

Public Document Pack



To: Councillor Wheeler, Convener; Councillors Bell and Graham, Vice Conveners; and Councillors Cormie, Delaney, Lesley Dunbar, Jackie Dunbar, Henrickson, Lumsden, Macdonald, McRae, Audrey Nicoll and Stewart, the Depute Provost.

Town House,
ABERDEEN 12 November 2020

OPERATIONAL DELIVERY COMMITTEE

The Members of the **OPERATIONAL DELIVERY COMMITTEE** are requested to meet in **Council Chamber - Town House** on **THURSDAY, 19 NOVEMBER 2020 at 2.00 pm.**

Members of the public are not permitted into the Town House at this time but the meeting will be webcast and you can watch it at this [link](#).

FRASER BELL
CHIEF OFFICER - GOVERNANCE

BUSINESS

DETERMINATION OF URGENT BUSINESS

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

DETERMINATION OF EXEMPT BUSINESS

- 2 There are no items of exempt business

DECLARATIONS OF INTEREST

- 3 Members are requested to intimate any declarations of interest

REQUESTS FOR DEPUTATION

- 4 There are no requests for deputation at this time

MINUTE OF PREVIOUS MEETING

- 5 Minute of the Previous Meeting of 10 September 2020 (Pages 5 - 8)

COMMITTEE PLANNER

- 6 Committee Business Planner (Pages 9 - 14)

NOTICES OF MOTION

- 7 There are no reports under this heading

REFERRALS FROM COUNCIL, COMMITTEES AND SUB COMMITTEES

- 8 There are no reports under this heading

FINANCE, PERFORMANCE, RISK AND SERVICE WIDE ISSUES

- 9.1 Performance Report - CUS/20/176 (Pages 15 - 68)

GENERAL BUSINESS

- 10.1 Annual Effectiveness Report - COM/20/110 (Pages 69 - 84)

- 10.2 Cluster Risk Register and Assurance Maps - OPE/20/212 (Pages 85 - 126)

- 10.3 Annual Assurance Statement - CUS/20/218 (Pages 127 - 140)

- 10.4 Housing Allocation Policy - CUS/20/188 (Pages 141 - 226)

EHRIAs related to reports on this agenda can be viewed [here](#)
Service Updates for this Committee can be viewed [here](#)

Website Address: www.aberdeencity.gov.uk

Should you require any further information about this agenda, please contact Lynsey
McBain on 01224 522123 or email lymcbain@aberdeencity.gov.uk

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OPERATIONAL DELIVERY COMMITTEE

ABERDEEN, 10 September 2020. Minute of Meeting of the OPERATIONAL DELIVERY COMMITTEE. Present:- Councillor Wheeler, Convener; Councillors Bell and Graham, Vice-Conveners; Councillor Stewart, the Depute Provost and Councillors Cormie, Delaney, Jackie Dunbar, Lesley Dunbar, Henrickson, Lumsden, Macdonald, McRae and Audrey Nicoll

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

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

MINUTE OF THE PREVIOUS MEETING OF 5 MARCH 2020

1. The Committee had before it the minute of the previous meeting of 5 March 2020, for approval.

The Committee resolved:-

to approve the minute as a correct record.

COMMITTEE BUSINESS PLANNER

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

The Committee resolved:-

- (i) to agree to remove items 4 (Supported Rent Scheme); 5 (Developer Request to Remove Dubford Bus Gate); 6 (Roads Winter Service Plan 2020-21); and 7 (Performance Report), subject to the decisions taken in respect of items 4, 6 and 7 later on the agenda;
- (ii) to request that the Chief Officer – Customer Services, pass feedback regarding the Spaces for People initiative to the weekly meeting that was held with group leaders and to check if updates had been sent to elected members; and
- (iii) to otherwise note the information provided on the Committee business planner.

PERFORMANCE REPORT - CUS/20/075

3. The Committee had before it a report by the Chief Operating Officer and the Director of Customer Services, which presented Committee with the status of key performance measures relating to the Operations function.

OPERATIONAL DELIVERY COMMITTEE

10 September 2020

Members discussed the performance report in detail and offered various observations.

The report recommended:-

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

The Committee resolved:-

- (i) to thank officers for their continued efforts during an exceptionally difficult period in regard to COVID-19;
- (ii) to request that the Chief Officer – Early Intervention and Community Empowerment, look at incorporating the supermarket vouchers with the Food for Funds scheme and to provide the information to members, by way of email;
- (iii) to request that officers in Waste Services look at the performance indicator in regard to whether income from the garden waste service should be netted and to generally review the waste disposal performance indicator; and
- (iv) to otherwise note the information contained within the Performance Report.

ROADS WINTER SERVICE PLAN 2020-21 - OPE/20/114

4. The Committee had before it a report by the Chief Operating Officer, which presented the proposed Roads Winter Service Plan 2020-21 and explained changes from previous years.

The report recommended:-

that the Committee –

- (a) approves the Roads Winter Service Plan 2020-21; and
- (b) delegates authority to the Chief Officer – Operations and Protective Services to, following consultation with the Chief Officer – Finance, continue to deliver the Winter Maintenance Service.

The Committee resolved:-

- (i) to request that officers provide information outwith the meeting to Councillor Cormie regarding Leadsides Road in Rosemount and the arrangements for salting; and
- (ii) to otherwise approve the recommendations contained in the report.

RENT SUPPORT SCHEME FOR CARE EXPERIENCED YOUNG PEOPLE - OPE/20/115

5. The Committee had before it a report by the Chief Officer – Integrated Children's and Family Services, which provided details of a Rent Support Scheme for Care Experienced Young People (CEYP). The report also advised that due to the COVID-19

OPERATIONAL DELIVERY COMMITTEE

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pandemic this had not been possible however work to develop and implement the scheme had been progressed by officers.

The report recommended:-

that the Committee –

- (a) note that the process to introduce a Rent Support Scheme for Care Experienced Young People had been agreed and was in operation.

The Committee resolved:-

- (i) to thank officers for their efforts with the scheme and for producing the report; and
- (ii) to otherwise approve the recommendation contained in the report.

- **Councillor John Wheeler, Convener**

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	A	B	C	D	E	F	G	H	I
1	OPERATIONAL DELIVERY COMMITTEE BUSINESS PLANNER								
	The Business Planner details the reports which have been instructed by the Committee as well as reports which the Functions expect to be submitting for the calendar year.								
2	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer	Explanation if delayed, removed or transferred
3	19 November 2020								
4	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).	On agenda	Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
5	Annual Assurance Statement	To seek approval for the Council's Annual Assurance Statement	On agenda	Neil Carnegie	Early Intervention and Community	Customer	1.1.4		
6	Committee Annual Effectiveness Report	To present the annual effectiveness report for the Committee	On agenda	Fraser Bell	Governance	Governance	GD8.5	D	Delayed due to COVID 19 and the impact on officers workloads.
7	Traffic Management Measures for TECA site	To advise the committee as to the functionality and success of the measures installed within and around the TECA site, this being based on a review from the events held to date.		Jack Penman/Ross Stevenson	Operations and Protective Services	Operations	1.1.1	D	Delayed as it was to contain an element of public consultation into the parking behaviours of those attending TECA. However due to Covid-19 diverting resources, and the suspension of events at TECA, consultation and the report have been delayed. Service update will be issued to outline the delay.
8	Cluster Risk Register	To report on the cluster risk register.	On agenda	Jacqui MacKenzie, David Gammie, Derek McGowan, Mark Reilly, Graeme Simpson	Various	Various	1.1.4		
9	Housing Allocation Policy	At the budget meeting on 2 March 2020, it was agreed that a report be brought back after reviewing the Council Housing Allocation Policy.	On agenda	Derek McGowan	Early Intervention and Community Empowerment	Customer	1.1.5		
10	13 January 2021								
11	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
12	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)		Doug Ritchie	Operations and Protective Services	Operations	1.1.1		

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer	Explanation if delayed, removed or transferred
2									
24	Autism Strategy and Action Plan	ODC 17/01/19 - To instruct that annual reports be submitted on the progress of implementation of the Action Plan. To be reported annually from March.		Kevin Dawson	Health and Social Care Partnership	Health and Social Care Partnership	GD 7.1		
25	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)		Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
26	16 September 2021								
27	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
28	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the		Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
29	Road Winter Service Plan	To present members with the proposed Road Winter Service Plan and explains any changes from previous years.		Angus MacIver	Operations and Protective Services	Operations	1.1.1, 1.1.3, 1.1.5		
30	18 November 2021								
31	Performance Report	The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).		Louise Fox	Business Intelligence and Performance Management	Customer	1.1.3		
32	Various Small Scale Traffic Management Stage 2	To present the results of the initial statutory consultation process undertaken. (Will only be presented if representations are received during the statutory consultation process)		Doug Ritchie	Operations and Protective Services	Operations	1.1.1		
33	Date to be confirmed								

	A	B	C	D	E	F	G	H	I
	Report Title	Minute Reference/Committee Decision or Purpose of Report	Update		Chief Officer	Directorate	Terms of Reference	Delayed or Recommended for removal or transfer	Explanation if delayed, removed or transferred
2									
34	Cycle Path for Ferryhill School Children	At its meeting on 14 June 2017, the Petitions committee referred the matter to the CH&I Committee which at its meeting on 29 August 2017 instructed officers to undertake a feasibility study to look at options on improving cycling within the area. At its meeting on 8 November 2017, the Committee instructed the Director of Communities, Housing and Infrastructure to report back to the appropriate committee with the anticipated levels of active travel associated with the school, how any future actions should be progressed, what resources will be needed and how these can be sourced following the production of the school's travel plan.	To be reported in 2019 following the production of the Ferryhill School Travel Plan	Alan Simpson	Strategic Place Planning	Place	5	D	This report has been delayed and will be included in the review of Active Travel Action Plan.
35	Smart Bins and Digitalisation of Waste Containers	To seek approval to conduct a trial on bin fill sensors on communal bins, i.e. to trial fitting sensors in communal bins that tell us when they need emptying and record accurately how often these bins require to be serviced.	Delayed from May 2018. The initiative is linked to funding through Smarter Cities which is being explored. Funding currently being explored in order to carry out a trial To be reported to CRD Joint Committee in June to seek funding - move to 'future reports' section of planner meantime	Pam Walker	Operations and Protective Services	Operations			

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COMMITTEE	Operational Delivery Committee
DATE	November 19th 2020
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Operational Delivery Performance Report
REPORT NUMBER	CUS/20/176
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Louise Fox
TERMS OF REFERENCE	1.1.3

1. PURPOSE OF REPORT

1.1 To present Committee with the status of key performance measures relating to the Operations function (non-Education).

2. RECOMMENDATION(S)

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

3. BACKGROUND

3.1 This report is to provide members with key performance measures in relation the Operations (non-Education) function as expressed within the 2020/21 Council Delivery Plan

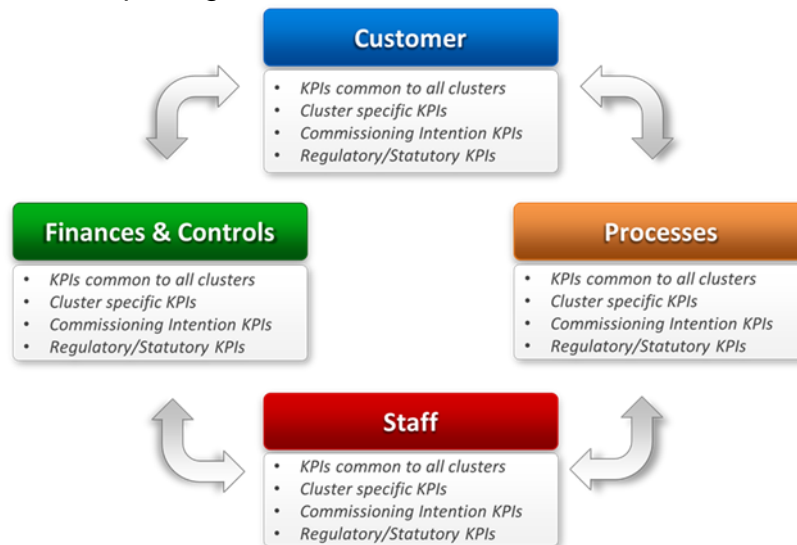
3.2 Introduced in 2019/20 Performance Framework Reporting, initially against in-house delivery directly contributing to the City’s Local Outcome Improvement Plan to the Operational Delivery and City Growth and Resources Committees, has informed the 2020/21 Council Delivery Plan (the Plan) that was agreed by Council on the 3rd March 2020.

3.3 The ‘Performance Management’ section of the Plan explains how the commitments and deliverables will be supported and scrutinised through the Council’s Performance Management Framework, which establishes robust performance management of service delivery. This section outlines the

systematic approach that will be taken during 2020/21 to identify, plan and deliver improvement.

3.4 The Plan reflects on the revised governance arrangements for Committee reporting, agreed on 2nd March 2020, and the roll-out of Performance Management Framework reporting against those Enabling Services which contribute outcomes and services that do not directly deliver against the LOIP, alongside the introduction of Service Standards against each Function that builds on the original Framework.

3.5 The Framework provides for an amended approach within which performance will be reported to Committees. This presents performance data and analysis within four core perspectives as shown below which provides for uniformity of performance reporting across to Committee.



3.6 This report, as far as possible, reports performance up to the end of September 2020 or Quarter 2 2020/21, as appropriate.

3.7 Appendix A provides an overview of current performance across the Operations (non-Education) function, with reference to recent trends and performance against target. It also includes, at appropriate points in the Appendix, further analysis of several performance measures which have been identified as exceptional. These are listed below:

- % Compliance with statutory obligation to complete gas safety checks
- YTD % of Routine Void Path Maintenance Completed Within Timescale
- Fleet Management- First Use Check Exceptions (Environmental) – Year to date
- % of Looked After Children who are looked after in foster care
- % Initial child protection conferences held within 21 days
- % Complaints resolved within timescale
- % Complex Subject Access Requests responded to within 3 months
- % Calls to IT Helpdesk resolved right first time
- % Satisfaction of new tenants with state of home when moving in
- % Satisfaction of new tenants with overall service received (**merged**)





3.8 With recognition of the impact on service delivery, and priority re-allocations of resource arising from the Council's COVID-19 response, it has not been possible, or appropriate, in every case to fully develop data or reflection for the

full suite of all agreed Service Standards or KPI's for this period. Data and Insights continues to work with services to gather and review this data, where available.

3.9 Within the summary dashboard the following symbols are also 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 – target not appropriate

4. FINANCIAL IMPLICATIONS

There are no direct financial implications arising out of this report.

5. LEGAL IMPLICATIONS

There are no direct legal implications arising out of this report.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	None		
Compliance	No significant related legal risks.	L	Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the context of Best value reporting.
Operational	No significant related employee risks.	L	Oversight by Elected Members of core employee health and safety data supports the Council's obligations as an employer
Financial	No significant related financial risks.	L	N/A
Reputational	Lack of sufficient access to information for citizens	L	Placing of information in the public domain contributed to by this report. Reporting of service performance serves

			to enhance the Council's reputation for transparency and accountability.
Environment / Climate	No significant related environmental risks.	L	N/A

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
Impact of Report	
Aberdeen City Council Policy Statement	None
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The Council aims to support improvement in the local economy to ensure a high quality of life for all people in Aberdeen. This report monitors indicators which reflect current economic activity within the City and actions taken by the Council to support such activity.
Prosperous People Stretch Outcomes	The Council is committed to improving the key life outcomes of all people in Aberdeen. This report monitors key indicators impacting on the lives of all citizens of Aberdeen. Thus, Committee will be enabled to assess the effectiveness of measures already implemented, as well as allowing an evaluation of future actions which may be required to ensure an improvement in such outcomes.
Prosperous Place Stretch Outcomes	The Council is committed to ensuring that Aberdeen is a welcoming place to invest, live and visit, operating to the highest environmental standards. This report provides essential information in relation to environmental issues allowing the Committee to measure the impact of any current action.
Regional and City Strategies	None
UK and Scottish Legislative and Policy Programmes	None

8. IMPACT ASSESSMENTS

Assessment	Outcome
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Impact Assessment	The recommendations arising from this report do not require that a full Equality and Human Rights Impact Assessment is completed
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

[Local Outcome Improvement Plan](#)

Council Delivery Plan 20/21 – COM/20/052

10. APPENDICES

Appendix A – Performance Summary Dashboard

11. REPORT AUTHOR CONTACT DETAILS

Louise Fox
 Strategic Performance and Improvement Officer
lfox@aberdeencity.gov.uk
 01224 522666






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Operational Delivery Committee Performance Report Appendix A

Operations and Protective Services

Building Services






















1. Customer – Building Services




Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
The year to date percentage of repairs appointments kept	99.47%		99.55%		99.52%		96.3%
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).	No surveys		92%		92%		80%

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
**Total No. complaints received (stage 1 and 2) - Building Services	60		11		22		
% of complaints resolved within timescale stage 1 and 2) - Building Services	53.3%		54.5%		50%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	36.7%		18.2%		21.4%		
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	1		0		1		

*Lessons learnt referred to throughout this Appendix are lasting actions taken/changes made to resolve an issue and to prevent future re-occurrence for example amending an existing procedure or revising training processes. When a complaint has been upheld, action would be taken in the form of an apology or staff discussion/advice, but these actions are not classified as lessons learnt.

2. Processes – Building Services

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
The year to date average length of time taken to complete emergency repairs (hrs)	4.64		4.8		4.61		4.1
The year to date average length of time taken to complete non-emergency repairs (days)	7.96		7.96		7.54		8.3
The year to date percentage of reactive repairs carried out in the last year completed right first time	93.25%		93.18%		90.81%		93.6%
The percentage of Repairs Inspections completed within 20 working day target (year to date)	95.4%		91.5%		88.07%		100%
YTD % of ROUT Void Path Maintenance Completed Within Timescale	1.3%		1.3%		1.1%		100%
YTD % Death Voids Path Maintenance Completed within Timescale	0%		0%		0%		100%
YTD % Major Works Void Path Maintenance Completed within Timescales	0%		0%		0%		100%

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*YTD How many times in the year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked.	1,125		1,320		1,462		0

*Management of the Gas Maintenance contract lies with the Corporate Landlord cluster

3. Staff – Building Services

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Building Services)	1		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	3		0		3		

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence - Average Number of Days Lost - Building Services	3.57		3.73		3.71		To be confirmed
Establishment actual FTE	409.31		421.43		421.52		
Staff Costs - % Spend to Date (FYB)	31.3%		41.6%		46.8%		100%

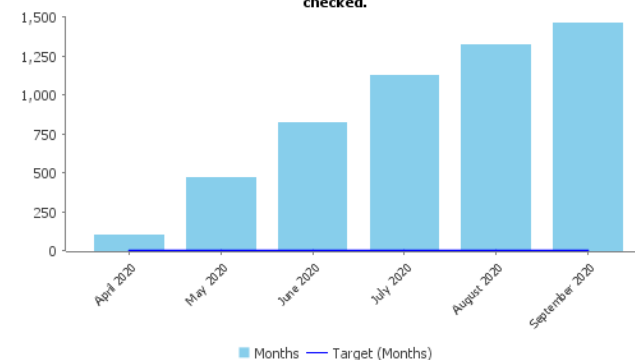
*All sickness absence data contained in this Appendix now reflects the 12-month rolling average of days lost per FTE

4. Finance & Controls – Building Services

YTD How many times in the year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked.



HOUCHI11 YTD How many times in the year did you not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or last checked.



Why is this important?

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter outcome 4 – Quality of Housing - stipulates that Social Landlords manager their business so that; Tenants homes, as a minimum, meet the Scottish Housing Quality Standard by April 2015 and continue to meet it thereafter, and when they are allocated, are always clean, tidy and in a good state of repair.

This indicator, along with others, monitors whether we are achieving our desired outcomes and are committed to ‘Sustain/improve performance in respect of the SSHC outcomes’

Benchmark Information:

The SSHC for this measure changed definition for the year 2019/20 currently Scottish LA benchmarking data is not yet available

Target:

The target set to comply with our Statutory duty to complete a Gas Safety check within 12 months of the Gas appliance being fitted or last checked is set at **100%**

This is what the data is saying:

The data shows an increase in the number of outstanding gas safety checks over recent months. This is a result of COVID 19 restrictions and the ability to gain access to properties. This is consistent with guidance provided by Scottish Government and Gas-Safe, the industry regulator.

This is the trend:

For the last 5 years, 2015/16 – 2019/20 performance was maintained at **100%**

This is the impact:

The impact of checks not being undertaken within the statutory guidelines is due to tenants not being able or comfortable in giving access for such inspections. Each property has had all checks undertaken over a number of years prior to the most recent inspection. All properties are fitted with carbon monoxide detectors to mitigate risks.

These are the next steps we are taking for improvement:

The arranged access process, where access is forced has been re-instated. Officers have been delivering notices for a number of weeks with the 1st access due in November. Since the last figures were formally reported the number of outstanding inspections at 30 October had reduced to 744. Within the list of properties where access was denied a prioritisation list is in place, based on flue type which may carry slightly higher risk for early access. A record of all properties where access was denied and a programme for ensuring all properties have been inspected by March 2021 is in place and updated daily. An increase in available resource has been made by the contractor to increase capacity to catch up with inspections. (an additional 5 full-time engineers have been made available)

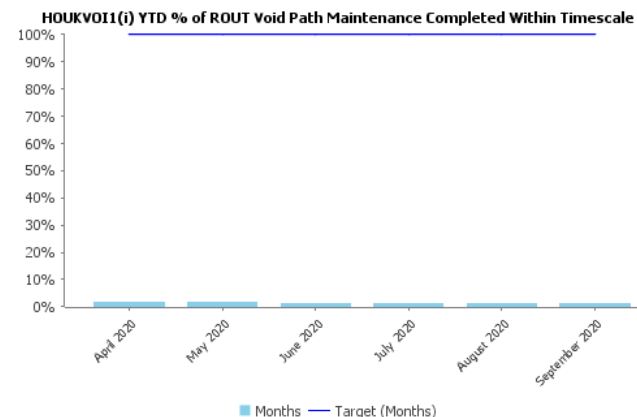
Responsible officer:

Stephen Booth

Last Updated:

September 2020

YTD % of Routine Void Path Maintenance Completed Within Timescale



Why is this important?

