to be agreed	Tabletop exercise conducted in June 2011. Further exercise to be advised.
SCG Flooding Response plan	2013	2014	Dec 2012	Date to be agreed	
SCG Major Infectious Disease Plan	2012	2013	N/A	Date to be agreed	
NHS Grampian Major Incident plan (including CBRN/Hazmat response)	2013	2014	Apr 2014 (Hospital)	Date to be agreed	Plan to be updated to reflect Preparing for Scotland, NHS Scotland Preparing for Emergencies Guidance and Resilience Partnership developments.
SCG CBRN/Hazmat Response & Recovery Plan	2013	2014	Nov 2011	Date to be agreed	
SCG Scientific and Technical Advice Cell (STAC) Activation and Management Plan	2013	2014	N/A	Date to be agreed	
SCG Care for People Plan	2012	2013	Oct 2013	Date yet to be agreed	The SCG Care for People plan is an

(combined)						overarching framework for response to care for people issues and is supported by individual local authority Care for People plans. These local plans detail how each local authority, along with partner agencies including NHS Grampian, will respond to Care of people requirements within their authority boundaries
SCG Animal Diseases Plan	2013	2014	Nov 2012		Date to be agreed	
SCG Fuel Plan	2013	2014	Aug 2012		Date to be agreed	
SCG Coastal Pollution Plan	2012	2013	N/a		Date to be agreed	
Various site specific plans including offsite plans for COMAH sites in Grampian						Control of Major Accident Hazards Regulations 1999 (COMAH Regulations)

SCG plans will, over time and in due course, be updated to reflect the new Resilience Partnership arrangements in Grampian and North of Scotland (LRP/RRPs) and, where appropriate, regional level plans will be put in place where this level of plan would enhance response arrangements.

During the transition phase from SCGs to LRP/RRPs and the early bedding in period of the new resilience partnerships, the key focus of activity will be to establish new RRP/LRP business processes. As new RRP response arrangements are established, arrangements will be put in place for appropriate exercising of plans along with LRP exercises. (Exercising of COMAH plans is conducted under COMAH regulations and requirements).

### Single Outcome Agreement

The Single Outcome Agreement (SOA) Framework underpins funding provided to local government and sets out a national performance framework based around the five strategic objectives of the Scottish Government (wealthier and fairer; smarter; healthier; greener; safer and stronger), which are underpinned by national outcomes, national performance indicators and local performance indicators. The SOA demonstrates how the each of the 32 Councils and their Community Planning Partners contribute to delivering the national outcomes, prioritised by the Scottish Government. Environmental Health must champion the role of the local authority in public health and specifically health protection within the SOA and Community Planning agenda.

Local Authority plans		UPDATE
Aberdeen City		
Plan	Last review	Next review
Community Plan and Single Outcome Agreement	2013	2015
Five Year Business Plan 2012/13- 2017/18	2014	2015
Environmental Health and Trading Standards Service Plan 2014/15	2014	2015
Food Regulatory Service Plan 2014-2015	2014	2015
Health and Safety Intervention Plan 2014-2015	2014	2015
Air Quality Action Plan 2011	2013	2014
Environmental Protection Service Plan	2013	2014
Licensing Standards Operational Service Plan	2011	2012
Animal Health and Welfare Service Plan	2014	2015
Trading Standards Operational Service Plan	2014	2015
Aberdeen Agglomeration Noise Action Plan	2014	2018
Contaminated Land Strategy	2007	2016
Air Quality Updating and Screening Assessment (all documents can be accessed via <a href="http://www.aberdeencity.gov.uk">www.aberdeencity.gov.uk</a> )	2013	2014