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter Outcome 4 – Quality of Housing stipulates that Social Landlords ensure that: ‘tenants’ homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.

Charter outcome 13 – Value for Money - stipulates that Social Landlords manager their business so that: *Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay*

Benchmark Information:

These indicators and targets are set and measured locally so no benchmarking is available

Target:

- Routine Voids have an overall target of **15** working days (**21** calendar days)
- Properties on the Death void path have a target of **15** working days with an additional 2-week clearance period (**35** calendar days)
- Major Works properties have an overall target of **25** working days (**35** calendar days).

This is what the data is saying:

The current performance for those properties on a:

- Routine Void path is currently sitting at **1.1%**
- Death Void path is **0%**
- Major Works Void Path is **0%**

This is the trend:

A 3-year trend shows that performance was:

2019/20

- Routine Void path **12.0%**
- Death Void path **16.1%**
- Major Works Void Path **33.3%**

2018/19

- Routine Void path **16.8%**
- Death Void path **14.7%**
- Major Works Void Path **15.7%**

2017/18

- Routine Void path **19.9%**
- Death Void path **18.9%**
- Major Works Void Path **14.2%**

This is the impact:

Some of the consequences of this performance are:

- Loss of rental income to the Council.
- New tenants are experiencing lengthy periods of time to wait from when being made an offer of accommodation to the time they can move in.
- Homeless people are spending long periods of time in temporary accommodation.

These are the next steps we are taking for improvement:

A new Voids Improvement Plan was agreed in March 2020, this plan is being led by the Chief Officer – Early Intervention and Community Empowerment and Chief Officer – Operations and is being managed within an enhanced performance framework. This is a corporate improvement project reporting to the new Improvement Board. Significant actions being implemented include:

Resources from other teams within building services have been temporarily assigned to the voids to increase capacity to return the properties quicker. External contractors have also been brought in to supplement the in house team. There are still restrictions in place due to Covid 19 on how many operatives we can have in a property at the same time however it is hoped that with adding all the additional resources this will allow us to work on more properties at any given time.

Applications are now routinely reviewed each year to help ensure applicants needs and wants are current, this should contribute to less offer refusals.

New digital offers and viewings processes to maintain safe operations during the crisis and also deliver a more modern and efficient approach.

New digital procedure for undertaking property standards checks prior to offer, providing a more consistent and robust assessment. This should improve condition of properties at termination therefore reducing repair required during void periods.

Responsible officer:













Graham Williamson



Last Updated:

September 2020

Environmental Services










1. Customer – Environmental Services

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Environment	11		5		21		
% of complaints resolved within timescale (stage 1 and 2) - Environment	90.9%		80%		81%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Environment	72.7%		40%		66.7%		
Total No. of lessons learnt identified (stage 1 and 2) - Environment	0		0		0		







Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Number of Partners / Community Groups with links to national campaigns - Green Thread	158		No activity Q1		58		










2. Processes - Environmental Services

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*Street Cleansing - LEAMS (Local Authority Environmental Audit Management System) (Conducted 3 times annually)	No activity July – Sept						80%
Grounds - LAMS (Land Audit Management System)							87%

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Number of Complaints upheld by Inspector of Crematoria	0		0		0		0
% Outdoor play areas visited, inspected and maintained to national standards on a fortnightly basis	100%		100%		100%		100%
% Water safety equipment inspected within timescale	100%		100%		100%		100%

3. Staff - Environmental Services

Performance Indicator	Q4 2019/20		Q1 2019/20		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Environment)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Environment)	0		0		3		

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Environmental	7.02		7.03		6.98		To be confirmed
Establishment actual FTE	318.61		317.67		316.74		
Staff Costs - % Spend to Date (FYB)	32.5%		40.7%		48.9%		100%

4. Finance & Controls - Environmental Services

Facilities Management

1. Customer – Facilities Management


Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Facilities	6		0		7		
% of complaints resolved within timescale (stage 1 and 2) - Facilities	83.3%		No complaints Q1		71.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	66.7%				5		
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	2				1		

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		Target 2020/21
	Value	Status	Value	Status	Value	Status	
Number of school lunches served in the year - Primary (YTD)	1.305,874		No service Q1		139,265		523,825






Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*No. of meals provided per month	111,224		46,653				


*The data for July-August consists mostly of meal equivalent numbers provided to our free school meal (FSM) entitled children and young people (not including universal Primary 1s to 3s) by way of supermarket vouchers. The service worked in conjunction with Education service colleagues who identified the number of pupils eligible for FSM through the prescribed benefits route, this number increasing as the COVID-19 crisis developed. Supermarket vouchers to the value of £2.50 per day were provided fortnightly to the parents/legal guardians of all those eligible, from Monday 6th April through Friday 14th August 2020. The supermarket vouchers were funded via 'Food Fund' grant funding provided by Scottish Government. It also includes the data for breakfast, lunch and afternoon tea provided to children attending Keyworker Childcare Centres, Vulnerable Learner Hubs and additional Support Needs settings.

No activity in September due to schools reopening.




Performance Indicator	Current Status	2020/21 Target
We will provide Free School Meals to Primary 1 to 3 children, which meet the Nutritional requirements for Food and Drink in Schools (Scotland) Regulations		70%
The composition of our school meal menus is subject to nutritional analysis which ensures that our offerings meet the Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations, giving our school pupils the nutrition they require for effective learning. Scrutiny on the delivery of the menu at school level is a factor in inspections by Education Scotland and we will use this measure to highlight any reports of non-compliance with the nutritionally analysed menu identified from those inspections. No issues identified.		

2. Processes – Facilities Management

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% Fly tipping alerts at housing multi-storey blocks responded to within 48 hours	99%		96.6%		87.9%		95%
% Response cleaning alerts responded to within priority timescales	No data		71.4%		88.2%		95%

Performance Indicator	Current Status	2020/21 Target
We will deliver 39 weeks contracted school cleaning		95%
Cleaning service is delivered by the in-house team at all non-3Rs schools in the city, for the 38 weeks of school term plus the five annual in-service days. We will use this measure to highlight any instances where a school has been unable to open due to our inability to provide a satisfactory cleaning service. No issues identified.		

3. Staff – Facilities Management

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Month - Quarter)	0		0		0		

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Non-Reportable - Employees (No in Month - Quarter)	2		0		3		







Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Facilities	9.45		9.24		9.33		To be confirmed
Establishment actual FTE	485.19		488.81		488.25		
Establishment actual FTE (Cleaning)	216.01		218.44		218.89		
Establishment actual FTE (Janitorial)	56.16		56.16		56.16		
Staff Costs - % Spend to Date (FYB)	33.8%		42.2%		50.8%		100%

4. Finance & Controls - Facilities Management












Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Inspection - Number of overdue corrective actions requests as at month end	0		0		0		0

Fleet and Transport

1. Customer – Fleet and Transport

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - Fleet	0		0		1		
% of complaints resolved within timescale (stage 1 and 2) - Fleet	No complaints received in Q4/Q1				100%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Fleet	No complaints received in Q4/Q1				100%		
Total No. of lessons learnt identified (stage 1 and 2) - Fleet	No complaints received in Q4/Q1				1		

2. Processes – Fleet and Transport

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% HGV's achieving first time MOT pass	95.5%		No tests		83.3%		100%
% Light Vehicles achieving first time MOT pass	79.6%		87.5%		87.5%		100%
% of Council fleet - alternative powered vehicles	7.6%		7.6%		7.6%		100%
% of Council fleet lower emission vehicles (YTD)	96.8%		96.8%		96.8%		100%

3. Staff – Fleet and Transport

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Fleet)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Fleet)	1		0		1		

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Fleet	0.66		0.58		0.64		To be confirmed
Establishment actual FTE	33%		41.3%		49.5%		
Staff Costs - % Spend to Date (FYB)	34.6		34.6		34.6		100%

4. Finance & Controls – Fleet Transport

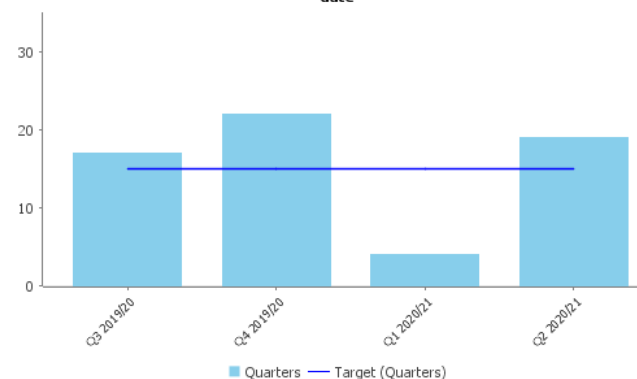
Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Fleet Management - First Use Check Exceptions (Environmental) – Year to date	22		4		19		15
Fleet Management - First Use Check Exceptions (Fleet) – Year to date	2		0		0		2
Fleet Management - First Use Check Exceptions (Roads) – Year to date	2		0		0		2
Fleet Management- First Use Check Exceptions (Waste) – Year to date	25		2		6		18
Unreported Vehicle, Plant and Equipment Accidents (Environmental) - Year to date	8		2		3		8
Unreported Vehicle, Plant and Equipment Accidents (Roads) - Year to date	1		0		0		2
Unreported Vehicle, Plant and Equipment Accidents (Waste) - Year to date	9		4		4		15

Performance Indicator	Q4 2019/20		Q1 2019/20		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Fleet Services - % of LGV/ Minibuses/ Small Vans Vehicles under 5 years old	72.68%	⚠	74.21%	⚠	74.21%	⚠	80%
Fleet Services - % of large HGV vehicles under 7 years old	70.63%	⚠	70.63%	⚠	70.63%	⚠	80%

Fleet Management- First Use Check Exceptions (Environmental) – Year to date



OP5417ZENV Fleet Management- First Use Check Exceptions (Environmental) – Year to date



Why is this important?

This Indicator monitors the non-compliance of Services in relation to carrying out vehicle first use checks which should highlight any reportable defects.

Benchmark Information:

Benchmarking of the number of Incidents is conducted across Services on a quarterly and annual basis to monitor reductions. No external benchmarking of this indicator is currently conducted.

Target:

The current target for the number of Incidents is 15 to the end of Q2 for Environmental Services. The annual target is 30.

This is what the data is saying:

During Q1 Environmental Services was not fully operational. When the Service became fully operational during Q2, there was a noted increase in the number of issues unreported to supervisors or Fleet Services.

This is the trend:

The upward trend indicates that pre use checks are not always carried out or recorded properly and operator maintenance is not always carried out

This is the impact:

There is clearly a cost to service due to unfair wear and tear, longer equipment down time, equipment having to be replaced earlier than the expected lifespan and increased workload for fleet workshop.

These are the next steps we are taking for improvement:

During Q1, the service was stood down, with only essential functions continuing during this period. In Q2, there was unavoidable, significant disruption to summer grass cutting regimes meaning that grass areas had to be slowly reduced and maintained at inadequate heights. This resulted in additional strain on operatives and machinery.
Going forward, staff will be briefed on capturing all defects during First Use Vehicle Checks and when vehicles or plant are submitted to the workshop for repair or service.

Responsible officer:

William Whyte/Steven Shaw

Last Updated:

Q2 2020/21

Integrated Children's Services (excluding Education)

1. Customer – Integrated Children's Services (ex-Education)

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received (stage 1 and 2) - CSW	21		8		7		
% complaints resolved within timescale (stage 1 and 2) - CSW	52.4%		25%		42.9%		75%
% of complaints with at least one point upheld (stage 1 and 2) - CSW	19%		25%		33.3%		
Total No. of lessons learnt identified (stage 1 and 2) - CSW	1		0		0		

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% Care provided in Council children's homes, fostering and adoption services achieve a care standard of good or better	100%		100%		100%		100%
LAC looked after in a residential placement in Aberdeen City (%)	3.8%		3.7%		3.9%		5%
LAC looked after in a residential placement out with Aberdeen City (%)	5.8%		6.4%		6.6%		6%
Looked After Children looked after at home (%)	20.2%		21.4%		21.2%		26%
Looked After Children looked after in Kinship (%)	18.3%		18.0%		18.0%		28%
Looked After Children looked after in Foster Care (%)	48.8%		47.2%		47%		34%

2. Processes - Integrated Children's Services (ex-Education)

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% Initial child protection conferences held within 21 days	57%		79%		70%		100%
% Child Protection Case Conference decisions issued to families within 24 hours	100%		96%		100%		95%
% Child Protection Plans issued within 5 calendar days	57.9%		52%		35.3%		95%
% Care experienced children and young people with 2 or more consecutive placements away from home in 12 months	21%		18%		17%		30%
% Care experienced children and young people with a pathway plan by age 15	100%		100%		100%		100%
% Foster carers and adopters are approved within a timescale of 6 months from application			22%		100%		100%

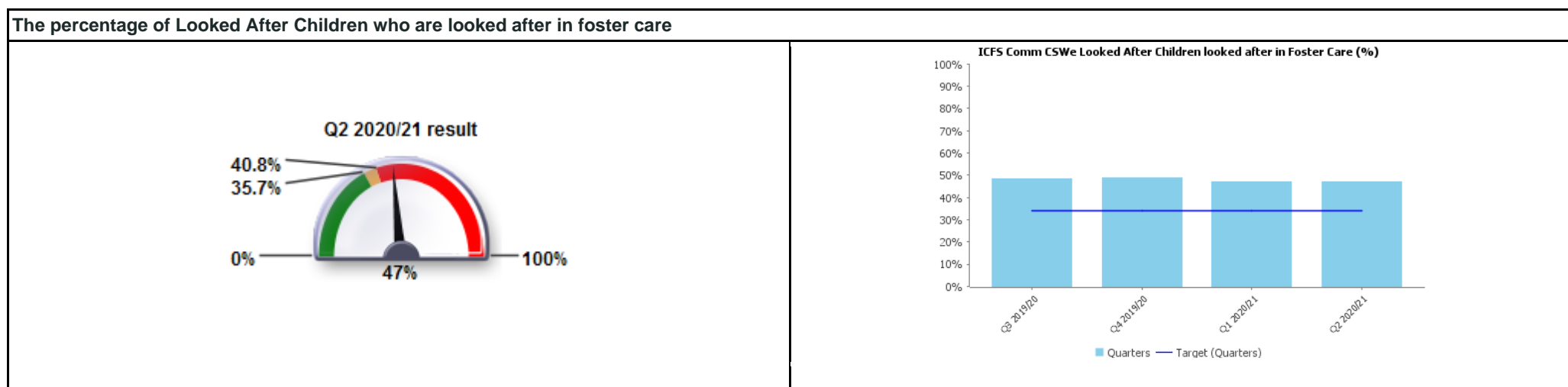
3. Staff - Integrated Children's Services (ex-Education)

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - CSW)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - CSW)	0		0		0		

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - CSW	3.99		3.90		3.86		To be confirmed
Establishment actual FTE	355.53		348.68		346.39		

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	32.2%	✓	41.7%	✓	50.1%	✓	100%

4. Finance & Controls Integrated Children’s Services (ex-Education)



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Why is this important?

Rebalancing the Care Profile is a service priority and is noted within the LOIP.

Benchmark Information:

National benchmark data relating to looked after children are collated during July of each year. It is published during the course of the national information release through the Children's Social Work Statistics report (often referred to as the CLAS return) in March of the following year.
<http://www.scotland.gov.uk/Topics/Statistics/Browse/Children/PubChildrenSocialWork>

Target:

To be equal to or better than the national average position.

This is what the data is saying:

Numbers of children within foster placements has steadily reduced over 2020 in line with the key drivers as detailed within the LOIP for shifting the balance of care. This improved position is also in line with the findings of the Independent Care Review. It is however recognised that as many of the children living in foster care are settled achieving it is going to take a number of years to address the imbalance. The number of children living within Kinship placements has remained steady. The service redesign that was agreed at the start of 2020 has a clear focus on how we can more effectively support children to remain at home and within their family. The challenges posed by Covid19 are felt to have been a factor here, with families exhibiting increased levels of mental health instability which in turn has impacted on capacity to offer additional care.

This is the trend:

Small but steady reductions in the percentage of young people placed in foster care.

This is the impact:

There will be a positive impact from any improvement in the performance of this measure, through reducing the number of looked after children in foster care and supporting more children to remain with their family.

These are the next steps we are taking for improvement:

- Realignment of CSW resources to support children to remain within their family.
- Development of Family Wellbeing Hubs to provide early and preventative multi-agency support to children, young people and families.
- Improvement programme around the earlier identification and assessment of potential Kinship Carers.
- Equipping foster carers to be trauma informed thus supporting an increasing number of children to remain within the city.
- Recruitment activity to increase the number of in-house foster carers. We know children who are placed locally can continue to maintain familial links with their communities which can positively impact on their wellbeing. Despite Covid19 and lockdown assessment of new carers continued using virtual mediums. Enquiries relating to fostering have increased over this period with us capitalising on the economic changes within the city, to ensure any persons who may be interested in fostering have every opportunity to explore this further.

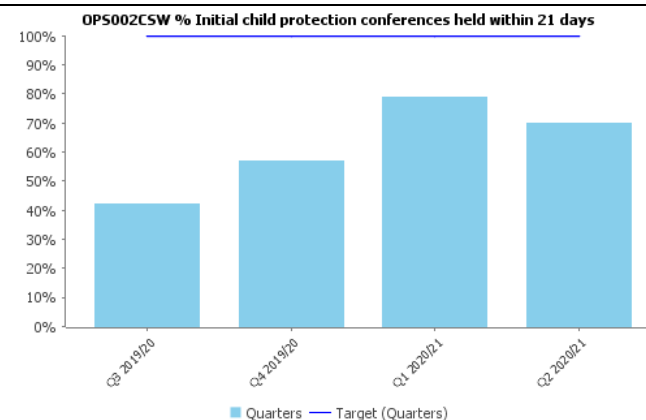
Responsible officer:

Graeme Simpson

Last Updated:

Q2 2020/21

% Initial child protection conferences held within 21 days



Why is this important?

It is important that decisions regarding the planning for children deemed as potentially being at risk of significant harm are made in a timely manner

Benchmark Information:

This measure is not currently benchmarked.

Target:

The 20/21 target for this measure has been set at 100%.

This is what the data is saying:

In the last quarter, covering months July to September 2020, performance for this Service Standard is below target. However, when looking at the Q1 return of 70% it should be noted that the 30% shortfall, represents only three cases. Therefore, the number of conferences held out with the 21-day timescale for initial Child Protection Case Conferences is relatively small and all were held shortly after the 21 days. Some of these delays are to accommodate parental attendance.

This is the trend:

Performance has improved since the start of the monitoring period for this measure (Q3 2019/20 42%, Q4 57%, Q1 2021 79%, Q2 70%). August and September were both extremely busy as staff attempted to catch up on Conferences which had had to be cancelled during lockdown but this situation should resolve as numbers return to normal.

This is the impact:

All children coming to a CPCC have a “safe care” plan in place to manage the risks identified during an investigation. Therefore, there is no impact on the child by the timescale being out with 21 days. However, it is important for parents/child to have clarity on the planning without unnecessary delay. Should risk be assessed as being too high then application to the Courts for an emergency order remains a course to safeguard the child(ren).

Some of the delays relate to availability of parents who are central to the decision-making process. Delays are sometimes made to accommodate their availability/attendance. Preceding without parents undermines the effectiveness of the meeting and the consequential multi-agency plan.

These are the next steps we are taking for improvement:

Some staffing difficulties have been experienced in the Child Protection Admin Team but it is expected that moving to a different minuting process will alleviate this issue.

Responsible officer:










Graeme Simpson

Last Updated:













Q2 2020/21



Protective Services





1. Customer – Protective Services

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Protective Services	3		0		5		
% of complaints resolved within timescale - Protective Services	33.3%		No complaints Q1		80%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	0%				0%		
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0				0		

2. Processes - Protective Services







Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Non-Domestic Noise % responded to within 2 days	100%		100%		100%		100%
High Priority Pest Control % responded to within 2 days	100%		100%		98.6%		100%
High Priority Public Health % responded to within 2 days	100%		94.3%		97.2%		100%
Dog Fouling - % responded to within 2 days	96.6%		100%		93.1%		100%










Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	17.85%		No activity in Q1/2				10%
% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	13.18%						5%

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	42.29%		No activity in Q1/2				10%
% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	12.3%		No activity in Q1/2				5%
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	74.5%		60.6%				80%




*As of 01/07/2019, the risk rating scheme for food premises has changed which will require the PIs for Food Safety Hygiene Inspections to be overhauled. Premises are now rated across 3 types of business based on the type of operations undertaken and 5 compliance categories, giving 15 separate ratings. The Service is currently identifying an appropriate manner to record, correlate and report this information working nationally with other authorities.

3. Staff - Protective Services

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No. In Quarter - Protective Services)	0		0		0		
Accidents - Non-Reportable - Employees (No. In Quarter - Protective Services)	0		0		2		










Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Protective Services	1.81		1.81		1.81		To be confirmed
Establishment actual FTE	64.29		64.29		64.29		
Staff Costs - % Spend to Date (FYB)	32.9%		41.2%		49.5%		100%

4. Finance & Controls - Protective Services






Performance Indicator	Q3 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	99.3%		96.5%		95.2%		95%

Road and Infrastructure Services

1. Customer - Roads

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Roads	21		0		34		
% of complaints resolved within timescale - Roads	71.4%		No complaints Q1		61.8%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Roads	71.4%				52.6%		
Total No. of lessons learnt identified (stage 1 and 2) - Roads	0				0		

2. Processes - Roads

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of all streetlight repairs completed within 7 days	Emergency works only July/Aug				93.13%		90%
Number of Street Light Repairs completed within 7 days					488		
Potholes Category 1 and 2 - % defects repaired within timescale	99.4%		99.4%		95.39%		95%

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Potholes Category 1 and 2 - No of defects repaired within timescale	336		527		435		

3. Staff - Roads

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Roads)	2		0		1		
Accidents - Non-Reportable - Employees (No in Quarter - Roads)	1		0		3		

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Roads	2.55		2.67		2.82		To be confirmed
Establishment actual FTE	157.46		156.85		157.26		
Staff Costs - % Spend to Date (FYB)	29.8%		37.2%		45.7%		100%

4. Finance & Controls - Roads

Waste Services

1. Customer - Waste







Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received - Waste	32		29		75		
% of complaints resolved within timescale - Waste	87.5%		82.8%		76%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Waste	62.5%		51.7%		48.1%		
Total No. of lessons learnt identified (stage 1 and 2) - Waste	0		0		1		










Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Number of missed bin collection reports in month - residential	240		286				

2. Processes - Waste

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value%	Value	Status	Value	
% Waste diverted from Landfill	80.3%		85.5%		81.8%		85%
Percentage of Household Waste Recycled/Composted	49.6%		48.3%		48.2%		50%

3. Staff - Waste

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Waste)	2		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Waste)	5		1		0		






















Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Waste	7.67		7.64		7.65		To be confirmed
Establishment actual FTE	184.39		189.32		193.62		
Staff Costs - % Spend to Date (FYB)	33.6%		41.7%		51.5%		100%













4. Finance & Controls - Waste

Customer

Customer Experience

1. Customer – Customer Experience

Performance Indicator – Corporate	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
The number of complaints closed at Stage 1 within 5 working days as % of total no of Stage 1 complaints	70.93%		78.05%		72.18%		75%
The number of complaints closed at Stage 2 within 20 working days as % of total no of Stage 2 complaints	23.81%		31.25%		43.75%		75%
The number of complaints closed at Escalated Stage 2 within 20 working days as % of total no of Stage 2 complaints	55.17%		25.00%		70.83%		75%
% Non-complex Subject Access Requests responded to within 1 month	84.1%		89.3%		86%		80%
% Complex Subject Access Requests responded to within 3 months	75%		22.2%		10%		70%
% of Environmental Info Requests replied to within 20 working days - Corporate	85.9%		81.1%		67.7%		90%
% of Freedom of Information requests replied to within 20 working days - Corporate	82.5%		75%		69.5%		90%

Performance Indicator – Service	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Customer Experience	99		13		73		
% of complaints resolved within timescale – Customer Experience	93.94%		100%		90.4%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Customer Experience	8.3%		53.8%		62.5%		
Total No. of lessons learnt identified (stage 1 and 2) – Customer Experience	17		1		5		

2. Processes – Customer Experience







Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Average time taken in calendar days to process all new claims and change events in Housing Benefit (monthly)	6.08		6.51				12
Correct amount of Housing Benefit paid to customer (monthly)	No data		96.05%		97.39%		95%
% Customer Contact Centre calls answered within 60 seconds	70.1%		67.2%		69.28%		70%
Percentage of invoices sampled and paid within 30 days	93.29%		85.57%		88.31%		90%

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% Crisis Grant applications processed within 2 working days	No data		97%				90%
% Community Care Grant applications processed within 15 working days	No data		57%				50%




3. Staff – Customer Experience

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Customer Experience)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Customer Experience)	1		0		0		

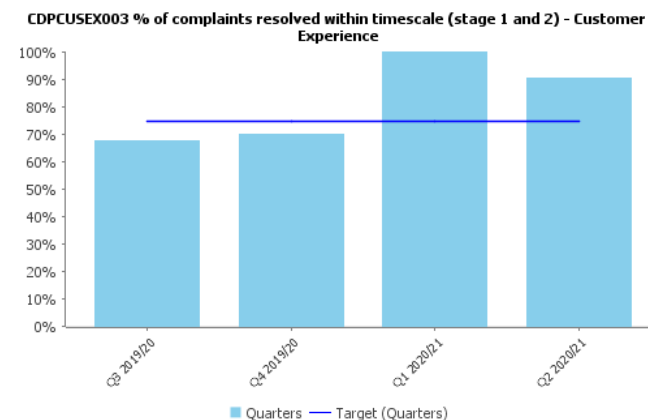
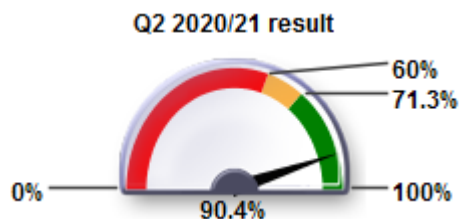
Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Customer Experience	4.78		4.70		4.66		To be confirmed

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Establishment actual FTE	306.42		302.73		305.72		
Staff Costs - % Spend to Date (FYB)	34.2%		42.5%		51%		100%

4. Finance & Controls – Customer Experience

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Council Tax Cash Collected (In Year) - monthly	£47.6m		£59.2m		£70.6m		£71.4m

% of complaints resolved within timescale (stage 1 and 2) – Customer Experience



Why is this important?

Complaint handling is a statutory requirement. Like all Local Authorities, we follow the Model Complaints Handling Procedure set out by the Scottish Public Services Ombudsman (SPSO). This includes the timescales for response which we aim to meet wherever possible. This SPI is most closely linked to the Prosperous People Theme within the Local Outcome Improvement Plan as the effective handling of complaints ensures that people are supported appropriately when and if necessary.

Benchmark Information:

A benchmarking exercise is undertaken on an ad hoc basis by the SPSO which compares each Scottish Local Authority's performance in complaint handling. No recent benchmarking exercises have taken place.

Target:

The target for 2020/21 has been set as 75% of all complaints responded to within timescale (5 working days for stage 1 complaints and 20 working days for stage 2 complaints). There is no target set for the identification of lessons learnt or the percentage of upheld / not upheld complaints.

This is what the data is saying:

For Q2 2020/21, the percentage of Stage 1 complaints responded to within timescale has reduced slightly but remains around target. Escalated stage 2 performance has demonstrated significant improvement and stage 2 performance, although improved, remains below target.

This is the trend:

For the reporting year 2020/21 to date there are some service areas which have consistently performed highly in relation to complaint handling e.g. Customer Experience and Waste. There is also evidence of significant improvement in some service areas in 2020/21 e.g. Environmental Services which is positive. Performance within Housing and Social Work is variable. Building Services performance demonstrates a trend which is consistently below target. This is partly due to the nature of the complaints received, which often makes it particularly challenging to meet the statutory stage 2 deadlines. Due to the nature of the Social Work Service in particular, complaints may refer to an ongoing or evolving situation and therefore require significant resource to ensure the concerns are thoroughly investigated and addressed. This can be complicated further due to the individual circumstances of each case, which require careful consideration.

There is no trend in relation to upheld/not upheld which is positive as it evidences that an impartial approach is taken in determining the outcome of complaints.

Upon closure of every complaint, responding officers must systematically identify any learning points. This is particularly important where complaints are upheld, but even a complaint which is not upheld can highlight the need for change. There is evidence of lessons learnt being consistently identified in some service areas such as Customer Experience.

This is the impact:

Some of the consequences of this performance are:

- An inconsistent customer experience across council services
- Some customers are receiving timely responses to their complaints and some are experiencing a longer wait than originally advised, potentially resulting in poorer customer satisfaction levels.

These are the next steps we are taking for improvement:

The reason why response timescales are not always met varies and continues to be explored with services. Where a response timescale cannot be met, for example due to the complexity of the matter, there is a process in place to inform the customer that an extension is necessary. An action plan to improve performance is in place and includes:

- Improved monitoring is to be implemented. This will be achieved through the following: -
 - The complaint escalation and performance dashboard, currently accessible to Chief Officers and Directors is to be rolled out to service managers to increase visibility of outstanding complaints.
 - The Chief Officers in lower performing areas have reviewed the complaint performance for Q2 and have identified areas of improvement within their clusters that will address performance issues. This includes process reviews and particular focus on response times to Stage 2 complaints with support from the Customer Feedback Team.
- Training sessions had been postponed due to Covid-19 but are to be rearranged with key responding officers to reinforce the requirements of the complaints handling procedure, including the importance of identifying lessons learnt to demonstrate organisational learning and avoid an issue re-occurring. This will help to ensure that complaints are responded to appropriately and within statutory timescales. The training will also result in an improved quality of responses drafted by officers, which in turn will reduce the time taken to quality assure responses before approval.

- The Customer Feedback Team have continued to focus on the quality control of responses which in some circumstances has meant that stage 2 responses have taken longer to be issued. The quality of responses has been deemed the highest importance as there is more likelihood of resolving the complaint if it is thoroughly investigated and responded to appropriately. Quality and transparency take precedence which also results in less Ombudsman investigations.
- A new specialist Social Work Customer Feedback and Access to Information Team is to be implemented in the coming months, which will focus on improving performance in the handling of social work complaints.

Ongoing performance across the organisation will be monitored and the reasons for delays will continue to be explored and addressed accordingly.

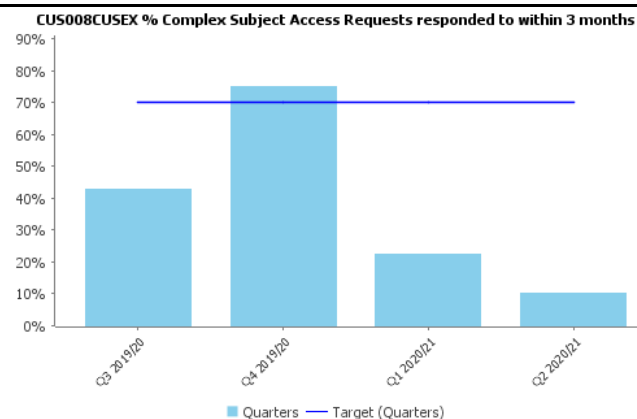
Responsible officer:

Last Updated:

Lucy McKenzie

Q2 2020/21

% Complex Subject Access Requests responded to within 3 months



Why is this important?

Responding to Subject Access Requests is a statutory requirement. Like all Local Authorities, we must follow statutory procedures set out by the Information Commissioners Office (ICO). This includes the timescales for response which we aim to meet wherever possible. This SPI is most closely linked to the Prosperous People Theme within the Local Outcome Improvement Plan as the effective handling of Subject Access Requests ensures that people are supported appropriately when and if necessary.

Benchmark Information:

No benchmarking takes place.

Target:

The target for 2020/21 has been set as 80% of all non-complex Subject Access Requests responded to within timescale (1 month) and 70% of all complex Subject Access Requests responded to within timescale (3 months).

This is what the data is saying:

For Q2 2020/21, the percentage of non-complex Subject Access Requests responded to within timescale remains above target. Complex Subject Access Requests remain below target.

This is the trend:

For the reporting year 2020/21 to date performance in relation to non-complex Subject Access Requests remains above target which is positive. The trend in relation to complex Subject Access Requests has continued to decline. Unfortunately, due to the complexity and specialism required to deal with such requests, it is challenging to consistently meet response deadlines. Often there are large volumes of files which require redaction based on the individual circumstances and requires discussion with the applicant. It is very time consuming to fulfil such requests.

This is the impact:

Some of the consequences of this performance are:

- Some customers are receiving timely responses to their requests and some are experiencing a longer wait than anticipated. Customers are kept up to date on progress and informed when more time is required to fully respond. Feedback has demonstrated that although not the only aspect, the speed in which we respond can negatively impact the customer experience.

These are the next steps we are taking for improvement:

An action plan to improve performance is in place and includes:

- Increased engagement with customers to better understand and meet their requirements as opposed to dealing with unnecessary excessive requests. This will reduce request handling time for some requests, where appropriate.
- Increased collaboration and transparency around Subject Access Request handling performance across service areas involved in the process and a shared commitment to improve performance.
- A specialist multi-skilled team is to be created within Customer Feedback and Access to Information, to focus on Social Work Subject Access Requests which are the primary subject of complex Subject Access Requests. A training programme will be developed for the specialist team and a new operational approach implemented in allocating work. This will result in an injection of resource to this area and a more efficient operating model. Customers will receive a quicker response, where possible. It should be noted that due to the specialism required to deal with complex Subject Access Requests it will take some time to recruit and train the members of the new team and therefore the improvement in performance will not be immediate.

Responsible officer:




Lucy McKenzie

Last Updated:




Q2 2020/21

Data and Insights







1. Customer – Data and Insights

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Data and Insights	0		0		0		
% of complaints resolved within timescale – Data and Insights	No complaints received						75%
% of complaints with at least one point upheld (stage 1 and 2) – Data and Insights							
Total No. of lessons learnt identified (stage 1 and 2) – Data and Insights							

2. Processes – Data and Insights

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
% Responses to data breaches and other serious data protection risks within 24 hours (weekdays)	100%		100%		100%		100%

3. Staff – Data and Insights

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Month Quarter – Data and Insights)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Data and Insights)	0		0		0		

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Data and Insights	0.51		0.52		0.51		To be confirmed
Establishment actual FTE	32.02		32.49		33.69		
Staff Costs - % Spend to Date (FYB)	34.5%		42.7%		50.9%		100%

4. Finance & Controls – Data and Insights













Digital and Technology

1. Customer – Digital and Technology







Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Digital and Technology	6		1		2		
% of complaints resolved within timescale – Digital and Technology	50.0%		100%		50%		75%
% of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology	14.3%		0%		66.7%		
Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology	0		0		0		










Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Average Call Wait Time (IT Helpdesk)	42 sec.		33 sec.		32 sec.		120 sec.
Abandonment Rate % (IT Helpdesk)	11.18%		41.38%		41.24%		10%

2. Processes – Digital and Technology

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of Critical system availability - average (monthly)	100%		100%		100%		99.5%
% Calls to IT Helpdesk resolved right first time	60%		45%		37%		65%
% Priority 1 and 2 incidents closed in timescale	100%		100%		100%		99.5%
% Priority 3 – 5 incidents closed in timescale	97.5%		97%		96.3%		95%

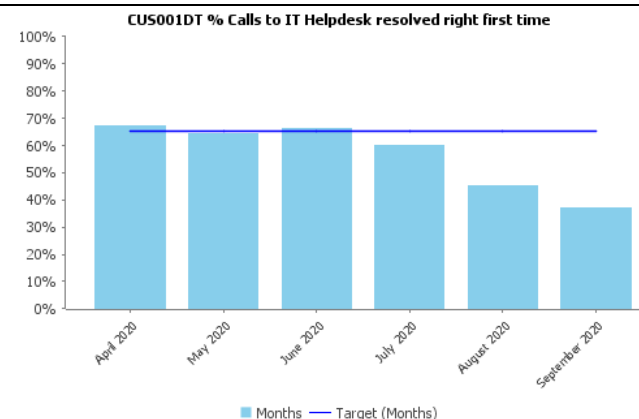
3. Staff – Digital and Technology

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – Digital and Technology)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – Digital and Technology)	0		0		0		

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – Digital and Technology	1.15		1.01		1.02		To be confirmed
Establishment actual FTE	84.09		86.06		86.13		
Staff Costs - % Spend to Date (FYB)	34.9%		44.3%		53.2%		100%

4. Finance & Controls – Digital and Technology

% Calls to IT Helpdesk resolved right first time



Why is this important?

First time fix is when the someone contacts the Service Desk for assistance and the issue is resolved without the call having to be passed to another team.

Benchmark Information:

Information is provided via ServiceNow and Zeacom system. No external benchmarking of this measure is conducted.

Target:

The target for this measure has been set at 65% for 2020/21.

This is what the data is saying:

After analysis of the data this largely relates to two main areas. These are 1) connectivity issues and 2) application installs on new Microsoft devices. This results from the priority focus of deploying 5000 new Microsoft devices by the end of 2020.

Over 15% of the Digital and Technology resources have been allocated to this project. As the desk do not handle application installs and connectivity investigation this has led to these calls been investigated and resolved by 2nd and 3rd line support which explains why the first-time fix percentage has reduced. We currently also have a third less resources in the Service Desk team which obviously impacts on their ability to handle calls, resulting in 2nd line staff assisting with the call queue.

This is the trend:

The trend over the last 3 months indicates that the first-time fix rate has reduced.

This is the impact:

For the customer, this means that they may not be able to get their query dealt with immediately or during the initial call to the IT Service Desk when it relates to this type of issue.

These are the next steps we are taking for improvement:

Following full analysis and investigation, plans have been put in place to resolve the end user connectivity issues and application installs. However, the deployment of the Microsoft devices will continue to provide a risk to performance on first time fixes throughout 2020, but we expect a significant improvement in 2021 with the refreshed device position.

Responsible officer:




Craig Falconer

Last Updated:

September 2020

External Communications







1. Customer – External Communications







Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – External Communications	0		0		0		
% of complaints resolved within timescale – External Communications	No complaints received						75%
% of complaints with at least one point upheld (stage 1 and 2) – External Communications							
Total No. of lessons learnt identified (stage 1 and 2) – External Communications							

2. Processes – External Communications

In July 2020, the decision was taken to integrate the Communications and Marketing cluster redesign with the cross-functional redesign of communications and marketing as part of Build Back Better. Doing so will provide a more holistic view of service provision across the Council. Service standards and targets will be reviewed as part of that exercise, including exploring the need for new standards and more efficient methods used to record performance.

3. Staff – External Communications

Performance Indicator	Q4 2019/20		Q1 2019/20		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter – External Communications)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – External Communications)	0		0		0		

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost – External Communications	0.17		0.17		0.18		To be confirmed
Establishment actual FTE	16.51		16.51		16.51		

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	29%		41.7%		50%		100%




4. Finance & Controls – External Communications

Early Intervention and Community Empowerment

1. Customer – Early Intervention and Community Empowerment








































Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Value	Status	Value	
Total No. complaints received – Early Intervention and Community Empowerment	61		22		41		
% of complaints resolved within timescale - Early Intervention and Community Empowerment	75.41%		68.2%		56.1%		75%
% of complaints with at least one point upheld (stage 1 and 2) - Early Intervention and Community Empowerment	17.4%		27.3%		28.1%		
Total No. of lessons learnt identified (stage 1 and 2) - Early Intervention and Community Empowerment	13		1		0		

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Percentage of tenants satisfied with the standard of their home when moving in YTD	47.1%		42.9%		51.7%		75%
Satisfaction of new tenants with the overall service received (Year To Date)	70.6%		61.9%		62.1%		85%
Financial Inclusion - No of open cases and enquiries per month	217		226		246		
Number of visits to libraries - person	2,765		2,011		8,960		
Number of visits to libraries - virtual	89,880		88,612				

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
*% Libraries open during agreed opening hours	100%		100%		100%		

*Limited number of libraries currently offering browsing, PC access and Click and Collect services in line with phase 3 reinstated services.

2. Processes – Early Intervention and Community Empowerment

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
YTD % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed. (Data Provided by Scottish Government on a Quarterly Basis)	3.6%		3.6%		3.6%		4.5%
YTD % of statutory homeless decisions reached within 28 Days (Unintentional & Intentional)	100%		100%		100%		100%
YTD Average length of journey in weeks for statutory homeless cases (Unintentional & Intentional) closed in the year	16.3		17.9		19.6		
YTD Percentage of anti-social behaviour cases reported which were resolved	95.7%		96.7%		96.8%		100%
YTD % of calls attended to by the ASBIT Team within 1 hour	No activity						100%
Number of Households Residing in Temporary Accommodation at Month End	388		397		388		
The YTD number of Legal repossessions following decree (Arrears) - Citywide	0		0		0		
The YTD Average time taken to re-let all properties (Citywide - days)	104		113.5		120.5		100.9
Applications processed 28 days YTD %	100%		100%		100%		100%
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	92.7%		89.6%		90.3%		100%
New Tenants Visits YTD – Outcomes completed within locally agreed timescales (Citywide)	76%		74.3%		77.6%		93.5%
Welfare Rights - % of Successful Appeals	50%		40%		80%		
HMO License Applications Pending	150		176		178		
HMO Licenses in force	1,199		1,175		1,178		

3. Staff – Early Intervention and Community Empowerment

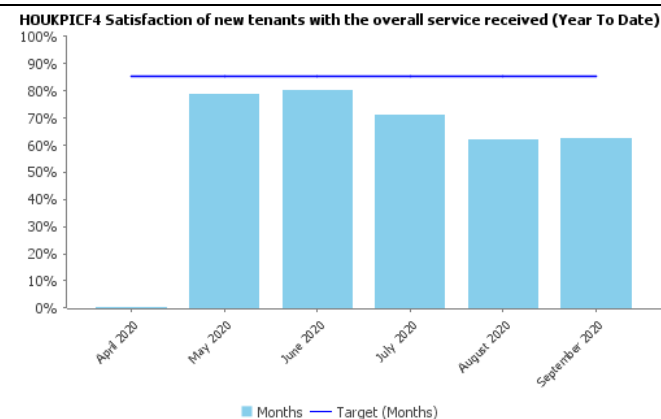
Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - EICE)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter – EICE)	1		0		4		

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence – Average Number of Days Lost - EICE	4.19		4.44		4.79		To be confirmed
Establishment actual FTE	413.01		413.54		412.07		
Staff Costs - % Spend to Date (FYB)	29.3%		37.9%		45.3%		100%

4. Finance & Controls – Early Intervention and Community Empowerment

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Financial Inclusion - Total Financial Gains Achieved per month	£201,424		£135,143		£300,629		
Gross rent Arrears as a percentage of Rent due	10.39%		10.86%		9.89%		11.5%
Rent loss due to voids - Citywide - YTD average	2.34%		2.41%		2.42%		2.08%

Satisfaction of new tenants with the overall service received and Satisfaction with the Standard of Home when moving in.



Why is this important?

The Scottish Social Housing Charter (SSHC) was introduced by the Housing (Scotland) Act 2010, which requires Ministers to set standards and outcomes that social landlords should be achieving for tenants and customers through their housing activities.