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<b>Aberdeenshire</b>		
Food and Feed Law Enforcement Service Plan	2013	2014
Air Quality Updating and Screening Assessment	2012	2015 (Progress report – 2014)4
Health and Safety Service Plan	2014	2015
Health and Safety Enforcement Policy	2014	2015
Food Law Intervention Policy and Procedure	2013	2014
Animal Health and Welfare Service Plan	2013	2014
Contaminated Land Strategy	2011	2014
Aberdeenshire Community Plan and Single Outcome Agreement	2011	2015
Infrastructure Services Business Plan	2011	2014
<b>The Moray Council</b>		
Moray 2023 A Plan for the Future	2014	2015
Moray Community Partnership Single Outcome Agreement	2013	2014
Food Enforcement Service Delivery Plan	2013	2014
Food Safety Incident Procedure	2013	2014
Food Related Infectious Disease Procedure	2013	2014
Food Law Intervention Procedures	2013	2014
Food Sampling Policy	2013	2014
Air Quality Updating and Screening Assessment	2013	2014
Contaminated Land Strategy	2013	2016
Environmental Health Enforcement Policy	2008	2014
Health & Safety Enforcement Policy	2003	2014
Animal Health and Welfare Service Plan	2012	2014

### Appendix 3 Health protection: resources and operational arrangements

*Outline the resources (health board and local authority) available to provide health protection services (CD & EH) – staffing (expressed as whole time equivalents/full-time equivalents), job titles, roles and responsibilities (statutory and non-statutory), including management, technical and professional staff. Indicate the numbers of health board and local authority competent persons, as designated under the Public Health etc. (Scotland) Act 2008*

**NHS Grampian** - as at January 2014 and expressed as whole time equivalents

- 2 Consultants in Public Health Medicine (CPHM)
- 3.3 Health Protection Nurse Specialists (HPNS) and 1 TB Nurse Specialist. 0.4 of HPNS time is directed toward TB
- 12 staff are designated as Health Board competent persons\*
- 1.0 Hepatitis C MCN Manager, 0.6 BBV/Hepatitis C project manager and 0.4 BBV public health nurse specialist
- 2.5 Administrative staff

This describes the staff normally available during the day but does not reflect the staff available in an emergency. The Public Health Business Continuity Plan prioritises the response to communicable disease and environmental hazards. In emergency situations an enhanced rota or shift system can be put in place short term to ensure resilience of response and allow for adequate rest periods drawing on staff in the Public Health Directorate and the wider NHS system if necessary. Mutual Aid agreements in place with the Northern Boards.

The Health Protection Team works with a wide range of agencies to protect the health of the population of Grampian including

- NHS, Local Authorities and Emergency Services
- Animal Health and the Scottish Agricultural College
- Health Protection Scotland and the Scottish Government Health Directorate
- Scottish Water, Food Standards Agency, SEPA and HSE.

We undertake the surveillance, investigation and management of control of communicable disease and non-infectious environmental hazards. We lead on the development and implementation of strategy, programmes and action plans for specified areas e.g. Hepatitis C, Tuberculosis and Immunisation programmes. We provide public health advice to NHS colleagues, Local Authorities, other agencies, individuals and the public. We provide education and training to a wide range of students and

<p>professional groups in the NHS and other agencies. We contribute to health protection audit and research.</p> <p>Not all NHS actions described in the JHPP are the responsibility of the Health Protection Team but are being taken forward by other parts of the NHS. We will need to consider the recommendations of the Final Report of the Health Protection Stocktake when published in 2012.</p>
<p><b>Aberdeen City</b>  Aberdeen City has 26.9 FTE posts competent persons (comprising 24.3 in Commercial Team and 22.6 in Environmental Protection) although as of 31<sup>st</sup> March 2014 13 of these are vacant. There are a further 6 FTE administrative staff who contribute to public health functions plus Trading Standards Enforcement staff who work on under age sales of tobacco.</p> <p>Staff are split across two teams, Environmental Protection and Commercial Premises, but work closely together. Other Council services are involved in health protection matters as appropriate.</p>
<p><b>Aberdeenshire</b>  Aberdeenshire has 24 competent persons* and 33.5 FTE further technical persons who contribute to public health functions.</p>
<p><b>The Moray Council</b>  Moray Council has 11 competent persons* designated under the Public Health etc (Scotland) Act 2008 and a further 15 FTE staff who contribute to public health functions.</p>
<p><b>Aberdeen Scientific Services Laboratory</b>  ASSL has 2 competent persons under the Food Safety Act 1990* and 15 FTE further professional/specialist/administration who contribute to public analyst functions</p>
<p>* see below for definition of competent persons</p>

## **Extract from The Public Health etc. (Scotland) Act Designation of Competent Persons Regulations 2009**

### **Criteria and Qualifications for Health Board Competent Persons**

For a person to be eligible for designation as a health board competent person, that person must:

- be employed by or have a contract for services with a health board in Scotland; and
- be a registered medical practitioner on the General Medical Council's Specialist Register in the speciality of public health medicine with a minimum of 6 months' work experience in health protection; or
- be a registered medical practitioner who has held a substantive consultant post in the UK NHS in public health medicine prior to 1st January 2008 with a minimum of 6 months' work experience in health protection; or
- be a nurse, registered with the Nursing and Midwifery Council, with a minimum of 2 years work experience in health protection; or
- be registered as a public health specialist on the UK Public Health Register, having gained access to the Register by the training route, with a minimum of 6 months' work experience in health protection; or
- be registered as a public health specialist on the UK Public Health Register, having gained access to the Register by the portfolio route, with a minimum of 2 years' work experience in health protection.

### **Criteria and Qualifications for Local Authority Competent Persons**

For a person to be eligible for designation as a local authority competent person that person must:

- be employed by a local authority in Scotland; and
- be an environmental health officer, meaning a person holding the Diploma in Environmental Health awarded by the Royal Environmental Health Institute of Scotland (or equivalent), with a minimum of 2 years' experience working as an environmental health officer within a local authority or equivalent.

**Criteria and Qualifications for Public Analyst Competent Persons under the Food Safety Act 1990**

For a person to be eligible for designation as a Public Analyst competent person that person must:

- be employed by a Public Analyst Service in Scotland; and
- be an Public Analyst, meaning a person holding the Masters of Chemical Analyses awarded by the Royal Society of Chemistry, with a minimum of 2 years' experience working as an Public Analyst within a local authority or equivalent: or
- be a Food Examiner, meaning a person holding the required qualifications and experiences as defined by The Food Safety (Sampling and Qualifications)(Scotland) Regulations 2013



(b) Briefly outline the IT and Communications Technology available to the NHS Board and local authority(ies) to facilitate health protection (CD&EH) work, including the management of incidents and outbreaks.

	NHS Grampian	Aberdeen City	Aberdeenshire	The Moray Council
<b>Hardware</b>				
Desktop and laptop computers	✓	✓	✓	✓
Printers (black and white and colour)	✓	✓	✓	✓
Photocopiers	✓	✓	✓	✓
Fax machines	✓	✓	✓	✓
Office and mobile telephones	✓	✓	✓	✓
Access to language line	✓	✓	✓	✓
Personal digital assistant	Limited		✓	
Pagers	✓	✓	✓	
Audio-teleconferencing equipment	✓	✓	✓	✓
Video-conferencing equipment	✓	✓	✓	✓
On call laptops	✓	Limited		
Control Room	✓			
Access to an equipped control room	✓			
Network access from home outwith normal hours	Limited	Limited	Limited	Limited
<b>Software</b>				
MS Office (Word, Excel, PowerPoint, Access)	✓	✓	✓	✓
Internet and secure email	✓	✓	✓	✓
SIDSS (Scottish Infectious Disease Surveillance System)	✓			
Access to electronic information resources and databases – ECROSS (Electronic Communication of Surveillance in Scotland), SCI Store (to access laboratory results), SCI Gateway, SHPIR (Scottish Health Protection Information	✓			

Resource), TRAVAX (travel advice), Toxbase (toxicology database), SEISS (Scottish Environmental Incident Surveillance System), NHS Scotland e-library.				
Uniform system used for recording and management				✓

*(c) Outline the organisational arrangements in place to facilitate good collaborative working between the NHS, local authorities and other health protection partners, e.g. the veterinary service, Scottish Water etc. How often do the teams meet? How are public health incidents reviewed and lessons shared locally?*

The NHS Grampian Health Protection Team, Infection Prevention and Control Nurses, Infection Control Doctor/Consultant Medical Microbiologist Consultant Medical Virologist and Environmental Health Officers (EHOs) from Aberdeen City, Aberdeenshire and The Moray Council meet monthly to review all communicable diseases, outbreaks and environmental incidents. The Divisional Veterinary Manager, Animal Health and the Public Analyst, Aberdeen Scientific Services Laboratory have a standing invitation to attend.