Charter Outcome 4 – Quality of Housing stipulates that Social Landlords ensure that:

‘tenants’ homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (ESSH) by December 2020.

Charter Outcome 10 – Access to Housing – stipulates that Social Landlords ensure that:

People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

Charter outcome 13 – Value for Money - stipulates that Social Landlords manager their business so that: *Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay*

Benchmark Information:

2019-20

- Percentage of new tenants satisfied with the with the overall service received **62.1%**
- Percentage of new tenants satisfied with the standard of their home when moving in was **51.7%**

The 2019-20 Scottish Local Authority averages are currently not available.

Target:

- New tenants satisfied with the with the overall service received target was set at **85%**
- Percentage of new tenants satisfied with the standard of their home when moving in was set at **75%**

This is what the data is saying:

Links to the satisfaction survey are emailed to tenants (that have supplied an email address) 4-5 weeks after they have moved into their new property. Between the 28th February 20 – 1st September 20 there were **579** new tenancies, **403 (69.6%)** of those tenancies provided email address and were sent a survey. Of the **403** emailed surveys only **29 (7.2%)** were completed.

This is the trend:

The overall % for standard of home when moving in and overall satisfaction is low partly due to the low number of surveys being completed by tenants online, no surveys have been carried out by phone due to lockdown and other COVID restrictions, however this is due to commence week beginning the 26th October 20.

This is the impact:

New tenants are experiencing lengthy periods of time to wait from when being made an offer of accommodation to the time they can move in resulting in overall poorer satisfaction levels.

These are the next steps we are taking for improvement:

Reducing void periods is the critical action required which will impact positively on customer satisfaction levels. This will be achieved by the delivery of the Void Improvement Plan with specific actions to increase trades resources, improve digitisation, review of letting standards and tenants incentives most relevant to increasing satisfaction levels.





Responsible officer:

Neil Carnegie/Graham Williamson

Last Updated:

September 2020

Traffic Light Icons Used

	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 – target not appropriate

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	19 November 2020
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Operational Delivery Committee Annual Effectiveness Report
REPORT NUMBER	COM/20/110
CHIEF OFFICER	Fraser Bell
REPORT AUTHOR	Lynsey McBain
TERMS OF REFERENCE	GD 8.5

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to present the annual report of the Operational Delivery Committee to enable Members to provide comment on the data contained within.

2. RECOMMENDATION

That Committee:-

- 2.1 provide comments and observations on the data contained within the annual report; and
- 2.2 note the annual report of the Operational Delivery Committee.

3. BACKGROUND

Annual Reports on Committee Terms of Reference

- 3.1 The annual committee effectiveness reports were introduced in 2018/19 following a recommendation from the Chartered Institute of Public Finance and Accountancy (CIPFA) as part of the Council's work towards securing that organisation's accreditation in governance excellence. The Terms of Reference set out that each Committee will review its own effectiveness against its Terms of Reference through the mechanism of the annual report.
- 3.2 The annual effectiveness reports were mentioned by CIPFA in their recent report which awarded the Mark of Excellence in Governance accreditation to Aberdeen City Council. CIPFA highlighted the implementation of the annual effectiveness reports as a matter of good practice in governance and were encouraged that, during consideration of the reports at Committee and Council,

Members had made suggestions for improvements to the reports in future years.

- 3.3 As well as the CIPFA Accreditation, Committee Services also recently won SOLAR Administration Team of the Year 2020 in March 2020 in recognition of the introduction of the annual committee effectiveness reports and the process which allows Committees to examine how they can improve the way they do business, while providing assurance that they are undertaking their role effectively.
- 3.4 Data from the annual effectiveness reports was used to inform the review of the Scheme of Governance, ensuring that Committee Terms of Reference were correctly aligned, and identifying any areas of the Terms of Reference which had not been used throughout the year in order that they could be reviewed and revised if necessary. The information from the effectiveness reports will also be used to feed into the Annual Governance Statement.
- 3.5 The reports provide a mechanism for each committee to annually review its effectiveness, including data on attendance, any late reports, referrals to Council and the number of times officer recommendations were amended, and to ensure that it is following its Terms of Reference.
- 3.6 Similarly, recording the sections of the Local Outcome Improvement Plan (LOIP) which apply to each report allows Members to be aware of the direct impact of any proposals before them on the LOIP, and gives a general overview at the end of each year of the number of reports which have had an impact on the LOIP outcomes. Officers also actively review the data gathered to ensure that it aligns to the Council's operating model and decisions taken by the Council throughout the year. This part of the annual report will be expanded for the next year of reporting to incorporate the changes to the outcomes section of the committee report template. That section now asks report authors to consider the implications of their report for the Council Delivery Plan, which incorporates the LOIP outcomes.
- 3.7 While the above is one section of the annual effectiveness report template which officers aim to amend for future reporting, any comments from Members on additional areas of data that should be considered would be welcomed to ensure that Members are presented with meaningful data.
- 3.8 The annual report for 2019/2020 is therefore appended for the Committee's consideration. Following consideration by the Committee, the report will be submitted to Council in December for noting.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial consequences from the recommendation of this report.

5. LEGAL IMPLICATIONS

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

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	N/A		
Compliance	Failure to submit this report to Operational Delivery Committee means that the committee would not be complying with the instruction from Council that all committees receive such a report each year.	L	Committee is given the opportunity to consider the report and provide feedback on any amendments Members would wish to see in the content so that this can be taken on board for next year's Scheme of Governance review
Operational	N/A		
Financial	N/A		
Reputational	N/A		
Environment / Climate	N/A		

7. OUTCOMES

There are no links to the Council Delivery Plan, however the committee effectiveness annual reports link to the Scheme of Governance, by ensuring that each committee is fulfilling its Terms of Reference.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Full impact assessment not required
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

None.

10. APPENDICES

10.1 Operational Delivery Committee Annual Effectiveness Report 2019/20.

11. REPORT AUTHOR CONTACT DETAILS

Lynsey McBain
Committee Services Officer
lymcbain@aberdeencity.gov.uk
01224 522123

Operational Delivery Committee Annual Effectiveness Report



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1. INTRODUCTION

- 1.1 I am pleased to present the second annual effectiveness report for the Operational Delivery Committee. As Members will be aware, as part of their interim assessment of the Council's governance arrangements in 2016, CIPFA recommended that Committees review the extent to which they had operated within their Terms of Reference, through an annual report. This had been an aspiration for some time, representing good practice in governance terms. I am delighted that this year, the Council was the first in Scotland to be awarded the CIPFA Mark of Excellence in Governance, and that the annual effectiveness report was highlighted by CIPFA as an example of good governance. The annual effectiveness report also informs the annual review of the Council's Scheme of Governance and enables officers to identify if any changes are required, for example, to the Committee Terms of Reference.
- 1.2 As part of the 2020 review, changes were made to the Operational Delivery Committee Terms of Reference to provide greater clarity and those will be monitored throughout the year and taken into consideration during next year's review and the preparation of the third annual committee effectiveness report.
- 1.3 The annual report is a good mechanism for the Committee to support the Council's improvement journey by demonstrating the ways that the Committee contributes to the Council Delivery Plan and Local Outcome Improvement Plan, whilst also providing the opportunity to reflect on the business of the Committee over the past year and to look to the Committee's focus for the year ahead.
- 1.4 Throughout the year, the Committee has worked collectively to monitor the delivery of all services provided by the Customer Services Function and the Operations Function (with the exception of educational services). It also aimed to scrutinise performance and approve options within set budgets to ensure best value and delivery of the Council's agreed outcomes.



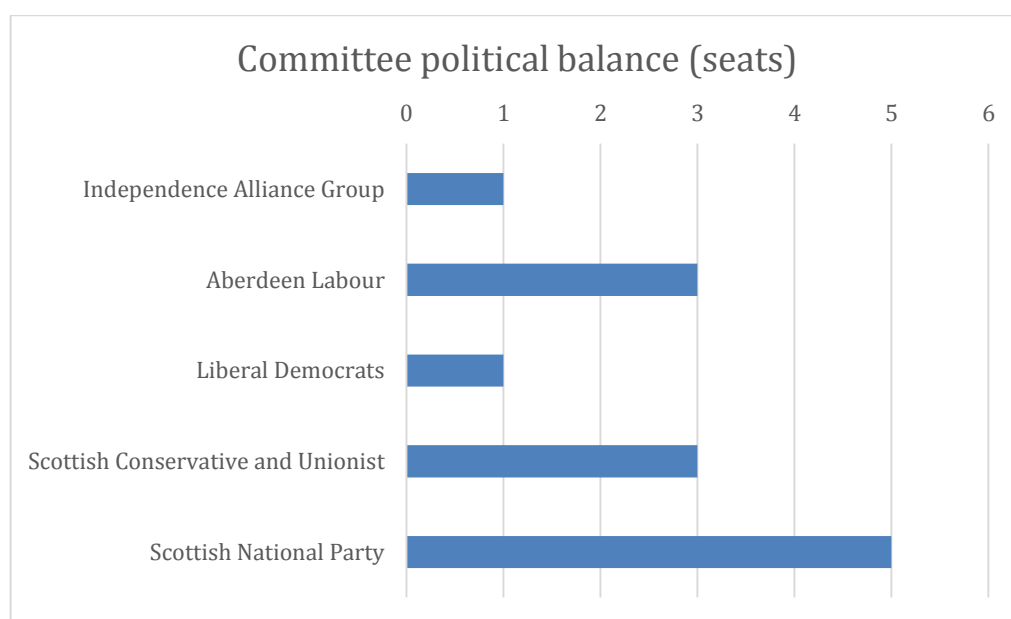
Councillor John Wheeler
Convener, Operational Delivery Committee

2. THE ROLE OF THE COMMITTEE

The role of the Committee in this reporting period was to monitor the delivery of all services provided by the Customer Services Function and the Operations Function (with the exception of education services). It will also scrutinise performance and approve options within set budgets to ensure best value and delivery of the Council's agreed outcomes.

3. MEMBERSHIP OF THE COMMITTEE DURING 2019/2020

3.1 The Operational Delivery Committee has 13 Elected Members.



4. MEMBERSHIP CHANGES

4.1 Councillor Audrey Nicoll replaced Councillor McLellan from January 2020.

5. MEMBER ATTENDANCE

Member	Total Anticipated Attendances	Total Attendances	Nominated Substitute
Alexander McLellan	3	3	
Audrey Nicoll	2	2	
Bill Cormie	5	5	
Dell Henrickson	5	5	
Douglas Lumsden	5	4	Alan Donnelly
Gordon Graham	5	5	
Gordon Townson	5	3	Alexander McLellan and Ciaran McRae

Jackie Dunbar	5	3	Stephen Flynn
Jennifer Stewart	5	4	Alan Donnelly
John Wheeler	5	5	
Lesley Dunbar	5	2	Ross Grant and Yvonne Allan
Philip Bell	5	4	Ryan Houghton
Sandra Macdonald	5	5	
Steve Delaney	5	4	Ian Yuill

6. MEETING CONTENT

6.1 During the 2019/2020 reporting period (29 April 2019 to 31 March 2020), the Committee had 5 meetings and considered a total of 30 reports.

6.2 Terms of Reference

Of the 30 reports received the following table details how the reports aligned to the Terms of Reference for the Committee.

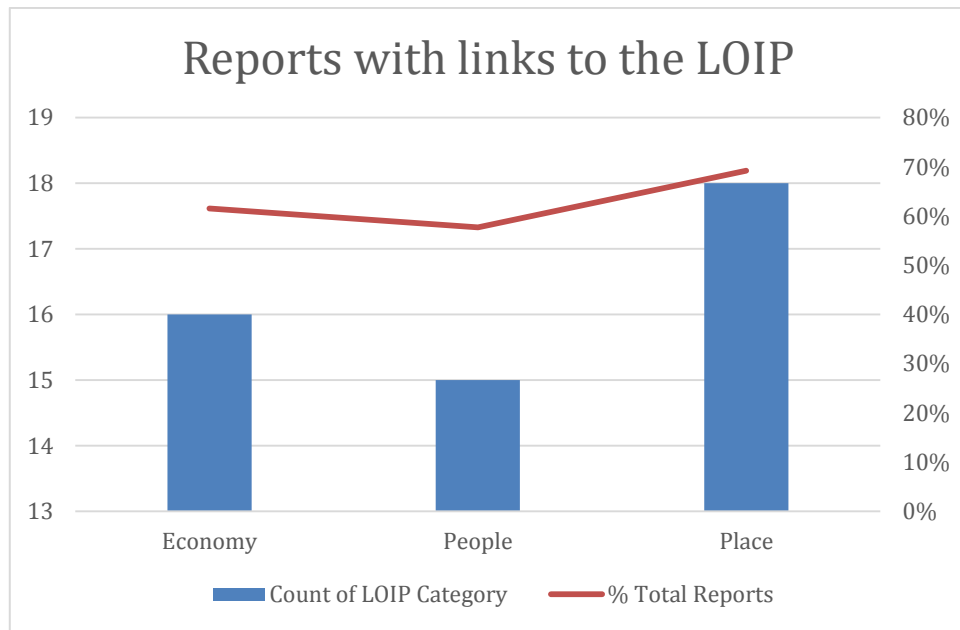
Terms of Reference	Count of Terms of Reference
General Delegations To Committees 7.1	2
General Delegations To Committees 7.4	1
General Delegations To Committees 7.5	1
Purpose of Committee 1	2
Purpose of Committee 2	1
Remit of Committee 1	9
Remit of Committee 2	4
Remit of Committee 3.1	4
Remit of Committee 3.2	1
Remit of Committee 5	12
Remit of Committee 6	2

6.3 During the course of 2019/2020 the Operational Delivery Committee received reports under each of the Terms of Reference. This would indicate that the Committee has discharged its role throughout the course of the reporting period.

6.4 Most of the reports considered related to remit 5 – approve improvements to operational delivery where officers do not have the power to do so.

6.5 Local Outcome Improvement Plan

The following table details of the 30 reports how many had a link to the themes of the Local Outcome Improvement Plan.



6.6 Reports and Committee Decisions

The following table details the outcome of the Committee's consideration of the 30 reports presented to it throughout the year.

Terms of reference	Total	% Total Reports
Confidential	1	4%
Exempt	1	4%
Number of reports where the Committee has amended officer recommendations	2	8%
Number and percentage of reports approved unanimously	26	87%
Number of reports or service updates requested by members during the consideration of another report to provide additional assurance and not in forward planner	2	8%
Service update requested	2	8%
Number of decisions delayed for further information	0	0%
Number of times the Convener has had to remind Members about acceptable behaviour and the ethical values of Public Life	0	0%
Number of late reports received by the Committee (i.e. reports not available for inspection by members of the public at least three clear days before a meeting)	2	8%
Number of referrals to Council, or other Committees in terms of Standing Order 33.1	0	0%

6.7 Notices of Motion, Suspension of Standing Orders, Interface with the Public

Number of notices of motion	0
Number of times Standing Orders were suspended and the specific Standing Orders suspended	1
Standing order number (ref)	SO14.1
Number of deputations or other indicators of interface with the public, i.e. engagement and social media.	5
Number of petitions considered	1
Number of Members attending meetings of the committee as observers	11
Number of Meetings held by the Convener with other Conveners, relevant parties, to discuss joint working and key issues being raised at other Committee meetings	<p>Weekly meetings with Director of Customer Services and Chief Operating Officer.</p> <p>Weekly meetings with Convener of Strategic Commissioning and City Growth & Resources.</p> <p>Monthly meetings with Chief Officer – Integrated Children’s and Family Services and Chief Education Officer.</p> <p>Monthly meetings with other relevant Chief Officers.</p>

7. TRAINING REQUIREMENTS

7.1 Relevant training available to members of the committee during the year included training on the Councillors’ Code of Conduct, Effective Decision Making, ‘paper-light’ meetings. These training opportunities were designed to help members carry out their roles at committee meetings.

8. CODE OF CONDUCT – DECLARATIONS OF INTEREST

8.1 Two declarations of interest were made by a Councillor during the reporting

period. Information in respect of declarations of interest is measured to evidence awareness of the requirements to adhere to the Councillors' Code of Conduct and the responsibility to ensure fair decision-making.

9. CIVIC ENGAGEMENT

- 9.1 Civic Engagement in relation to all Traffic Orders has been carried out at the various stages of the legal process with Community Councils and through public consultations. Any objections received through the process have been presented to the Committee to allow an informed decision to be made.

10. OFFICER SUPPORT TO THE COMMITTEE

Officer	Total Anticipated Attendances	Total Attendances	Substitute Attendances
Chief Operating Officer	5	5	
Director of Customer Services	5	5	
Chief Officer – Customer Services	5	5	
Chief Officer - Operations and Protective Services	5	5	
Chief Officer - Integrated Children's Services	5	5	
Chief Officer - Early Intervention and Community Empowerment	5	5	

11. EXECUTIVE LEAD'S COMMENTS

- 11.1 One of the Council's transformation projects is to deliver the CIPFA Mark of Excellence in Good Governance. As part of this project, CIPFA recommended that each Committee should annually review its effectiveness, including its information reporting needs, to help ensure that each Committee was following its Terms of Reference; operating effectively; and would assist in identifying any training needs or improvements to the Council's decision-making structures.
- 11.2 It can be seen from the statistics in the annual report that no reports were required to be delayed and the vast majority of business was approved or noted unanimously. Nearly all business was able to be considered in public, which assists in maintaining transparency in the democratic process, with only one exempt report.
- 11.3 Only minor changes were made to the Committee's Terms of Reference when they were presented to Council in March 2019.
- 11.4 Occasionally motions and amendments are submitted on the day of the committee. The Executive Lead may seek short adjournments to enable robust consideration by officers of such motions and amendments. This will help to

further enhance the decision making process for elected members by ensuring they are able to make fully informed decisions.

12. NEXT YEAR'S FOCUS

- 12.1 In March 2020, Council approved new Terms of Reference and a further review of the Terms of Reference will be reported to Council in March 2021. Throughout the next reporting year, we will review the Terms of Reference in line with the business submitted to the Committee and reflect on whether any areas require refinement moving forward to ensure the efficient operation of the Committee.
- 12.2 The Committee's Business Planner demonstrates commitment to the Council's Policy Statement which is categorised under the themes of economy, people and place. The Committee's business is related to all three themes.
- 12.3 Area of focus from the Business Planner for next year continues with a focus on traffic management and regulation, the public transport network and the road winter service plan.
- 12.4 There are several political priorities which relate to the role of the Committee; these include approaches of the Sistema spread across the city, increasing the business community's resilience awareness, identification (and bringing back into use) of vacant private properties and child protection and corporate parenting. Chief Officers fulfil the role of Project Sponsors who are supported by a Project Manager for each political priority. Throughout the year the Committee will receive relevant service updates to ensure progress is communicated.

**Operational Delivery Committee Terms of Reference
Approved by Council on 4 March 2019**

PURPOSE OF COMMITTEE

1. To approve and monitor the in house delivery of all services provided by Customer Services and Operations, scrutinise performance and make improvements to those services, including Integrated Children's Services but excluding educational services.
2. To ensure improvement to the Council's Public Performance Recording data, in line with outcomes and intentions set, excluding educational services.

REMIT OF COMMITTEE

The Committee will, for all services except educational ones:-

1. hold the organisation to account for the in house delivery of all services provided by Customer Services and Operations;
2. approve and monitor the in house delivery of services provided by Customer Services and Operations in all areas and take action to ensure that such performance is in line with the outcomes set by Council and the Strategic Commissioning Committee;
3. improve results for Public Performance Recording, where this is in line with the Council's own improvement goals, by scrutinising Key Performance Indicators through rigorous performance management arrangements and ensuring that such performance:-
 - 3.1 is done in a manner which places the customer first and ensures the expected contribution to outcomes;
 - 3.2 improves the Council's position in national tables; and
 - 3.3 adheres to financial targets.
4. provide evidence to the Strategic Commissioning Committee, as requested, on the contribution of in house services to outcomes;
5. approve improvements to operational delivery where officers do not have the power to do so;
6. explore and approve options for transforming the service delivery model; and
7. note proposed peer reviews and inspections by the Local Area Network for the cycle.



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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	19 November 2020
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Cluster Risk Registers and Assurance Maps
REPORT NUMBER	OPE/20/212
CHIEF OFFICER	Jacqui McKenzie, David Gammie, Derek McGowan Mark Reilly, Graeme Simpson
REPORT AUTHOR	Chief Officers
TERMS OF REFERENCE	1.1.4

1. PURPOSE OF REPORT

To present the Cluster Risk Registers and Assurance Maps in accordance with Committee Terms of Reference and to provide assurance on the Council's system of risk management.

2. RECOMMENDATION(S)

That the Committee note the Cluster Risk Registers and Assurance Maps set out in Appendices A and B.

3. BACKGROUND

3.1 The Audit, Risk and Scrutiny Committee is responsible for overseeing the system of risk management and for receiving assurance that the Corporate Management Team (CMT) are effectively identifying and managing risks. To this end, it reviews the Council's Corporate Risk Register annually, as well as an annual report on the system of risk management which is included in the Annual Governance Statement.

3.2 The Risk Management Framework states that all other committees should receive assurance on the risk management arrangements which fall within their terms of reference. This is provided through the risk registers for the relevant Clusters which fall within the remit for this Committee. These are:-

- Customer Experience
- Digital and Technology
- Early Intervention and Community Empowerment
- Operations and Protective Services
- Integrated Children’s Services

Risk Registers

- 3.3 The Corporate Risk Register captures the risks which pose the most significant threat to the achievement of the Council’s organisational outcomes and have the potential to cause failure of service delivery.
- 3.4 The Cluster Risk Registers are set out in appendices A(1-5) and reflect the risks which may prevent each Cluster area from delivering on strategic outcomes.
- 3.5 Over the coming twelve months, further work will be done to review and improve the development of the Cluster Risk Registers and Assurance Maps.
- 3.6 The Cluster Risk Registers provide the organisation with the detailed information and assessment for each risk identified including;
- **Current risk score** – this is current assessment of the risk by the risk owner and reflects the progress percentage of control actions required in order to achieve the target risk score.
 - **Target risk score** – this is the assessment of the risk by the risk owner after the application of the control actions
 - **Control Actions** – these are the activities and items that will mitigate the effect of the risk event on the organisation.
 - **Risk score** – each risk is assessed using a 4x6 risk matrix as detailed below.