The NHS Grampian CPHM, EHOs from Aberdeen City, Aberdeenshire and The Moray Council meet with Scottish Water six monthly to review public and private water quality.

NHS Grampian aims to host the Medical, Veterinary and Environmental Health liaison/educational meetings once a year. Attendees in past have included public health, vets from both Animal Health and the Scottish Agricultural College, EHOs, clinical staff, Infection Prevention and Control nurses, Health Protection Scotland, Scottish Water, Scottish Environmental Protection Agency and Food Standards Agency.

(d) Outline the arrangements to respond out of hours, including staffing and job titles (NHS and local authority), including management, technical and professional staff.

<p><b>NHS Grampian</b></p> <p>Two tier rota in place staffed by HPNS, Speciality Registrars and CPHMs. A CPHM is always available. 12 staff are designated as Health Board competent officers. Administrative support is available on a voluntary basis. Expert advice is available from Health Protection Scotland.</p>
<p><b>Aberdeen City</b></p> <p>Out of hours services were reviewed in 2013 as part of the Environmental Healths review of policies and procedures.. The Environmental Health Officers provide an out of hours duty officer service on a rota basis. The Duty Officer is available to respond outwith normal office hours and contact details are supplied to partner organisations and emergency services. If the Duty Officer requires assistance they have access to contact details of the whole environmental health team, including the management team. There is capacity to put together a team of frontline staff to respond to a situation arising out of hours should this be required.</p>
<p><b>Aberdeenshire</b></p> <p>An out of hours telephone number (08456 08 12 03) is widely advertised and circulated to partner organisations. Calls are handled by the centre out-with normal office hours. The centre then contacts the relevant officer and a decision made on the most appropriate course of action.</p>
<p><b>The Moray Council</b></p> <p>There is currently no 24 hour on call response for the Environmental Health Service. The Council has an out of hours contact number 08457 565656 and the Environmental Health Manager is the first point of contact.</p>

*(e) Outline the arrangements for reviewing Health Protection Standard Operating Procedures or Guidance. How often does this take place?*

Guidance is reviewed as required e.g. prompted by change in epidemiology, new national guidance, lessons identified from outbreaks and incidents.

*(f) Outline the corporate arrangements for ensuring the maintenance of knowledge, skills and competencies for staff who have health protection duties in both the NHS Board and local authorities, including keeping up to date for out of hours duties. How is this recorded? How often are the arrangements reviewed?*

**NHS Grampian**

Local on call guidance provided and updated regularly and new guidance issued as required  
On call training provided on regular basis as part of ongoing CPD programme.

Multi agency workshops e.g. management of E coli O157 and outbreaks of disease

Attendance at Health Protection Scotland courses and other national training e.g. Chair of Scientific and Technical Advice Cell, Major Incident, Loggist and Recovery training

Staff review, agree and record CPD requirements during appraisals.

Additional training needs identified at weekly and monthly reviews of incidents

On call staff contribute to daytime response

**Aberdeen City -**

In house procedural documents available along with documented training plans

Annual Performance Appraisals result in the formulation of Personal Development Plans which incorporate compulsory structured food hygiene training along with any other identified training needs (Training needs may also be identified as a result of quality monitoring).

Staff carrying out occupational health and safety enforcement also undergo a Regulator's Development Needs Analysis (RDNA) and consideration is being given to rolling out RDNA for other areas of environmental health where this is available.

Staff are encouraged to participate in the professional CPD schemes, and compulsory CPD is recorded.