The 4 scale represents the impact of the risk and the 6 scale represents the likelihood of the risk event.

Impact	Score						
Very Serious	4	4	8	12	16	20	24
Serious	3	3	6	9	12	15	18
Material	2	2	4	6	8	10	12
Negligible	1	1	2	3	4	5	6
Score		1	2	3	4	5	6
Likelihood		Impossible	Almost Very Low	Low	Significant	High	Very High

3.7 Development and improvement of the Cluster Risk Registers and associated processes has continued since the Cluster Risk Registers were last reported to the Committee:

- The Cluster Risk Registers have been reviewed and updated in accordance with the updated Risk Management Policy and supporting documentation approved by Audit Risk and Scrutiny Committee in December 2019.
- The format of the Council’s risk registers has been reviewed and updated. This has created a single register, including Corporate, Cluster and Operational level risks, which can be escalated and de-escalated as appropriate. Risks are also categorised in accordance with the Risk Management Policy (compliance, operational, strategic, financial, reputational, climate/environmental, EU Exit, COVID-19) and are each also defined as risks relating to the Place, the Institution or Strategy. This alignment allows for whole system review of our risks, using live data, and provides a sophisticated risk profile for the organisation.

Assurance Maps

3.8 The Assurance Maps provides a visual representation of the sources of assurance associated with each Cluster. This evidences the breadth and depth of assurance sources, so that the Committee can determine where these are insufficient, whereas the Cluster Risk Register demonstrates how effectively risk is being managed through the controls which flow out of those sources of assurance.

3.9 The Assurance Maps provides a breakdown of the “three lines of defence”, the different levels at which risk is managed. Within a large and complex organisation like the Council, risk management takes place in many ways. The Assurance Map is a way of capturing these and categorising them, thus ensuring that any gaps in sources of assurance are identified and addressed:

First Line of Defence “Do-ers”	Second Line of Defence “Helpers”	Third Line of Defence “Checkers”
The control environment; business operations performing day to day risk management activity; owning and managing risk as part of business as usual; these are the business owners, referred to as the “do-ers” of risk management	Oversight of risk management and ensuring compliance with standards, in our case including ARSC as well as CMT and management teams; setting the policies and procedures against which risk is managed by the do-ers, referred to as the “helpers” of risk management.	Internal and external audit, inspection and regulation, thereby offering independent assurance of the first and second lines of defence, the “do-ers” and “helpers”, referred to as the “checkers” of risk management.

4. FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications arising from the recommendations of

this report. The report deals with the highest level of risk and this process serves to identify controls and assurances that finances are being properly managed.

5. LEGAL IMPLICATIONS

5.1 There are no direct legal implications arising from the recommendations of this report. The Council's Risk Registers serve to manage many risks with implications for the legal position and statutory responsibilities of the Council.

6. MANAGEMENT OF RISK

6.1 The Committee is provided with assurance that the risks presented within the Cluster Risk Registers affecting the strategic priorities and service delivery for each Cluster are identified and that the risks are appropriately managed and are compliant with the Council's duties under the Equalities Act. There are no risks arising from the recommendations in the report.

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	The Council is required to have a management system in place to identify and mitigate its risks	H	The Council's risk management system requires that risks are identified, listed and managed via risk registers
Compliance	As above	H	As above
Operational	As above	H	As above
Financial	As above	H	As above
Reputational	As above	H	As above
Environment/Climate	As above	H	As above

7. OUTCOMES

7.1 The recommendations within this report have no direct impact on the Council Delivery Plan however, the risks contained within the Council's risk registers could impact on the delivery of organisational objectives.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Full EHRIA not required
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

None.

10. APPENDICES (if applicable)

Appendix A(1-5) – Cluster Risk Register
Appendix B(1-5) – Corporate Assurance Map

11. REPORT AUTHOR CONTACT DETAILS

Name Jacqui McKenzie
Title Chief Officer – Customer Experience
Email Address JacMcKenzie@aberdeencity.gov.uk
Tel 01224 346809

Name David Gammie
Title Chief Officer – Digital and Technology
Email Address dgammie@aberdeencity.gov.uk

Name Derek McGowan
Title Chief Officer – Early Intervention & Community Empowerment
Email Address DeMcGowan@aberdeencity.gov.uk
Tel 01224 522226

Name Mark Reilly
Title Chief Officer – Operations & Protective Services
Email Address MaReilly@aberdeencity.gov.uk
Tel 01224 523096

Name Graeme Simpson
Title Chief Officer – Integrated Children’s & Family Services
Email Address GSimpson@aberdeencity.gov.uk
Tel 01224 523496

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Operational Delivery Committee Corporate Risk Registers

Total Number of Risks For all Clusters

17

This report presents all risks at Cluster level, which fall within the remit of the Operational Delivery Committee as at November 2020.

The "heat map" opposite shows where the current assessments of those risks fall on the **Likelihood** (1 to 6) and **Impact** (1 to 4) matrix.

For example, the current heat map shows that there are 6 risks which have a likelihood of 4 and impact of 3 (i.e. 4 x 3)

The pages which follow, split the risks by organisational Cluster and provide detail of the controls and mitigating actions in place for each risk.

Risk Matrix by Likelihood (6) and Impact (4)



Descriptors of Risk Levels

Impact	Score							
	4	3	2	1	1	2	3	
Very Serious	4	8	12	16	20	24		
Serious	3	6	9	12	15	18		
Material	2	4	6	8	10	12		
Negligible	1	2	3	4	5	6		
Score		1	2	3	4	5	6	
Likelihood		Impossible	Almost Impossible	Very Low	Low	Significant	High	Very High

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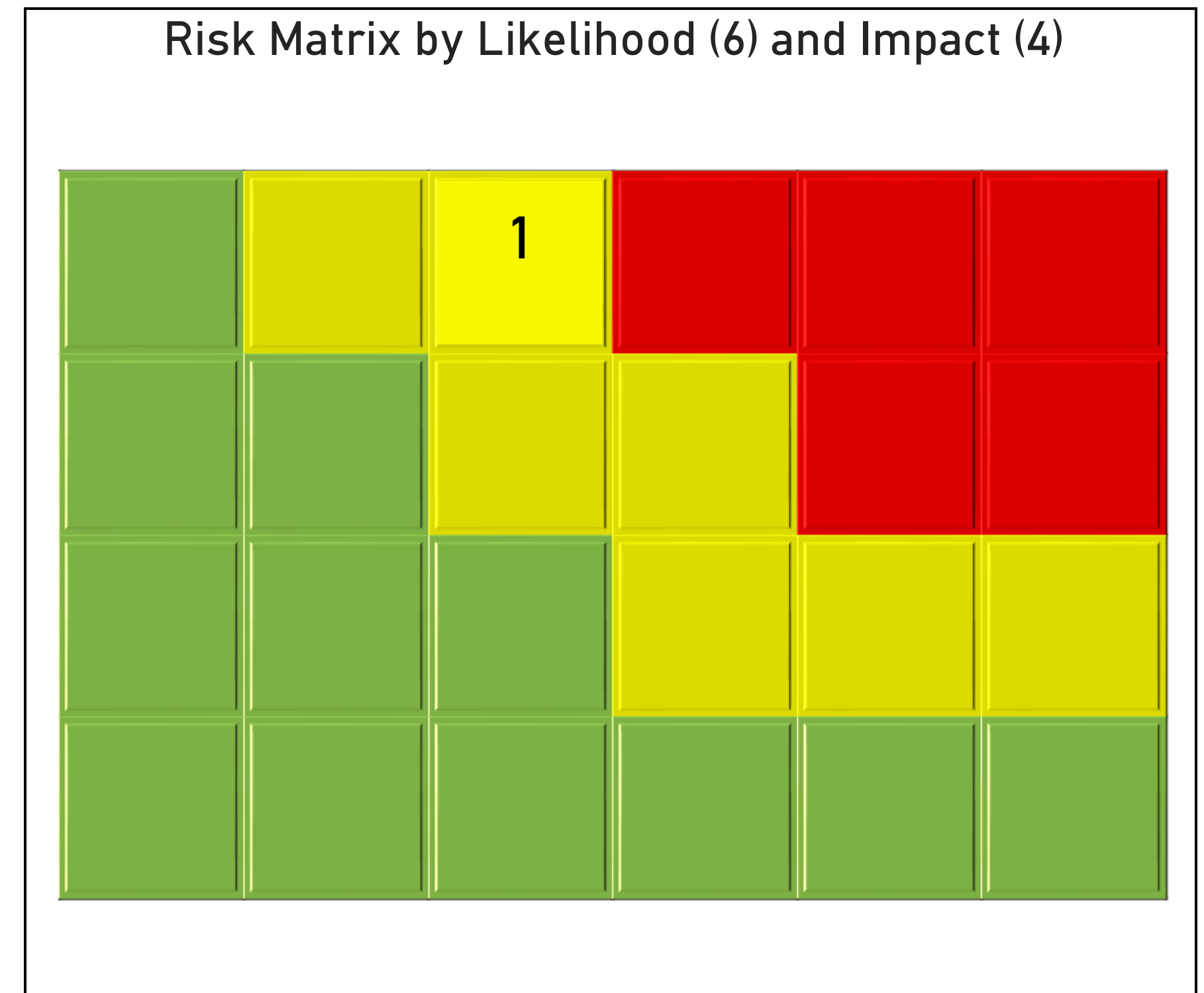


Customer Experience Risk Register

CURRENT CLUSTER RISKS ▼	CURRENT RISK SCORE
Customer Experience Service Delivery	12

Number of Cluster Risks

1



FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Customer Experience	Jacqui McKenzie	Bruce Reid

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Customer Experience Service Delivery	Risk to delivery of key front-line services in the event of failures of systems or processes	<p>Procurement of ongoing Disaster Recovery arrangements for the Regional Communications Centre</p> <p>Implement effective local administration of systems 'owned' by the Customer Experience cluster, ensuring maintenance of the required skillset to support / administer ICT applications.</p> <p>Identify single points of failure across the cluster and implement improvement and upskilling programme's to mitigate the risks.</p> <p>Implement an annual test plan to assess the effectiveness of all Business Continuity Plans.</p>	70	8	12	3	4	30 August 2021

Assurance Map		
Cluster – Customer Experience		
First Line of Defence (Do-ers)	Second Line of Defence (Helpers)	Third Line of Defence (Checkers)
<ul style="list-style-type: none"> • Policy Documentation • Operational Procedures and Guidance Documents • Staff training and development • Operational Risk Assessments • Operational procedures and guidance including those set out in the Business Continuity Plans in the event of a system or process failure. • Operational Test Schedules for Business Continuity Plans • Analysis following activation of business continuity arrangements / tests and improvement plans identified. 	<ul style="list-style-type: none"> • Customer Function Senior Management Team (undertakes review of Cluster Operational Risk Register) • Customer Experience Cluster Senior Management Team (undertakes review of Cluster Operational Risk Register) • Operational Delivery Committee (including oversight of Service Standards) • Assurance Team • Business Continuity Sub-Group 	<ul style="list-style-type: none"> • Annual Internal Audit Plan approved and overseen by Audit Risk and Scrutiny Committee • Annual External Audit • Operational Delivery Committee (including annual reporting of Function / Cluster Risk Register). • Audit Risk & Scrutiny Committee (including oversight of SPSO investigations) • City Growth & Resources Committee • HMRC Audit on PAYE • DWP Subsidy Audit • DWP Housing Benefit Review • Non-Domestic Rates NDRI – External Audit

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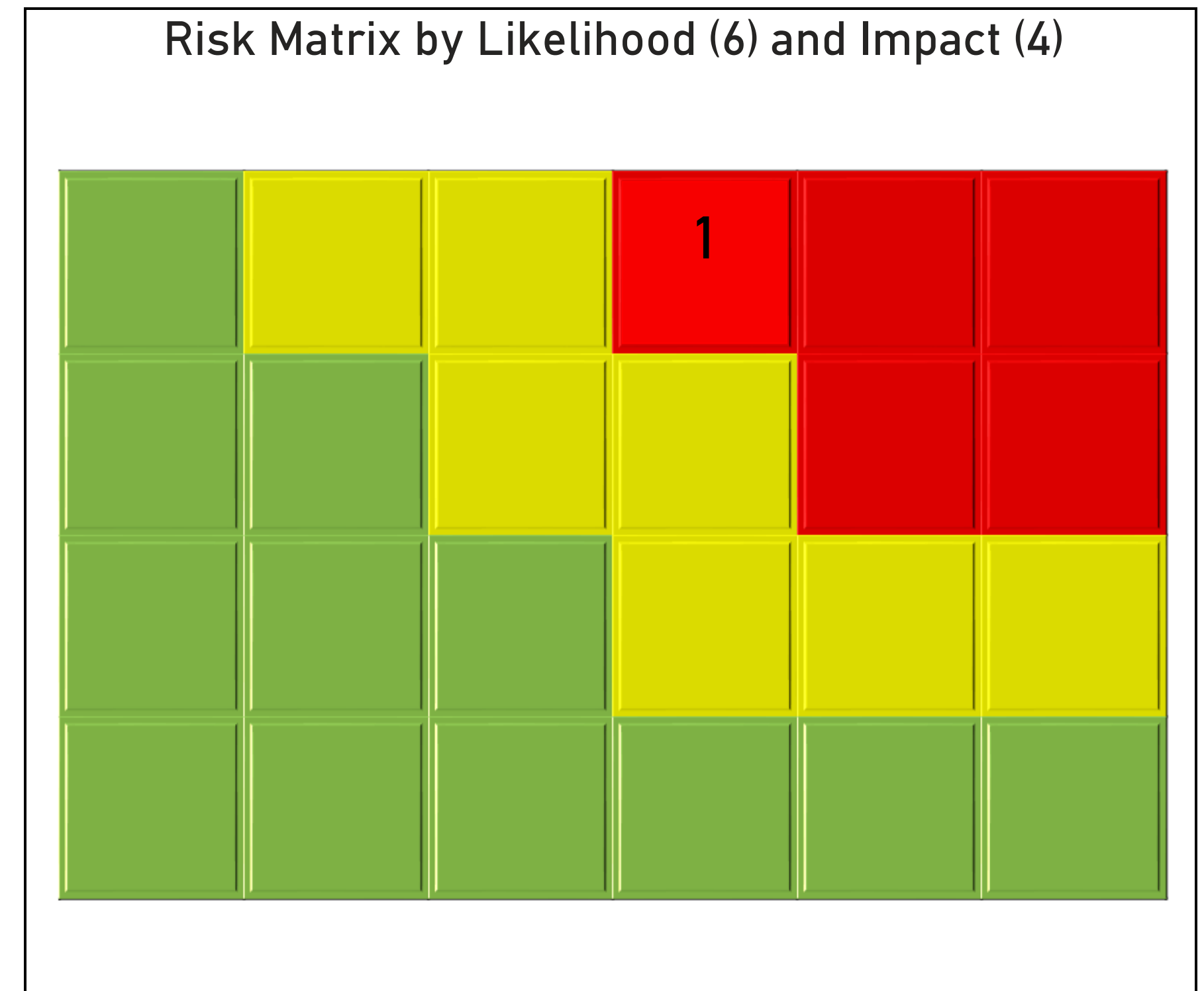


Digital & Technology Risk Register

CURRENT CLUSTER RISKS	CURRENT RISK SCORE
Digital & Technology Service Delivery	16

Number of Cluster Risks

1



FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Digital & Technology	David Gammie	Norman Hogg

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Digital & Technology Service Delivery	Risk that IT service disruption impacts on the ability of the Council to deliver key services to customers	<p>Implementation of remedial actions in order to gain PSN certification.</p> <p>Implementation of Governance across the Azure Platform to bring it into line with Security Best Practice</p>	40	12	16	4	4	30 July 2021

Assurance Map		
Cluster – D&T Cyber		
First Line of Defence (Do-ers)	Second Line of Defence (Helpers)	Third Line of Defence (Checkers)
<ul style="list-style-type: none"> • IT Security Technologies – devices to filter traffic and protect network, virus control software and domain access rules e.g. Conditional Access and Encryption • Operational procedures and guidance notes • Mandatory Information Governance Staff Training and IT Security Staff Training • Investigation into incidents and breaches • Monitoring & Alerting • Patch Management • System Change Management 	<ul style="list-style-type: none"> • Corporate Management Team (CMT) Stewardship undertakes monthly review of Corporate Risks • D&T Senior Management Team (SMT) undertakes review of Cluster Operational Risk Register • Information Governance Group • ICT System Risk Assessments • Data Privacy Impact Assessments • Vendor Management • Policy documentation including, Information and Communication Technology (ICT) Acceptable Use Policy and ICT Access Control Policy, Protective Monitoring Policy 	<ul style="list-style-type: none"> • Internal Audit overseen by Audit Risk and Scrutiny Committee • External IT Health Checks for PSN Accreditation • External Penetration testing • IT Audits

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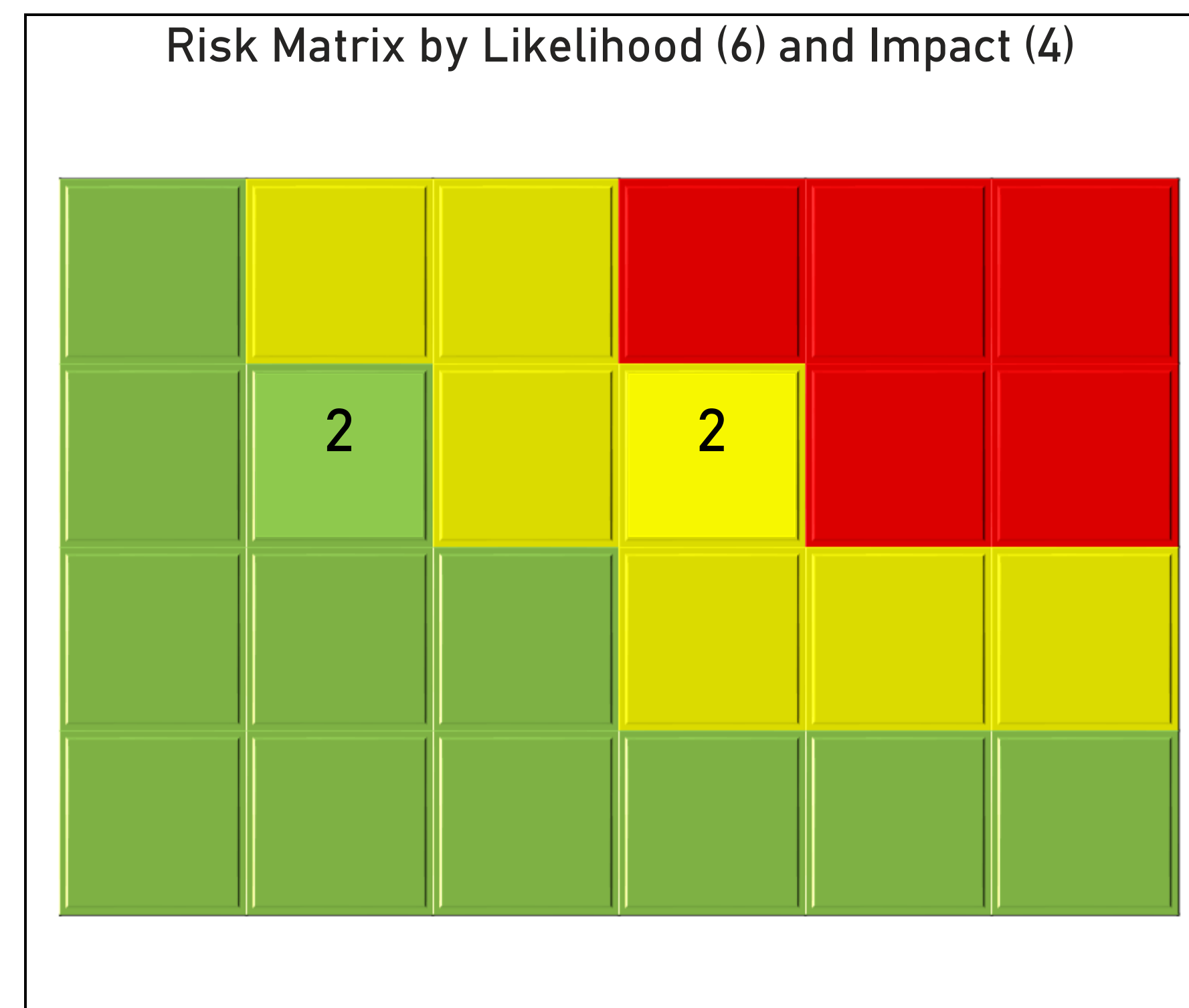


Early Intervention & Community Empowerment Risk Register

CURRENT CLUSTER RISKS	CURRENT RISK SCORE
Void Properties	12
Service standards and Commissioning Intentions	6
Rental income from Council Housing	12
Governance	6

Number of Cluster Risks

4



FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Early Int. & Community Emp.	Derek McGowan / Mark Reilly	Neil Carnegie / Graham Williamson

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Void Properties	There is a risk that the level of void properties leaves ACC unable to house applicants appropriately or timeously, affecting quality of life, increasing spend on hotels and reducing rental income.	<p>Improvement plan in place but progress badly affected by COVID, as unable to repair or let properties for 4 months.</p> <p>Fortnightly performance meetings reintroduced to scrutinise progress and identify actions required.</p> <p>Building Services have identified a groups of staff who will prioritise void properties.</p> <p>Work being done to understand performance inmore granular detail and identify specific actions.</p>	20	4	12	4	3	30 March 2021

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Early Int. & Community Emp.	Derek McGowan	Neil Carnegie / Fiona Clark / Kay Diack