<p>A skills training matrix and Training Planner for officers within the Commercial Team of Environmental Health has recently been developed.</p> <p>Regular technical meetings in the various environmental health disciplines are held to update staff and discuss pertinent issues, including review of any incidents. These meetings are minuted.</p> <p>Budget provision is made for essential professional training and competence maintenance. Records are maintained for training undertaken by staff</p> <p>Staff participating in the environmental health duty rota have received training and support is available to them from other staff in the team should they need advice on how to deal with any particular incident.</p>
<p><b>Aberdeenshire</b></p> <p>Training needs are identified during the annual Employee Development Review Scheme.</p> <p>Staff undertaking food hygiene inspections are required to achieve 10 hours of relevant training per year.</p> <p>Staff attend focus groups, team meetings, seminars and training courses where available.</p> <p>Many of the staff take part in the REHIS scheme of CPD and attain or maintain Chartered Status. Service Manager, Team Managers and Senior EHOs are required to show a continuing commitment to CPD. This is the subject of ongoing monitoring.</p> <p>An out of hours emergency contact list is maintained and regularly reviewed. Staff on the out of hours list are equipped with laptops and have access to the network and database for out of hours response.</p>
<p><b>The Moray Council</b></p> <p>Training needs are identified during the Employee Review and Development Programme. All EHO's participate in REHIS scheme of Continuing Professional Development and have achieved Chartered Status. Staff undertaking Food Hygiene inspections are required to achieve 10 hours of structured food hygiene training per year. Staff attend REHIS seminars, internal focus groups and staff meetings where changes to legislation, codes of practice and guidance are discussed.</p>

#### Appendix 4 Health protection services: capacity and resilience

<p><b>NHS Grampian</b> Capacity and resilience were reviewed after our response to pandemic influenza. Business Continuity Plans were reviewed and updated in 2011.</p> <p>Mutual aid arrangement in place with Northern Boards and reviewed and updated in 2014 as evidenced by agreement signed by Chief Executives.</p>
<p><b>Aberdeen City</b> Resilience and capacity has been tested during several large scale outbreaks over recent years. Although the Service has always coped with demand, potential gaps were identified, in terms of both the out of hours service and the team's general capacity to respond should there be very high demand.</p> <p>Accordingly, the Environmental Health Service was restructured during 2011 with an emphasis on multi-disciplinary teams and multi-skilling of staff in a variety of disciplines of environmental health in order to ensure capacity and capability to respond whatever the nature of the public health incident.</p> <p>As part of the restructure the Environmental Health Duty Officer out of hours service was reviewed. A much larger pool of EHOs now staff the Duty Officer Rota, additional training and support has been provided to these officers, and the role of the duty officer in responding to an incident has been clarified.</p> <p>Workforce planning and succession management through a programme of retraining authorised officers to become EHOs is helping to maintain levels of professional staff within the Service.</p> <p>The operation of the restructured service will be closely monitored and adjustments made if needed to maximise service delivery.</p>

<p>Business Continuity Plans are in place for the service and are to be reviewed before April 2012</p> <p>Informal agreements exist for joint working with neighbouring authorities at times of excessive demand.</p>
<p><b>Aberdeenshire</b></p> <p>The Environmental Health Service is audited by the Food Standards Agency (Scotland) as part of their ongoing audit programme.</p> <p>A business continuity plan for Infrastructure Services has been developed and is subject to regular review.</p>
<p><b>The Moray Council</b></p> <p>The Environmental Health Section is audited periodically by the Food Standards Agency (Scotland).</p> <p>In 2013 the Environmental Health Section was restructured as part of the Council's Designing Better Services efficiency programme and this resulted in the number of Principal EHO's and area teams both being halved down to two.</p> <p>A business continuity plan has been developed and is subject to regular review.</p>

## **Appendix 5 Health protection: public involvement and feedback**

Communicating with the public regarding perceived and actual risks to health is an integral part of managing any incident or outbreak and we work closely with corporate communications colleagues in the NHS, Local Authorities and other agencies to promote effective good communication with the public. A representative of the corporate communication team attends all outbreak and incident control meetings.

NHS Grampian - Discussion with those affected during outbreaks and incidents is used to inform how and what we communicate to the public through the media. For example discussion with the individuals involved and, where appropriate, religious and community leaders, hotels, care homes and employers have allowed us to tailor messages to best effect.

Aberdeen City's Environmental Health and Trading Standards Service is currently reviewing its arrangements for public consultation and feedback with a view to taking a more proactive approach, and it is anticipated that this will include making use of the Citizen's Panel and questionnaires for service user feedback.

Aberdeenshire Council has a clear strategy to involve others in the development of services through regular Citizens Panel Surveys and Community Planning Partnership. Corporate communications team are available for handling media enquiries. Feedback from customers is essential in improving the service the Council provides and there are many formalised ways for members of the public to have their say. <http://www.aberdeenshire.gov.uk/contact/index.asp>

A study done to improve the administration of private water supplies involved consulting Solicitors and Estate Agents. This was done to look at feedback to incorporate it within future service provision.

The Moray Council uses a Citizens Panel to obtain public perceptions and opinions on a wide range of services. The Council also utilises Survey Monkey for feedback on the quality of service provided both to members of the public and to businesses.

Through the Community Planning Partnership the Community Engagement Group advises how the theme groups can provide information or obtain opinions on a range of subjects from communities.





# Equality and Human Rights Impact Assessment - the Form

There are separate guidance notes to accompany this form – “Equality and Human Rights Impact Assessment – the Guide.” Please use these guidance notes as you complete this form. Throughout the form, **proposal** should be understood broadly to include the full range of our activities and could refer to a decision, policy, strategy, plan, procedure, report or business case, embracing a range of different actions such as setting budgets, developing high level strategies and organisational practices such as internal restructuring. Essentially everything we do!

## STEP 1: Identify essential information

1. Committee Report No.

2. Name of proposal.

3. Officer(s) completing this form.

Name	Designation	Service	Directorate
Hazel Stevenson	Environmental Protection Team Leader	Environmental Health and Trading Standards	Housing and Environment

4. Date of Impact Assessment.

5. When is the proposal next due for review?

6. Committee Name.

7. Date the Committee is due to meet.

8. Identify the Lead Council Service and who else is involved in delivering this proposal (for example other Council services or partner agencies).

Environmental Health and Trading Standards Service, Aberdeen City Council  
Environmental Health Service, Aberdeenshire Council  
Environmental Health Service, Moray Council  
NHS Grampian Health Protection

9. Please summarise this Equality and Human Rights Impact Assessment (EHRIA). This must include any practical actions you intend to take or have taken to reduce, justify or remove any adverse negative impacts. This must also include a summary of how this proposal complies with the public sector equality duty for people with protected characteristics - see Step 2. **Please return to this question after completing the EHRIA.**

The joint health protection plan has an overall positive effect on inequalities in health which it seeks to address through targeted interventions aimed at protecting those most at risk from a variety of communicable diseases and environmental hazards

10. Where will you publish the results of the Equality and Human Rights Impact Assessment? Tick which applies.

- Para 9 of EHRIA will be published in committee report in Section 6 "Impact"  
 Full EHRIA will be attached to the committee report as an appendix  
 Copied to Equalities Team to publish on the Council website

## STEP 2: Outline the aims of the proposal

11. What are the main aims of the proposal?

The Joint Health Protection Plan outlines national and local priorities for health protection and the action planned by Aberdeen City Council in partnership with Grampian NHS and, where appropriate, with Aberdeenshire and Moray Councils, and the arrangements for protecting the health of the public from communicable disease and environmental hazard.

12. Who will benefit most from the proposal?

All members of the public across Grampian, but action is targeted to protect those most at risk due to their age, gender, location, circumstance etc

13. You should assess the impact of your proposal on equality groups and tell us how implementing this proposal will impact on the needs of the public sector equality duty to: eliminate discrimination, harassment and victimisation; advance equality of opportunity; and foster good relations.

The Joint Health Protection Plan seeks to minimise inequalities in health by protecting those who are most vulnerable to specific threats to their health.

**STEP 3: Gather and consider evidence**

15. What **evidence** is there to identify any potential positive or negative impacts in terms of involvement, consultation, research, officer knowledge and experience, equality monitoring data, user feedback and other? You must consider relevant evidence, including evidence from equality groups.