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Service standards and Commissioning Intentions	Failure ot meet agreed service standards and commissioing intentions for cluster.	<p>Both have been reviewed to align with new service design and resources.</p> <p>Clear link from service design to delivery.</p> <p>Regular monitoring of performance through SMT and service managers.</p>	20	2	6	2	3	30 March 2021

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Early Int. & Community Emp.	Derek McGowan	Neil Carnegie/Kay Diack

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Rental income from Council Housing	There is a risk of reduced Rental Income to the HRA and General Fund arising from COVID-19 crisis and Universal Credit.	<p>Rental Management is a priority for Housing Officers and they will work under a new job profile to maximise income for tenants and ensure rent is a priority for them.</p> <p>After Urgent Business Committee on the 30th June we recommenced writing to tenants in arrears to remind them of their responsibilities regarding rent and to offer support.</p> <p>Creation of Corporate Debt Team to manage outstanding debts and help manage arrears from tenants who have not followed advice and guidance from Housing Officers.</p> <p>Robust performance management, monitored via weekly reporting to Communities and Housing Area Manager.</p> <p>Legislation and Council Policy allow escalation to court in extreme cases.</p>	25	3	12	4	3	28 September 2021

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Customer	Early Int. & Community Emp.	Derek McGowan	Derek McGowan

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Governance	There is a risk that lack of governance over internal processes leads to non compliance with Legislative and Council requirements.	<p>Creation and monitoring of:</p> <ul style="list-style-type: none"> 1 - cluster risk register 2 - Business Continuity Plans <p>Regular monitoring of:</p> <ul style="list-style-type: none"> 1 - H&S issues across cluster 2 - finance 3 - Cttee schedules 4 - Legislative and Consultation trackers 	20	1	6	2	3	30 March 2021

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Assurance Map		
Cluster – Early Intervention and Community Empowerment		
First Line of Defence (Do-ers)	Second Line of Defence (Helpers)	Third Line of Defence (Checkers)
<ul style="list-style-type: none"> • Staff training and development • Operational procedures and guidance documentation • Policy documentation • Strategy • Culture 	<ul style="list-style-type: none"> • Corporate Management Team (CMT) • Senior Management Team (SMT) undertakes review of Cluster Operational Risk Register • Operational Delivery Committee • Educational Operational Delivery Committee • Council • Community Planning Aberdeen 	<ul style="list-style-type: none"> • Annual Internal Audit Plan approved and overseen by Audit Risk and Scrutiny Committee • Annual External Audit and report • Operational Delivery Committee • Educational Operational Delivery Committee • Council • Audit, Risk and Scrutiny Committee • Community Planning Aberdeen • Education Scotland - CLD Strategy and performance (HGIOCLD) • Scottish Housing Regulator - Annual return on housing performance • Scottish Social Services Council - Registered Housing Support Services

		<ul style="list-style-type: none">• Care Inspectorate for Registered Housing Support Services• Library Services• Scotland and Scottish Library & Information Council - Ambition & Opportunity : National Strategy for Public Library Services, and performance (HGIOPLS)• Scotland and Scottish Library & Information Council and Education Scotland -Vibrant Libraries thriving schools : Strategy for School Libraries - and performance HGIOSL• Financial Inclusion Team - Scottish National Standards for Advice and Information Providers Scottish Legal Aid Board• Scottish Government - Child Poverty Action Plan
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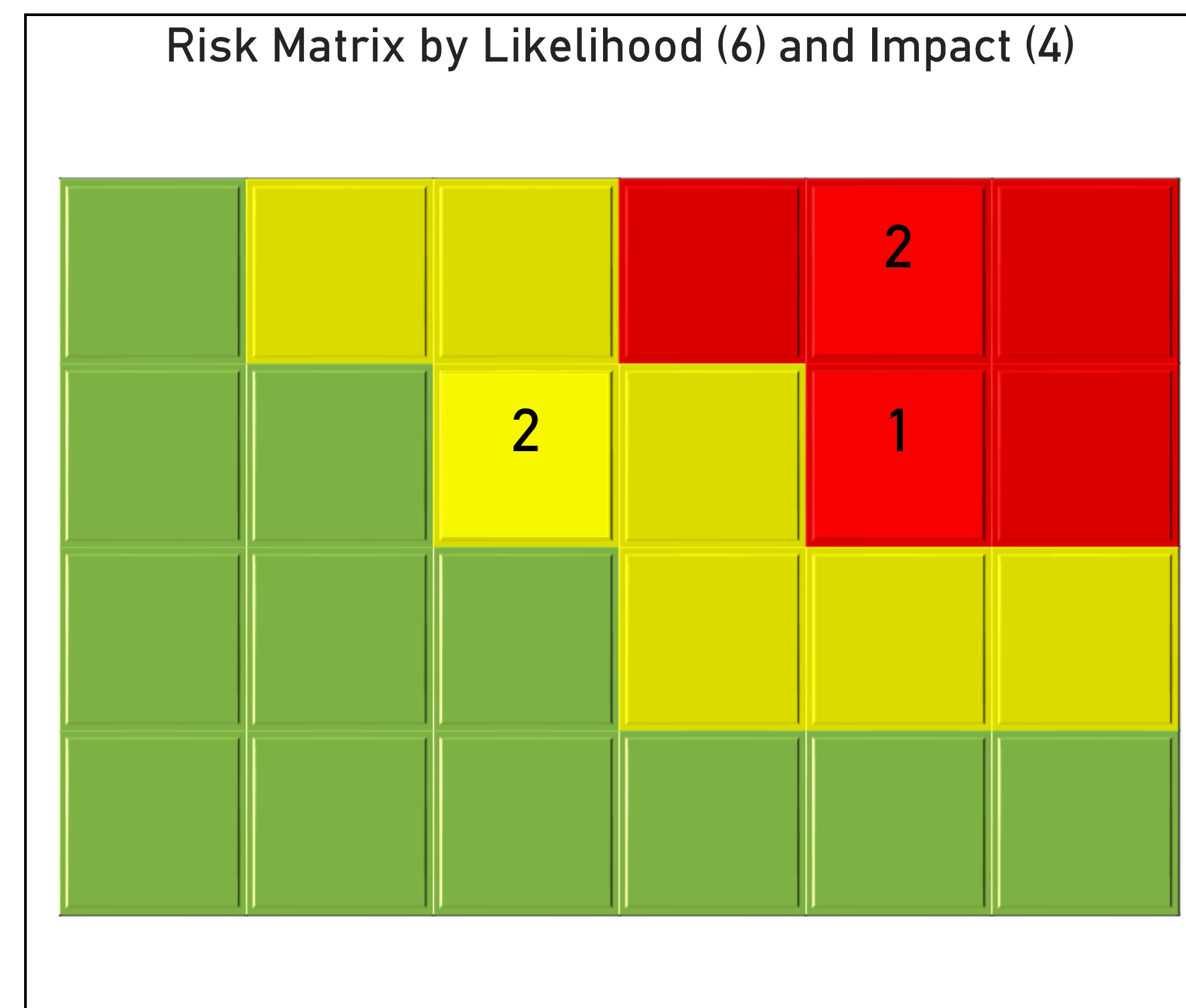


Operations & Protective Services Risk Register

CURRENT CLUSTER RISKS	CURRENT RISK SCORE
Sustainable Urban Drainage Systems (SUDS) Section 7	20
Sea Defence Failure	20
Loss of UKAS Accreditation	9
Loss of Operator's Licence	9
FM Risk - Bacteriological/Virucidal outbreaks	15

Number of Cluster Risks

5



FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Operations	Operations & Protective	Mark Reilly	Doug Ritchie

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Sustainable Urban Drainage Systems (SUDS) Section 7	Increased costs to ACC due to change in Policy by Scottish Water	<ul style="list-style-type: none"> • Continue discussions with Scottish Water • Seek Legal advice • Continue discussions with other LA's and SCOTS 	20	8	20	5	4	

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Operations	Operations & Protective	Mark Reilly	Doug Ritchie

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Sea Defence Failure	Failure of Sea Defences	<ul style="list-style-type: none"> • Continue to monitor and repair as budgets allow • Report to Committee for approval of long-term strategy • Ongoing work being carried out to the existing sea wall and revetment • Condition Survey commissioned • Emergency procedure for dealing with breach in sea wall * Full area study to be carried out and target date reflects this milestone	10	12	20	5	4	31 January 2023

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Operations	Operations & Protective	Mark Reilly	Andrew Morrison

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Loss of UKAS Accreditation	The Laboratory losing, temporarily, its external UKAS accreditation following findings raised at either an annual, or unannounced UKAS visit	<p>Maintain the in-house documentation, systems and processes for annual audits.</p> <p>Maintain staff training records and programmes for all staff</p>	80	6	9	3	3	31 December 2020

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Operations	Operations & Protective	Mark Reilly	Willie Whyte

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Loss of Operator's Licence	Effect of services inability to use goods vehicles through loss of operator's licence	Maintain the in-house documentation, systems and processes for DVSA checks Review and investigate process failures	80	6	9	3	3	31 December 2020

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Operations	Operations & Protective	Mark Reilly	Andy Campbell

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
FM Risk - Bacteriological/Virucidal outbreaks	Increased risk of bacteriological/virucidal outbreaks. Risk is particularly high in school buildings, but also exists in other buildings across the city.	<p>Cleaning and Janitorial services concentration on hygiene and hand contact surfaces.</p> <p>Risk had been raised pre-COVID-19, where the service had concern about ability to react to and manage an outbreak effectively in only one school. The current pandemic has shown just how pertanent this risk is.</p>	25	12	15	5	3	30 March 2021

Assurance Map		
Operations and Protective Services		
First Line of Defence (Do-ers)	Second Line of Defence (Helpers)	Third Line of Defence (Checkers)
<ul style="list-style-type: none"> • Trained and qualified staff • Operational plans and guidance including surveys, monitoring of existing infrastructure, committee reporting and guidance • Contract Management Guidance and Procurement Regulations • Procedures to implement contract management policies • Operational procedures • Climate risk Assessments & Guidance • Environmental risks (including climate risks) incorporated in business cases, committee reporting and guidance • Weather impact Assessments • Regular monitoring and Infrastructure Assessments • Budget planning for anticipated impacts/ budget requirements • Emergency plans, Operational response procedures • Investigation with other LA's / SCOTS and our Legal teams whether we can refuse to sign up to the legal agreement • Roads Winter Maintenance Plans • Community involvement • Cross Service training events • Joint working with internal/external resources and Environmental Services • Park Management Plans • Internal / external communication and networking 	<ul style="list-style-type: none"> • Corporate Management Team (CMT) Stewardship undertakes monthly review of Contract Management Risk • Senior Management Team (SMT) undertakes review of Cluster Operational Risk Register • Operational Delivery Committee incl. oversight on service KPIs and number of community partnerships in place • Contract review by Demand Management Board • Audit, Risk and Scrutiny Committee oversight of risk management system • Strategic plans including North East Flood Risk Management Plan and Strategy; and development of Climate Adaptation Framework (Aberdeen Adapts) • Strategic Commissioning Committee • Inclusion in plans, programmes, strategies including those for planning, transport & housing • Local Resilience Partnership undertaking resilience planning and preparedness across all partners • Public protection committee oversight of resilience arrangements • City Growth and Resources Committee oversight of climate change reporting • Local Outcome Improvement Plan (LOIP) • APSE benchmarking • Aberdeen Open Space Strategy • Aberdeen Food Growing Strategy 	<ul style="list-style-type: none"> • Annual Climate Change report (Public Bodies Climate Change Duties) submitted to Scottish Government • Regional and National reports from Scottish Government, UK Government and SEPA • North Regional Resilience Partnership • Grampian Local Resilience Partnership • Annual Internal Audit Plan approved and overseen by Audit Risk and Scrutiny Committee • Scottish Government performance review and reports • Testing of emergency plans at partner level • Adaptation Capability Framework Benchmarking Tool • North Regional Resilience Partnership • Community Planning Aberdeen Board (CPA Board) • Local Outcome Improvement Plan (LOIP) Residual • Participation in external quality system audit programme to cover all aspects of current quality system • Participation in external quality system inspection programme to cover all aspects of current quality system • External Audit provider UK Logistics (FTA) • DVSA • Police Scotland

<ul style="list-style-type: none"> • Committee reporting • LOIP Improvement projects 11.3, 13.2 • Maintaining an awareness of current accreditation requirements through receiving regular updates from UKAS • UKAS included as a main topic in team meetings and as an objective in PR&Ds • Fleet Service Users • Drivers / Operators • Fleet Workshop Managers and Operatives 	<ul style="list-style-type: none"> • Comprehensive in-house quality system audit programme to cover all aspects of current quality systems. • Union partnership (safety representatives) • Planning works as per CDM regulations 2015 • Risk assessment Method Statements and procedures established and reviewed • Coordination of works by team leaders • Team Leader supervision • Internal inspection regimes • Fleet Management / Compliance Team • Procurement Team • Operational management team, Contract managers, Team leaders, Risk control team • Customer feedback management system • KPI's management systems established • Service User's 	<ul style="list-style-type: none"> • Catering Service Quality Management System, BSI 9001 • CITB (Industrial Training Board) inspection/ audit • Skills development Scotland (Managing agency Tullios Training) Inspection/ audit • Gas Safe Register risk-based audit • Scottish Electrical Charitable Training Trust (Managing agency NICEIC) periodic audit • External fuel providers (contingency plan)
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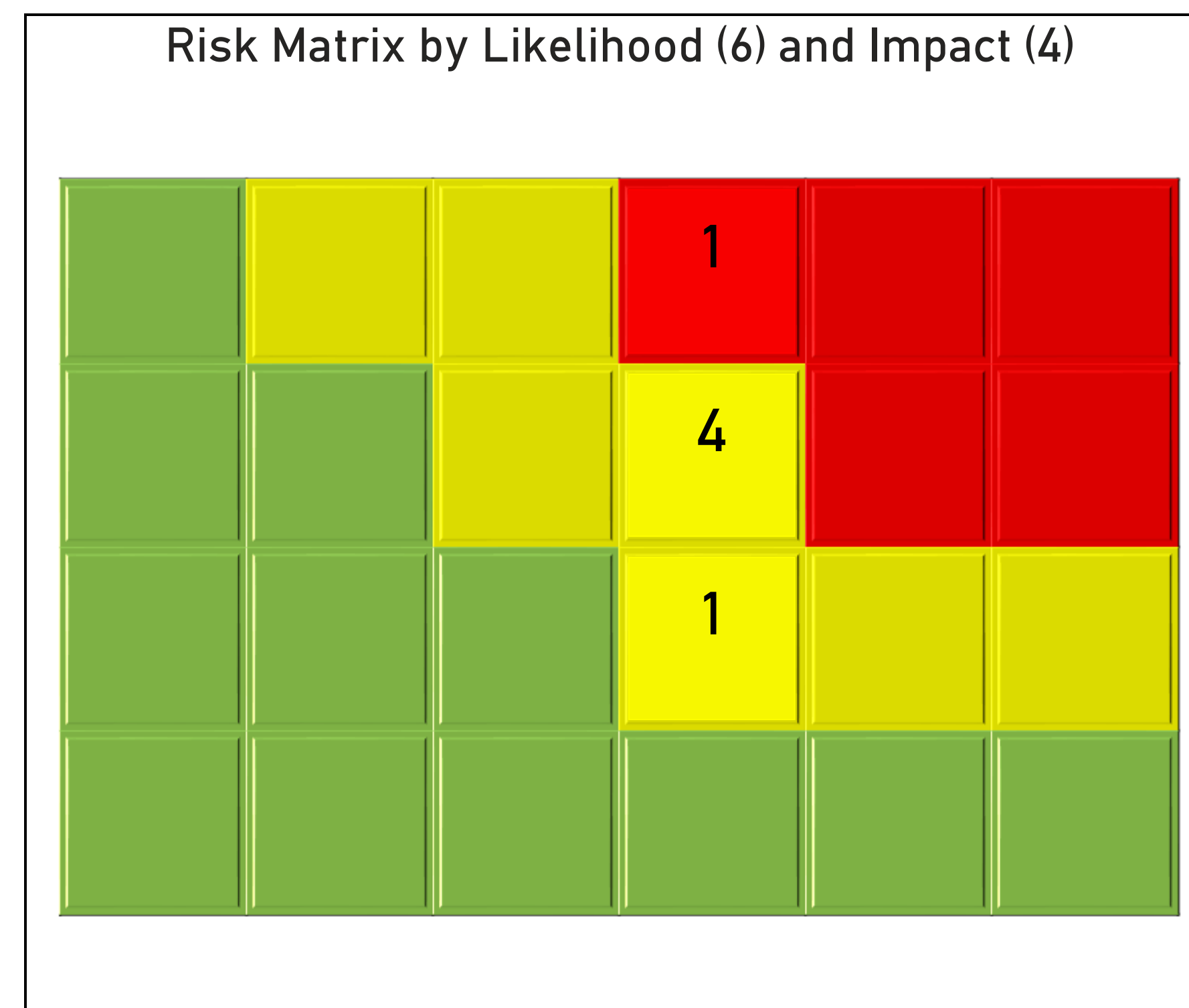


Children's & Family Services Risk Register

CURRENT CLUSTER RISKS	CURRENT RISK SCORE
Wellbeing of Children	12
Unaccompanied Asylum Seeking Children (UASC)	12
Increase in School Roles	16
Education - Demographic demands	12
CareFirst System Failure	8
Additional Support Needs	12

Number of Cluster Risks

6



FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Operations	Children's & Family Services	Eleanor Sheppard	Gael Simpson

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Wellbeing of Children	Risk that wellbeing of children and young people is negatively impacted by the recent lockdown. The risk that hidden harm and social isolation adversely effects on physical and mental wellbeing of children and young people.	<p>Range of professional learning will continue to be updated and shared with relevant partners and staff. High uptake of courses.</p> <p>Children's social work staff continue to ensure resource alignment to deliver early and preventative support for children and their families where vulnerability reaches social work eligibility.</p> <p>Analysis of wellbeing survey helping to identify particular issues to be addressed.</p> <p>Controlled face to face assessment of children and young people to resume after October break.</p> <p>On-going tracking of impact of interventions being put in place.</p> <p>Request for Assistance form to be launched after October to enable effective gathering and analysis of the changing needs of children and young people.</p> <p>Ongoing Multi-agency work to establish the 'Fit like' Hubs. Soft launch planned from October.</p> <p>Further wellbeing survey planned to track any changes.</p>	85	6	12	4	3	30 November 2020

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Operations	Children's & Family Services	Graeme Simpson	Isabel McDonnell

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Unaccompanied Asylum Seeking Children (UASC)	Risk that the dispersal of Unaccompanied Asylum Seeking Children (UASC) from England will result in a number being placed in Aberdeen. The unique needs of UASC will require significant resources and a multi-agency response and they have access to appropriate legal services.	<p>Multi-Agency planning group has been established to plan for the anticipated arrival of UASC. Localised draft guidance for UASC has been created with reps from across the partnership to maximise effective resourcing and collaborative practice. This will allow for some planning prior to any decision to commit to UASC coming to Aberdeen City. Consultation on the dispersal of UASC concluded on 30-9-20. Proposal that system of dispersal be made mandatory with each local authority taking up to 0.07% of their child (0-18) population.</p> <p>The UASC (16/17) are predominantly migrant asylum seekers and will have different needs and expectations of the care provided. Engagement with other LA's and SG to ensure preparation takes account of experience.</p>	30	9	12	4	3	31 December 2020

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Operations	Children's & Family Services	Eleanor Sheppard	Alex Duncan

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Increase in School Roles	Risk of high levels of young people choosing to remain in school due to an uncertain future leading to an increase in school role which has not been budgeted for.	<p>Additional resource allocated to secondary schools to address issue (£1.9m in the first instance) with a census planned for September to capture to implement reduction if required.</p> <p>Workshop held with senior leaders in October to better understand the reasons for an additional 500 young people staying on at school.</p> <p>Work on-going across the Community Planning Partnership to review our delivery of the Senior Phase to ensure that we maximise opportunities for young people.</p> <p>On-going discussions with Further Education providers to clarify their offer.</p> <p>Council financial plans are agreed at the budget setting Council meeting each year. Budget monitoring arrangements are in place between Service Managers / Head Teachers and Finance Service colleagues.</p> <p>Improvement planning details proposed spending and is subject to quality assurance. Finance have regular contact with Chief Financial Officer to discuss new costs and shared decision making.</p> <p>Budget responsibilities are set out in the Financial Regulations. New scheme of Devolved School Management has been agreed by EOCD.</p> <p>Opportunities for greater alignment of services across ICFS are being capitalised upon to maximise impact of collective resource.</p> <p>Children in need of protection/additional support are tracked on an individual basis to ensure planning remains consistent. Re-design of ASN services underway to ensure that resource is allocated based on live demand Power BI data.</p>	90	6	16	4	4	30 November 2020

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Operations	Children's & Family Services	Graeme Simpson	Eleanor Sheppard/Gail

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Education - Demographic demands	Growing demographic demands result in service delivery pressures	<p>Pupil roll projections are conducted annually and monitored against school capacities and used to inform the school estate strategy.</p> <p>Cross Council development of a School Estate Strategy and consideration of campus model to ensure that the estate is well placed to meet post lockdown needs and in good condition to meet our current and future needs. This work will be informed by our growing understand of the changing needs of children and families.</p> <p>Proposals of how ACC will deliver expanded ELC entitlements are in place in collaboration with the Corporate Landlord and Capital.</p> <p>Numbers of looked after and accommodated children and young people are recorded and monitored and are relatively stable.</p>	40	9	12	4	3	10 February 2021

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Operations	Children's & Family Services	Graeme Simpson	Alison MAIpine

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
CareFirst System Failure	Risk of major CareFirst systems failure	<p>Work is ongoing with the Council's digital partner Microsoft to build a Dynamic 365 system to replace Carefirst which serves CSW; Justice SW and ACHSCP social work services. This is due to be completed in the third quarter of 2021. The existing Carefirst system continues to meet basic requirements. Annual disaster recovery test due 22 October 2020.</p>	40	6	8	4	2	21 October 2020