Grampian NHS has access to epidemiological and morbidity data which can be used to verify if the Joint Health Protection Plan is effective and also allows for positive and negative impacts to be identified.

**STEP 4: Assess likely impacts on people with Protected Characteristics**

16. Which, if any, people with protected characteristics and others could be affected positively or negatively by this proposal? Place the symbol in the relevant box. Be aware of cross-cutting issues, such as older women with a disability experiencing poverty and isolation.

(Positive +, neutral 0, - negative)

Protected Characteristics					
Age - Younger Older	+	Disability	+	Gender Reassignment*	
Marriage or Civil Partnership		Pregnancy and Maternity	+	Race**	+
Religion or Belief		Sex (gender)***	+	Sexual orientation****	+
Others e.g. poverty	+				

Notes:

\* Gender Reassignment includes Transsexual

\*\* Race includes Gypsy/Travellers

\*\*\* Sex (gender) i.e. men, women

\*\*\*\* Sexual orientation includes LGB: Lesbian, Gay and Bisexual

17. Please detail the potential positive and/or negative impacts on those with protected characteristics you have highlighted above.

In making the assessment you must consider relevant evidence, including evidence received from individuals and equality groups. Having considered all of these elements, you must take account of the results of such assessments. This requires you to consider taking action to address any issues identified, such as removing or mitigating any negative impacts, where possible, and exploiting any potential for positive impact. If any adverse impact amounts to **unlawful discrimination**, the policy must be amended to avert this. Detail the impacts and describe those affected.

<p>Positive impacts (describe protected characteristics affected) The Joint health Protection Plan seeks to address health risks that may impact more severely on people with protected characteristics</p>	<p>Negative Impacts (describe protected characteristics affected)</p>
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**STEP 5: Human Rights - Apply the three key assessment tests for compliance assurance**

18. Does this proposal/policy/procedure have the potential to interfere with an individual's rights as set out in the Human Rights Act 1998? State which rights might be affected by ticking the appropriate box(es) and saying how. **If you answer "no", go straight to question 22.**

- Article 3 – Right not to be subjected to torture, inhumane or degrading treatment or punishment
- Article 6 – Right to a fair and public hearing
- Article 8 – Right to respect for private and family life, home and correspondence
- Article 10 – freedom of expression
- Other article not listed above

**How?**

**Legality**

19. Where there is a potential negative impact is there a legal basis in the relevant domestic law?

**Legitimate aim**

20. Is the aim of the policy identified in Steps 1 and 2 a legitimate aim being served in terms of the relevant equality legislation or the Human Rights Act?

**Proportionality**

21. Is the impact of the policy proportionate to the legitimate aim being pursued? Is it the minimum necessary interference to achieve the legitimate aim?

**STEP 6: Monitor and review**

22. How will you monitor the implementation of the proposal? (For example, customer satisfaction questionnaires)

The Joint health Protection Plan is reviewed by the three councils and NHS Grampian Health Protection every two years, giving an opportunity for assessing its effectiveness

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23. How will the results of this impact assessment and any further monitoring be used to develop the proposal?

n/a
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**STEP 7 SIGN OFF**

The final stage of the EHRIA is formally to sign off the document as being a complete, rigorous and robust assessment.

Person(s) completing the impact assessment.

Name	Date	Signature
Hazel Stevenson Environmental Protection Team Leader	23 July 2014	

Quality check: document has been checked by

Name	Date	Signature

Head of Service (Sign-off)

Name	Date	Signature
Mark Reilly Head of Environmental Services		

**Now –**

Please send an electronic copy of your completed EHRIA - without signatures - together with the proposal to:

Equalities Team  
Customer Service and Performance  
Corporate Governance  
Aberdeen City Council  
**Business Hub 13**  
Second Floor North  
Marischal College  
Broad Street

Equality and Human Rights Impact Assessment – the Form.  
Aberdeen  
AB10 1AB

Telephone 01224 523039 Email [sandrab@aberdeencity.gov.uk](mailto:sandrab@aberdeencity.gov.uk)

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Exempt information as described in paragraph(s) 2 of Schedule 7A of the Local Government (Scotland) Act 1973.

Document is Restricted

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