FUNCTION	CLUSTER	RISK OWNER	RISK LEAD
Operations	Children's & Family Services	Eleanor Sheppard	Shona Milne

RISK TITLE	RISK DESCRIPTION	CONTROL ACTIONS	% COMPLETE	TARGET RISK SCORE	CURRENT RISK SCORE	CURRENT LIKELIHOOD	CURRENT IMPACT	TARGET COMPLETION DATE
Additional Support Needs	Risk that the needs of those in need of additional support are not met effectively given limitations on movement post Covid.	<p>Review of approaches in light of published physical distancing guidance and implementation of short term approach through Hubs and more flexible working practices.</p> <p>Suite of professional learning.</p> <p>Develop Business Case to reshape services around current demand data and establish mechanism to track demand to ensure a more agile service.</p> <p>Full review of national ASN Report findings with suggested next steps included in the Supporting Learners workstream.</p> <p>Professional challenge session held with scrutiny body to support planning.</p> <p>Develop and implement a Microsoft form to track demand more effectively.</p>	90	6	12	4	3	31 December 2020

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Assurance Map		
Cluster – Children & Families Services (Children’s Social Work)		
First Line of Defence (Do-ers)	Second Line of Defence (Helpers)	Third Line of Defence (Checkers)
<ul style="list-style-type: none"> • Professional Supervision in place for all CSW staff ensuring day to day service delivery. • Team Managers/SM’s oversight of finances for teams • Agreed health and safety procedures – all staff supported to familiarise as part of induction. • All staff involved in risk assessment process • Team Business Continuity Plans in place • Tracking and monitoring arrangements in place in all schools to track performance and delivery of statutory duties. • Learning from case reviews considered on single and multi-agency basis and embedded at practitioner level. • Voice of children and young people at the heart of service planning and improvement. • Regular analysis of CSW data to improvement planning on both single and multi-agency basis. • Staff supported to fulfil registration requirements to ensure continuous professional development. 	<ul style="list-style-type: none"> • Health and Safety guidance for services, including Lone Working • Identified health and safety team link for all teams • Child protection and safeguarding guidance and professional learning available • Range of policies/procedures for schools to support consistent practice • SM QA activity within teams and through professional supervision. • Multi-agency Quality Improvement activity • Service Business Continuity Plan • Improvement groups comprising central Officers and school staff identify and address emerging risks • Data dashboard and Risk Register discussed fortnightly by SMT • Corporate Management Team review of Risk Register • Regular finance meetings with Senior Leadership Team • Assurance Team • Committee reports • Regular contact with SWS and COSLA 	<ul style="list-style-type: none"> • Care Inspectorate Inspections • HSE Covid-19 inspections • Health and Safety Team compliance visits to work settings • ECMT data reviews • Performance reports to Committee • Annual reporting of Risk Registers to Committee • Internal Audit Plan approved and overseen by Audit, Risk and Scrutiny Committee • Regular contact with Scottish Government OCSA Team • External Audit • Monthly budget print outs • Annual External Audit and report • Annual Internal Audit Plan approved and overseen by Audit, Risk and Scrutiny Committee • Audit Scotland and National Audit reports

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery
DATE	19 th November 2020
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Annual Assurance Statement
REPORT NUMBER	CUS/20/218
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Neil Carnegie & Heather Murdoch
TERMS OF REFERENCE	1.1.1

1. PURPOSE OF REPORT

- 1.1 To seek approval for the Council's Annual Assurance Statement which must be submitted to the Scottish Housing Regulator by 30 November 2020.

2. RECOMMENDATION

That the Committee:-

- 2.1 Approve the Annual Assurance Statement appended to this report for submission to the Scottish Housing Regulator.

3. BACKGROUND

- 3.1 The Scottish Housing Regulator regulates to protect the interests of people who receive the services of social landlords. Since introduced in 2012/2013 the Council have submitted our Annual Return of the Charter (ARC) which sets out the Council's performance against the Scottish Social Housing Charter standards and outcomes. From last year, the Regulator introduced a further requirement for all social landlords to complete an Assurance Statement in which we are required to provide confirmation each year that the Council meet the relevant requirements of [section 3 of the Regulatory Framework](#) which is laid out in appendix B.
- 3.2 Having reached an objective and evidenced-based judgement on compliance, ensuring sufficient evidence and information the Council are required to submit a signed statement by our Committee Convenor which confirms that we have appropriate assurance that we comply with:
- All relevant regulatory requirements set out in [section 3 of the Regulatory Framework](#)
 - All relevant standards and outcomes of the Scottish Social Housing Charter and all relevant legislative duties
- 3.3 For any areas where the Council do not materially comply, we must briefly describe these and our plans to improve.

- 3.4 The Councils proposed Annual Assurance Statement for 2020/21 is as appended to this report.
- 3.5 The Assurance Statement from 2019/20 indicated that Aberdeen City Council were compliant with the regulatory requirements set out in section 3 of the Regulatory Framework with the exception of compliance with minimum site standards for our Gypsy Traveller site. There were also performance areas which were prioritised for improvement with action plans in place regarding void property management and complaint management. The Council's Void Property improvement plan identifies key areas for us to tackle and achieve improved performance in and is now reviewed on a fortnightly basis by officers from various services to ensure that action points are regularly monitored and a holistic view is taken. Our performance in concluding responses to complaints has been addressed and we can demonstrate an improvement in our performance at Stage 1 and Stage 2 complaints. There has been a 12.85 % improvement in Stage 1 complaints being completed within target compared to the 18/19 period and a 8.99% improvement in the corresponding target for Stage 2 complaints. Complaint performance is reported to the Operational Delivery Committee each cycle.
- 3.6 The following evidence and information, relevant to the requirements that we are required to provide assurance for, are set out using the Good Governance Standard for Public Service principles from Chartered Institute for Public Finance and Accountancy.

3.6.1 Managing risks and performance through robust internal control and strong public financial management.

The Council's system of governance provides assurance on our compliance with legal and statutory obligations at management level and also to elected members.

Earlier this year the Council was awarded with the Mark of Excellence in Good Governance from the Chartered Institute of Public Finance and Accountancy (CIPFA).

At elected member level, the following internal controls are in place:

- Operational Delivery Committee is responsible for scrutinising service delivery in this area.
- Audit, Risk and Scrutiny Committee to which Housing and Homelessness audits (internal and external) are reported.

At management level, the following are in place:

- Regular review of risks by Housing and Homelessness management teams and maintenance of service risk registers.
- Performance management systems and operation of service improvement groups.

- The Risk Control Team in Building Services undertakes site visits to ensure compliance with all relevant Health and Safety requirements including compliance with the Health and Safety at Work etc. Act 1974, Control of Asbestos Regulations 2012 and Electricity at Work Regulations 1989.
- A contract log is in place which identifies responsibilities for differing elements of compliance along with contract manager and contractor details whether delivered in house or externally. Regular contract meetings are held to review compliance and for key risks such as asbestos and gas safety; external compliance portals are used. Corgi systems are used for gas compliance and MODUS – a software management company who specialise in asbestos data management - is being implemented for asbestos management.
- Strategies, policies and procedures are reviewed on an on-going basis in line with a risk-based Corporate Policy Framework. These include the Local Housing Strategy and Allocations Policy.
- Corporate Management Team (CMT) signs off on the Annual Governance Statement, including any significant issues (control failures) which have occurred over the year. CMT also receives notifications of health and safety contraventions, and resulting improvement plans, which would include health and safety issues affecting housing and homelessness.

3.6.2 Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law.

A Programme of internal audits, which are risk-based, identify any control failures including legal compliance in various areas such as rent management, void properties and complaints management. The following audits relating to housing have been completed for reporting to the Audit, Risk and Scrutiny Committee within the 2019/2020 reporting timescale:

- Void properties – The audit was completed in February 2020 with the majority of recommendations already implemented, and a plan set out to address the final recommendation.

In addition, the Council report quarterly to the Scottish Government on Homelessness presentations and outcomes for scrutiny.

The Council have a corporate system for reporting Health and Safety incidents and will report relevant incidents to agencies such as the Health and Safety Executive if relevant.

The Council's Health and Safety Team undertake Fire Risk Assessments in our sheltered housing complexes annually and in mainstream multi-storey buildings every three years. Our Health and Safety Team also undertake routine compliance checks of housing related services as part of its corporate programme.

The Council's Engagement Plan from the SHR is published on the Council's website.

The Council's Engagement plan for 2019/20 set out that we are being engaged by the SHR about Gypsy Traveller site standards. We have a plan in place to redevelop the site to meet these, which is due to restart in early 2021 to ensure compliance.

The Council are appropriately registered with the Information Commissioner's Office.

3.6.3 Defining outcomes in terms of sustainable economic, social, and environmental benefits.

[The Local Outcome Improvement Plan](#) (LOIP) sets out how Community Planning Aberdeen will improve outcomes for and with local people and communities. The vision set out in the LOIP is that Aberdeen will be 'a place where all people can prosper' by 2026.

[The Council's Delivery Plan 2019/2020](#) aligns all council strategies and plans to the LOIP, ensuring clear delivery plans for the Council's own set of strategies and priorities.

One aspect of the Council's Delivery Plan that has been a focus is how we can embrace digital solutions to streamline processes and give better outcomes to our customers. By working closely with Microsoft and colleagues from various other services, we are able to work in a more collaborative manner and utilise the technology available to work towards better customer outcomes. Examples of this recently introduced include digital viewings, signings and pre-termination inspections of properties.

The Council as a Landlord invests significant sums each year in the maintenance of our Housing stock. This investment improves energy efficiency, meaning a lower carbon footprint is emitted, and tenants have warmer, cheaper homes. For example, in the financial year 2019/20, we invested in our properties to ensure that almost 89% meet the Scottish Housing Quality Standard (SHQS); installed new double glazing in almost 300 properties; installed 1245 energy efficient heating systems, and now have a Housing stock where 92.5% of properties meet the Energy Efficient Standard for Scottish Housing (ESSH).

The current transformation programme being undertaken, looks at job redesign within Housing services to ensure we meet the changing needs of tenants, ensuring a holistic and outcome focussed approach to achieving the best outcome for them.

3.6.4 Determining the interventions necessary to optimise the achievement of the intended outcomes.

The Council deliver a highly acclaimed Tenant Participation Strategy. The Housing Service Review Group comprises tenants and residents and provides

scrutiny of our service performance and the Housing Revenue Account. The group also undertake in-depth service reviews and have previously reviewed Housing Repairs, Housing Management and Customer Feedback. At the conclusion of each review a report with recommendations is produced.

Monthly performance reports are provided for scrutiny, with appropriate improvement plans developed where necessary. In particular, the Council's performance in Homelessness services is now sector leading, and there has also been a significant improvement in performance on evictions for rent arrears through a more targeted and efficient approach.

Ensuring openness and comprehensive stakeholder engagement.

Since 2013, each year the Council have submitted our [Annual Return of the Charter](#) in accordance with the published guidance.

The Housing Service Review Group participates in the preparation and scrutiny of performance information. The group meets monthly and receives routine reports on our performance against the Charter outcomes and standards. All reports are published on our website.

The Housing Service Review Group also participates in developing our annual report on performance. This includes reviewing performance trends, benchmarking with our peers and options for improvements where relevant. The group helps determine report format and proposed using a digital animation in addition to a written report for 2018/2019 and this will be replicated for 2019/20. The annual report is also available in hard copy and is reported in our Newsbite publication.

The recent long term rent policy consultation was conducted both by letter and electronically, receiving over 1800 responses, and fed directly into the policy decision at Council in March 2020.

The monthly and annual reports are available on a dedicated [Housing Performance](#) page on our website.

Reviewing our [Annual Return on the Charter for 2019/2020](#) we identify void property and rent management as performance areas for improvement and we have a range of actions agreed to address this.

3.6.6 Implementing good practices in transparency, reporting, and audit to deliver effective accountability.

Information on our Complaints Handling Procedure, including how to make a complaint is published on our website and a complaints leaflet is available at all offices. A person can make a complaint by using our online form or in person at any council office. Alternatively, they may contact us in writing or by telephone.

The Council have published the SHR's 'Significant Performance Failure' leaflet on our website and the reporting form is also available.

The Council follow the Model Complaints Handling Procedure set out by the Scottish Public Services Ombudsman (SPSO).

Upon closure of every complaint, responding officers systematically identify any learning points. This is particularly important where complaints are upheld, but even a complaint which is not upheld can highlight the need for change. For example, complaints have highlighted where we need to improve communications and change some of our internal procedures.

As mentioned earlier in this report, the Council's Void Property procedures were audited earlier this year, with clear actions identified and implemented.

The Council's performance is scrutinised at each Operational Delivery Committee, the papers for which are all available through our Council website.

Where appropriate, the Council collect and record data on protected characteristics for tenants, applicants, homeless people and people who use our Gypsy Traveller site on our housing management system.

3.6.7 Developing the entity's capacity, including the capability of its leadership and the individuals within it.

The Council has agreed an Equalities Outcomes and Mainstreaming 2017 – 2021 plan to meet the requirements of the Equality Act 2010 and its duties to eliminate unlawful discrimination, advance equality of opportunity and foster good relations. The Council agreed its Equality Outcomes and Mainstreaming 2017- 2021 progress report at the Council meeting in May 2019.

The Council operate a standard procedure to assess the impact of new strategies, policies and changes with respect to human rights, equalities and the Fairer Scotland Duty. Our Equality and Human Rights Impact Assessments are published on our website with relevant committee papers.

During 2019/20 Housing management staff were trained in a number of different areas, including Adverse Childhood Experiences (ACES), Corporate Parenting, Making Every Opportunity Count (MEOC) to develop a more empathetic approach to dealing with tenants. Training was also completed on Universal Credit, and a number of staff benefited from secondments and promotions into new roles, thus increasing capacity and resilience within the Service.

4. FINANCIAL IMPLICATIONS

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

5. LEGAL IMPLICATIONS

- 5.1 The requirement for Annual Assurance Statements is set out in statutory guidance issued by the Scottish Housing Regulator under the Housing

(Scotland) Act 2010. The recommendations of this report will enable the Council to comply with that requirement.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	N/A		
Compliance	If the Council does not submit the Annual Assurance Statement by 30 th November 2020, the Council will not meet regulatory requirements.	L	Approval to submit the Annual Assurance Statement given by committee
Operational	N/A		
Financial	N/A		
Reputational	The Annual Assurance Statement identifies areas for Improvement.	M	The Council have identified improvement plans to be implemented.
Environmental / Climate	N/A		

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
Aberdeen City Council Policy Statement	This report has no impact on the policy statement.
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	This report has no impact on the Local Outcome Improvement Plan.
Prosperous People Stretch Outcomes	This report has no impact on the Local Outcome Improvement Plan.
Prosperous Place Stretch Outcomes	This report has no impact on the Local Outcome Improvement Plan.
Regional and City Strategies	This report has no impact on regional and city strategies.
UK and Scottish Legislative and Policy Programmes	This report ensures that we are compliant with the regulatory requirements set out by the Scottish Housing Regulator.

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8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Full impact assessment not required
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

Scottish Housing Regulator – Regulation of Social Housing in Scotland
 Scottish Housing Regulator – Statutory Guidance
 Scottish Housing Regulator – Annual Assurance Statement
 Annual Return on the Charter – Aberdeen City Council 2019/2020

10. APPENDICES

A - Draft Annual Assurance Statement
 B - Scottish Housing Regulator Regulatory Requirements– Section 3

11. REPORT AUTHOR CONTACT DETAILS

Name	Neil Carnegie & Heather Murdoch
Title	Communities & Housing Area Manager / Development Officer
Email Address	ncarnegie@aberdeencity.gov.uk / hemurdoch@aberdeencity.gov.uk
Tel	01224 522942 / 01224 523507

Appendix A



Aberdeen City Council complies with the regulatory requirements set out in Chapter 3 of the Regulatory Framework, all relevant standards and outcomes in the Scottish Social Housing Charter and all relevant legislative duties, with the following exception of compliance with minimum site standards for our Gypsy Traveller site. A plan is in place to undertake a major site refurbishment to meet these standards with work due to commence in early 2021.

The following performance areas are priorities for improvement with action plans in place:

Void property management – key improvement actions: increase resources for repair and maintenance work, enhanced performance management framework and review of letting standards.

Rent Management – key improvement actions: creation of a specialist corporate debt team.

I confirm Aberdeen City Council has seen and considered appropriate evidence in approving this Annual Assurance Statement at our Operational Delivery Committee on 19th November 2020.

Councillor John Wheeler
Convener – Operational Delivery Committee
Aberdeen City Council

Regulatory requirements

In this section we set out regulatory requirements for all social landlords and the standards of governance and financial management for RSLs.

3.2

All of these requirements are based in the powers given to us in the [Housing \(Scotland\) Act 2010](#).

3.3

We do not replicate here the range of duties, obligations and responsibilities placed on landlords by legislation and through statutory guidance. These include achieving the standards and outcomes in the Scottish Social Housing Charter, duties to help people who are homeless, duties around the safety of tenants' homes, and promoting equality and human rights.

3.4

Landlords also have requirements placed on them by other regulatory bodies, including the Office of the Scottish Charities Regulator, the Equality and Human Rights Commission, the Care Inspectorate, Audit Scotland and the Scottish Public Services Ombudsman.

3.5

Landlords must ensure that they meet all of their legal duties and responsibilities and that they adhere to relevant guidance and the requirements of other regulators.

3.6

For local authorities, this includes ensuring that they meet their statutory duties to prevent and alleviate homelessness. Local authorities must confirm that they meet these duties in their Annual Assurance Statement, or set out how they are addressing any material non-compliance.

3.7

Landlords should adhere to our statutory guidance. In certain cases, where exceptional circumstances exist, it may be appropriate for a landlord to depart from our [statutory guidance](#). Where a landlord is considering departing from statutory guidance, it should discuss with us why a departure from the guidance is necessary before acting. The landlord should keep a record of the reasons for the departure.

3.8

Landlords should take account of regulatory advice from us and from other regulators. Advisory guidance may include recommended practice and recommendations from thematic work. Landlords should consider applying

any recommendations in advisory guidance, but are not required to follow advisory guidance. Landlords are not required to discuss a departure from advisory guidance with us before acting. A list of our advisory guidance is available on our website. Below we set out what landlords must do.

Regulatory requirements for local authorities and RSLs

Assurance and notification

- Prepare an Annual Assurance Statement in accordance with our published guidance, submit it to us between April and the end of October each year, and make it available to tenants and other service users.
- Notify us during the year of any material changes to the assurance in its Assurance Statement.
- Have assurance and evidence that it is meeting all of its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.
- Notify us of any tenant and resident safety matters which have been reported to, or are being investigated by the Health and Safety Executive, or reports from regulatory or statutory authorities, or insurance providers, relating to safety concerns.
- Make its Engagement Plan easily available and accessible to its tenants and service users, including online.

Scottish Social Housing Charter Performance

Submit an Annual Return on the Charter to us each year in accordance with our published guidance.

Involve tenants, and where relevant other service users, in the preparation and scrutiny of performance information. It **must**:

- agree its approach with tenants
- ensure that it is effective and meaningful – that the chosen approach gives tenants a real and demonstrable say in the assessment of performance
- publicise the approach to tenants
- ensure that it can be verified and be able to show that the agreed approach to involving tenants has happened
- involve other service users in an appropriate way, having asked and had regard to their needs and wishes.
- Report its performance in achieving or progressing towards the Charter outcomes and standards to its tenants and other service users (no later than October each year). It must agree the format of performance

reporting with tenants, ensuring that it is accessible for tenants and other service users, with plain and jargon-free language.

When reporting its performance to tenants and other service users it **must**:

- provide them with an assessment of performance in delivering each of the Charter outcomes and standards which are relevant to the landlord include relevant comparisons – these should include comparisons with previous years, with other landlords and with national performance set out how and when the landlord intends to address areas for improvement
- give tenants and other service users a way to feed back their views on the style and form of the reporting.
- Make our report on its performance easily available to its tenants, including online.

Tenant and service user redress

- Make information on reporting significant performance failures, including our [leaflet](#), available to its tenants.
- Provide tenants and other service users with the information they need to exercise their right to complain and seek redress, and respond to tenants within the timescales outlined in its service standards, in accordance with guidance from the Scottish Public Services Ombudsman (SPSO).
- Ensure it has effective arrangements to learn from complaints and from other tenant and service user feedback, in accordance with SPSO guidance.

Whistleblowing

- Have effective arrangements and a policy for whistleblowing by staff and governing body/elected members which it makes easily available and which it promotes.

Equalities and human rights

- Have assurance and evidence that it considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery.
- To comply with these duties, landlords must collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff. Local authorities must also collect data on protected characteristics for people who apply to them as homeless. Landlords who provide Gypsy/Traveller

sites must collect data on protected characteristics for these service users.

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ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	19 November 2020
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Proposed changes to the Housing Allocation Policy
REPORT NUMBER	CUS/20/188
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Derek McGowan
REPORT AUTHOR	Michael Murray
TERMS OF REFERENCE	1.1.5

1. PURPOSE OF REPORT

1.1 To seek approval of proposed changes to the Housing Allocation Policy

2. RECOMMENDATION(S)

That Committee:

2.1 Notes that the proposed changes have been created following consultation with members of staff, tenants, 3rd sector organisations and Elected Members; and

2.2 Approves the proposed changes to the Housing Allocation Policy by amending:

- (i) Delegated Power 11 to allow greater flexibility when tenants are sentenced to a period of imprisonment;
- (ii) Delegated Powers 23 – 32 to allow greater flexibility when tenants are in urgent housing need and those who are approved for the downsizing scheme; and
- (iii) section 19.1 of the Allocation Policy to grant the Chief Officer – Early Intervention and Community Empowerment the power to award an increased priority on the urgent list for statutory homeless applicants where issues of Public Protection prevail, all as detailed within this report.

3. BACKGROUND

3.1 As part of the Voids Improvement Plan a review of our Housing Allocation Policy was requested in March 2020. The existing Housing Allocation Policy was approved in 2018.

3.2 From July 2020 we have undertaken a consultation exercise involving Council Officers, tenants, 3rd sector organisations and Elected Members.

3.3. Council Officers/3rd Sector

A series of focus groups were held with staff and 3rd sector organisations, in August 2020 and following discussions several potential changes were highlighted including:

- ✓ Provide more flexibility in discretions e.g. house types, areas, house sizes
- ✓ Provide some medical priority for applicants whose conditions are not deemed severe enough for the Urgent list.
- ✓ More training for the Housing Needs Assessment Team to ensure greater collaboration with our Housing Management colleagues in finding a positive solution for customers.
- ✓ More information for applicants on our letting areas, streets, turnover etc.

3.4. Tenants

At the beginning of the process an advert was placed in Newsbite inviting all tenants to take part in the Allocation Policy Consultation. There were no responses to this invitation. TARF (Tenant and Resident Forum) was sent a copy of the present policy plus the guidance from the Scottish Government. This forum took part in a consultation via Microsoft Teams, where they reflected on what parts of the current policy they feel work well and suggested what could be changed. They were also helpful in bringing real life experiences to this consultation, demonstrating how changes to this policy could make a difference to our applicants and existing tenants. It is invaluable to have their input as customers who access our services are affected by the Allocation Policy and these proposed changes.

3.5 Elected Members

All Elected Members were informed and invited to offer their thoughts, queries and feedback on the current Allocation Policy and the proposed changes by email on the 11 August 2020. It was encouraging to receive positive comment and suggestions from several Elected Members keen to offer their views.

3.6 Proposed changes to Delegated Powers

Delegated Powers within the Housing Allocation Policy (Appendix 10.3) are a way of moving tenants whose circumstances are outwith the scope of the Housing Allocation Policy with the approval of the Chief Officer Early Intervention and Community Empowerment. Such a move is approved only after all other remedies have been tried. These are called discretionary moves and at present there are 116 discretion cases awaiting a move.

3.7 Change to Delegated Power 11

This deals with tenants who have been sentenced to a prison term over 26 weeks.

Currently, Delegated Power 11 gives the Chief Officer Early Intervention and Community Empowerment the power:

Where a single tenant sentenced to a term of imprisonment which will lead to an absence from home for a period exceeding 26 weeks has terminated the tenancy (on the basis that the tenant shall be responsible for the removal, storage of any furniture and personal effects), to offer accommodation of a suitable size and similar type within the same letting area if readily available, otherwise in an area of similar letting demand, on release from prison, provided the tenancy has been conducted satisfactorily and that a satisfactory arrangement has been made, at the termination of the tenancy, to pay any outstanding debt.

- 3.7.1 Having aligned ourselves with the Scottish Government's "[Sustainable Housing On Release for Everyone](#)" (SHORE) standards we aim to ensure that liberated prisoners have secure accommodation on release.
- 3.7.2 The SHORE standards inform us that "everyone should have suitable accommodation to go to on the day they are released from custody. This is consistent with the Scottish Government's vision that Scotland is a safer, fairer and more inclusive nation where we:-
- *Prevent and reduce further offending by addressing its underlying causes;*
 - *And safely and effectively manage and support those who have committed offences to help them reintegrate, or in some cases integrate for the first time, into the community and realise their potential which in turn will create a safer and fairer society for all."*
- 3.7.3 Rehousing is a key factor in successful reintegration into the community and reduces the chances of reoffending. Allowing this change gives Aberdeen City Council greater flexibility in finding suitable accommodation for liberated prisoners at the earliest opportunity. Only in exceptional cases, where the crime was related to the Council property itself, would we have grounds to consider not fulfilling our SHORE obligations.
- 3.7.4 This proposed change would help increase the number of properties that a client could be offered when being liberated ensuring successful rehousing is achieved in a timelier manner for the client and the Council. The current delegated power restricts the clients and Council options to offering accommodation in the similar property type within an area of similar letting demand.
- 3.7.5 It is proposed that the Delegated Power 11 be amended to the following:

Termination of tenancy by a tenant sentenced to imprisonment.

Where a single tenant is sentenced to a term of imprisonment which will lead to an absence from home of a duration which will have an impact on their ability to sustain their tenancy, to offer accommodation on release from prison of suitable accommodation, unless the tenant cannot return to our housing stock.

3.8 Change to Delegated Powers 23 - 32

Currently, Delegated Powers 23 - 32 give the Chief Officer Early Intervention and Community Empowerment the power to rehouse a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in an area of similar letting demand in various circumstances.

These powers are used when there is harassment, violence, and other irreconcilable disputes between tenants. In these situations the Council need to be able to move the tenant quickly away from the challenging situation they are facing, or to increase the provision of much needed family housing which is currently under occupied by the tenant as provided by our Downsizing Policy.

- 3.8.1 Under the current powers we can have a family who are Aberdeen City Council tenants and require a larger property, living in an overcrowded 1-bedroom property who require a move under the delegated powers for the above cited reasons. In such cases the size, letting areas and property types we can offer tenants are limited to a "like-for-like" basis - a similar size and property type in an area of similar letting demand.
- 3.8.2. Therefore, we can only offer the overcrowded family another 1-bedroom property, in which they will continue to experience overcrowding.
- 3.8.3. Aberdeen City Council's aim should be to rehouse these tenants to accommodation that is suitable for their family, regardless of what size of accommodation it is they are leaving.
- 3.8.4 The current scheme of delegation does not allow the Chief Officer the authority to agree such a move to a different size or type of property in any letting area.
- 3.8.5 It is proposed that the current Delegated Powers 23 - 32 be amended and the phrase "*accommodation of a similar size (or smaller) than currently occupied and similar type in an area of similar letting demand*" be removed from each of the powers and replaced with the phrase "*suitable accommodation*".

3.9 Change to Allocation Policy, section 19.1 – Applicants where Public Protection arrangements exist.

Amend section 19.1 of the Allocation Policy - which states "*Statutory homeless: Determined by a Homeless Assessment carried out in accordance with the terms of Part II of the Housing (Scotland) Act 1987 as amended. Such applicants will be awarded a Medium priority on this [urgent] list*" - by adding the following: "*Chief Officer Early Intervention and Community*

Empowerment can exercise the ability to award a higher priority on the urgent list where issues of Public Protection prevail”.

- 3.9.1 Rehousing statutory homeless clients as quickly and satisfactorily as possible will help Aberdeen City Council achieve one of the aims of the Local Outcome Improvement Plan, “2% fewer people reconvicted within one year of receiving a community or custodial sentence by 2026”.
- 3.9.2 A key driver for this aim is “10.2 Ensuring people on community sentences and liberated from prison have better access to services”.
- 3.9.3. Applicants for whom Aberdeen City Council has already accepted the statutory homeless rehousing duty to and will offer accommodation, where issues of Public Protection prevail. This additional power to award a higher priority rather than the existing medium priority, will aid the Council with their urgent rehousing by meeting the individual’s needs and that of the wider community.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications arising from the recommendations of this report. It is anticipated that reduced homelessness journeys and reduced temporary accommodation stays will result in savings.

5. LEGAL IMPLICATIONS

- 5.1 The recommendations of this report will assist the Council in continuing to meet its statutory duties around housing and homelessness.

- 5.1.1. The Council’s Housing Allocation Policy complies with the following legislation:

The Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2001 and the Housing (Scotland) Act 2014.

The other legislative provisions concerning the allocation of social housing and meeting the needs of homeless households set out in the Housing (Scotland) Act 2001 and Homelessness etc. (Scotland) Act 2003.

- 5.1.2. Other applicable legislation

There is a framework of rights-based legislation which also influences the allocation of housing and with which the Council must comply. This includes:

Human Rights Act 1998;

Data Protection Act 2018;

Matrimonial Homes (Family Protection) (Scotland) Act 1981;

Children (Scotland) Act 1995;

Civil Partnership Act 2004;

Immigration and Asylum Act 1999; and

Protection from Harassment Act 1997.

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk			
Compliance	Non-compliance with statutory duties around housing and homelessness.	Medium	Reviewing and updating Allocation Policy as necessary.
Operational			
Financial			
Reputational	Awarding a higher priority to homeless applicants where issues of Public Protection prevail.	High	Appropriate communications to the public to explain the Allocations Policy.
Environment / Climate			

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
Prosperous People Stretch Outcomes	<p>The proposals within this report support delivery of Prosperous People Stretch Outcome 10:</p> <p>2% fewer people reconvicted within one year of receiving a community or custodial sentence by 2026.</p> <p>The proposed change to Delegated Power 11 will help liberated clients access secure accommodation quicker. This will help meet SHORE standards and will reduce the risk of reoffending.</p>

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	Not required
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

9.1 At the budget meeting on 2 March 2020, it was agreed that a report be brought back after reviewing the Council Housing Allocation Policy.

10. APPENDICES

10.1 [Allocation Policy](#)

10.2 [SHORE Standards](#)

10.3 [Delegated Powers](#)

11. REPORT AUTHOR CONTACT DETAILS

Name	Michael Murray
Title	Acting Allocations Team Leader
Email Address	Micmurray@aberdeencity.gov.uk
Tel	01224 523598

Housing Allocation Policy

ABERDEEN CITY COUNCIL

Approved by Committee on 10th May 2011 with an implementation date of September 2012



Published June 2020

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Document Control

Approval Date	10th May 2011
Implementation Date	September 2012
Policy Number	
Policy Author(s) and Owner	Kevin Kelly
Approval Authority	CHI Committee
Scheduled Review	May 2020
Changes	
Policy amended to reflect changes brought about by the Housing (Scotland) Act 2014	31st May 2019

1. Purpose Statement

- 1.1 This Policy sets out the Council's policy on the use, allocation and governance of our council Housing Stock and how we determine the relative priority of applicants who wish to be housed by the council.
- 1.2 The Policy will provide clarity to customers and staff on how decisions relating to allocating our housing stock are made, and will ensure that all allocations are administered fairly and consistently
- 1.3 Aberdeen City Council currently owns and manages around 22,041 properties of various sizes and types such as cottages, flats, multi-storey blocks and sheltered complexes. Approximately 2000 of these tenancies were terminated in 2018 and the Council needs to allocate these properties to new tenants efficiently and effectively. There are currently around 6300 applicants wishing to be housed by the Council with around 4388 on our waiting list and a further 1,633 current tenants. The Council processes around 350 new housing applications each month. In most areas of the city there is a mismatch between the demand for council houses and the number of applicants requesting the type and size of council houses available. Given the difference between the supply of and demand for Council houses this Allocation Policy has been developed to take account of the different circumstances and the housing needs or assessed priority of our applicants and to prioritise them according to their needs. We aim to give priority to those in greatest need and to achieve this we have developed a system comprising of four waiting lists and award of points to reflect need. This policy was developed to comply with current legislation, using guidance and best practice from the Scottish Government and the Chartered Institute of Housing and incorporating the outcomes of stakeholder consultation with staff, service users and elected members.

2. Application and Scope Statement

- 2.1 Outline who is affected by the policy, and who/what it applies to; Specify the behavior and/or actions impacted by the policy; Specify any exclusions to the policy, for instance -
 - People
 - Parties
 - External and Partner Organisations
 - Actions and activities

The policy affects all applicants for social housing whether they are current tenants of the council, homeless households or those living in the private sector, whether renting or in owner occupation.

3. Responsibilities

- 3.1 The Chief Officer Early Intervention and Community Empowerment is responsible for managing the policy.
- 3.2 Any instances of non-compliance with the policy should be reported to Chief Officer Early Intervention and Community Empowerment.
- 3.3 Feedback on the policy should be communicated to the Chief Officer Early Intervention and Community Empowerment.

4. Supporting Procedures & Documentation

- 4.1 Advice on completing the self-assessment online, <https://www.aberdeencity.gov.uk/services/housing/find-home/apply-council-house/self-assessment-guidance>
- 4.2 How ACC allocate property <https://www.aberdeencity.gov.uk/services/housing/find-home/apply-council-house/how-does-council-allocate-housing>

5. Policy Statement

The following sections provide details on how Aberdeen City Council prioritises applicants for its social housing stock.

6. Legal framework

The allocation of social housing in Scotland is governed by the provisions within the Housing (Scotland) Act 1987, as amended by the Housing (Scotland) Act 2001 and again, by the Housing (Scotland) Act 2014. The legislation sets out the principles that should guide the practice of social landlords in relation to holding and managing a housing list, the extent to which circumstances and needs should be assessed and the applicant characteristics that should be prioritised in the assessment of housing need. The Housing (Scotland) Act 2014 changes certain aspects of the law on social housing allocations and tenancy management.

The Right to Buy was abolished for all social housing tenants in Scotland by this Act. The Act also made changes to allocation rules for social landlords, to increase flexibility and allow them to make best use of their stock. The Act also allows landlords to issue Short Scottish Secure Tenancies (Short SSTs) to address anti-social behaviour. The other legislative provisions surrounding the allocation of social housing in Scotland relate to meeting the needs of homeless households set out in the Housing (Scotland) Act 2001 and Homelessness etc. (Scotland) Act 2003.

Applicable legislation

There is a framework of rights-based legislation which also influences the allocation of housing and with which the Councils must comply with. These are,

Human Rights Act 1998;

Data Protection Act 1998;

Matrimonial Homes (Family Protection (Scotland) Act 1981;

Children Scotland Act 1995;

Civil Partnership Act 2004;

Immigration & Asylum Act 1999;

Protection from Harassment Act 1997;

Equal opportunities

Access to housing is available to everyone aged 16 or more. This does not give applicants a right to receive an offer of housing however, as offers are dependent on the priority given to each individual application. In accordance with the Equality Act 2010, the Council will ensure that no individual is discriminated against on the grounds of sexual or marriage status, on racial grounds, disability, age, sexual orientation, transgender, language or social origin, faith or religion, or political opinion. This allocations policy is designed to allocate houses on a needs basis but recognises that need outstrips supply. The policy has undergone a thorough equality impact assessment.

7. Who can apply?

Prospective applicants can only apply online www.aberdeencity.gov.uk/onlinehousingapplication.

Couples, partners and people who are cohabiting will be treated as joint applicants. To be eligible for admission to the Council's lists applicants must be 16 years of age or over. Sole or joint applicants who are subject to immigration control in terms of section 118 of the Immigration and Asylum Act 1999 are not eligible for admission to the Council waiting lists. European Economic Area nationals are only eligible for admission to the lists if they have the right to reside in the UK. Admission onto the Council lists does not mean applicants have the right to be housed by the Council.

Transfer and Waiting list applicants

- Transfer List applicants are current tenants of Aberdeen City Council or a Registered Social Landlord within Aberdeen.
- Waiting List applicants are those who are not tenants of Aberdeen City Council or a Registered Social Landlord within Aberdeen.

8. Reasonable preference

The Housing (Scotland) Act 2014 introduced new reasonable preference categories. Social landlords must, in relation to all houses held by it for housing purposes, secure that in the selection of its tenants a reasonable preference is given to the persons mentioned in the following section:-

- Persons who are Homeless or threatened with Homelessness
- Persons living in unsatisfactory housing conditions
- Tenants of houses which are held by a social landlord and we consider them to be under-occupied as defined in this policy.

Persons who are in the first 2 categories, the applicant must have an unmet housing need

The Council would consider that a person has unmet housing needs if they have a need which is not capable of being met by their current housing circumstances. In practice, the Council will explore housing options with all applicants so that they can make informed decisions regarding their housing preferences.

9. Members of the applicant's household

For the purposes of this policy, and reflecting the Housing (Scotland) Acts 1987 and 2001, the following are considered members of an applicant's household - the applicant's;

- a. spouse or civil partner (or a person living with the applicant as husband and wife or in a relationship which has the characteristics of the relationship between husband and wife except that the persons are of the same sex)
- b. parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew or niece.

For the purposes of (b) above:

- A relationship by marriage or by civil partnership shall be treated as a relationship by blood;
- A relationship of half-blood shall be treated as a relationship by blood;
- The stepchild of a person shall be treated as his/her child;

A child shall be treated as such whether his/her parents are married;

- A child brought up or treated by another person as his or her child is to be treated as that person's child.

Aberdeen City Council, at its discretion, may also consider the following to be members of an applicant's household:

- Live-in carers (confirmation of this arrangement will be required);
- Couples who are in a relationship but do not live together;
- Engaged couples;
- Cousins;
- Permanent foster children who are included on an application if verification has been provided by Children's Services that the applicants are the children's registered/permanent foster carers. (All applications from people who are temporary or prospective foster carers would be considered under delegated powers).
- Friends (but only flatted accommodation would be offered)
- A child or children from a former relationship cannot be treated as permanent members of the applicant's household unless they live with the applicant for at least half of the week. If they live with the applicant for less than half of the week, the applicant will only be eligible for one additional bedroom in flatted accommodation only, irrespective of the number of such children.
- Where the household comprises of a mixture of children who are resident with the applicant for more and less than 50% of the time, if the inclusion of the children who are resident less than 50% of the time increases the size of accommodation required, the application will be restricted to 1 additional bedroom for the children living there for less than 50% of the time irrespective of the number of such children. The application will also be restricted to flatted accommodation only.
- Where the household comprises of a mixture of children who are resident with the applicant for more and less than 50% of the time, if the inclusion of the children who are resident for less than 50% of the time does not increase the size of accommodation required, the application can be considered for all types of accommodation.

Aberdeen City Council will not normally accept as part of the applicant's household for the purposes of the housing application any member of the household (other than a partner):

- Who is a hospital patient and is unlikely in the opinion of medical professionals to be discharged;
- Who indicates in writing that she/he does not want to be regarded as a member of the household;
- Who has applied for separate accommodation in his/her own right;
- Who is an adult and is resident with the applicant less than 50% of the time, except for students and persons in the armed forces.

10. Checks carried out on an application

All applicants and anyone included on an application aged 16 years or over are required to provide details of any Council, Housing Association or Housing Co-operative tenancy they have held during the previous five years, or since their 16th birthday if more recent. Any current or former tenancies will be checked to determine whether they were conducted in a satisfactory manner and that there are no outstanding debts related to the tenancy.

Unsatisfactory tenancy conduct and anti-Social behaviour

Where evidence is obtained of an applicant's history of anti-social behaviour or unsatisfactory conduct of a current or former tenancy, Aberdeen City Council will consider the causes and impact of such behaviour or conduct when considering applicants for the allocation of housing.

Aberdeen City Council can decide that an applicant may not be eligible for social housing if the applicant:-

- Has engaged in anti-social behaviour, including near the house, harassment of others, anti-social behaviour towards members of staff.
- Has a conviction for using their home for immoral or illegal activity or any other offence punishable by imprisonment, committed in the locality of their home, this also applies to someone who has resided with the applicant.
- Previously abandoned or neglected a property and the tenancy was terminated.
- A court has granted an eviction notice against the applicant.
- Rent arrears.
- Making a false statement on an application.

Where evidence indicates concern about the future conduct of any applicant or member of their household the matter will be referred to the Tenancy Support Panel. Until a decision is made by the panel, applications for housing will be suspended. This panel consists of senior officers from Early Intervention and Community Empowerment and will determine any restrictions, conditions or support required relating to any future tenancy to be offered by Aberdeen City Council.

This will include any applicants who have had an eviction order made against them for anti-social behaviour within the last three years, or instances where the applicant or a member of their household is subject to an Antisocial Behaviour Order granted after 30 September 2002.

Consideration will be given to:

- Offering a Scottish Secure Tenancy;
- Offering a Short Scottish Secure Tenancy (where statutory grounds exist)
- Rehousing an existing tenant of Aberdeen City Council to accommodation of a similar or smaller size and type, in a letting area of similar or lower demand, where their Scottish Secure Tenancy is proving unsatisfactory and the tenant is prepared to accept a Short Scottish Secure Tenancy and associated housing support;
- Granting tenants who currently have a Short Scottish Secure Tenancy another Short Scottish Secure Tenancy, either of the same property or another property elsewhere;

Applicants have the right to appeal any decision of this panel (see section 28).

If an applicant knowingly gives false information on a housing application, the application will be cancelled from the list. Any tenancy that has been granted based on false information or where the applicant has withheld important information may be subject to legal proceedings for repossession and the tenants may be reported to Police Scotland should any criminal activity be suspected.

11. Keeping an application up to date

Applicants are required to advise the Housing Access and Support Team of any change in their circumstances as soon as possible so that their application can be reviewed. A change of address may require a new application form to be completed. In all cases applicants should contact the Housing Advice Team for housing options advice.

12. Re-registering an application

Applicants who have not been in contact regarding their housing application may be contacted and asked to confirm their application details and whether they still wish to remain on the housing list. If they do not respond, it is assumed that they no longer wish to be considered for housing and their housing application will be cancelled.

13. Determining the number of bedrooms required by a household

Detailed below are the number of bedrooms for which various household types will qualify:-

- One bedroom is required for a single adult;
- One bedroom is required for an applicant and partner;
- One bedroom is required for two single related adults of the same sex, for example, two sisters, two brothers, where there is not 10 years or more difference between their ages;
- One bedroom is required for two elderly people of the same sex who choose to share a bedroom, who would not normally be expected to share a bedroom, for example, a mother and daughter;
- One bedroom is required for up to two children under eight years of age, regardless of the sexes of the children;
- One bedroom is required for up to two members of the householder's family eight years of age or over of the same sex, where there is not 10 years or more difference between their ages;
- 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;
- One bedroom each is required for the youngest and the next eldest child in the family of the same sex, where there is 10 years or more difference between their ages and they cannot share with any other child of the family;
- One bedroom is required for a member of the family where the Housing Need Assessment Team determines they should have their own bedroom.

Other factors that are considered when determining the number of bedrooms required:

- The maximum number of people who would be expected to share a bedroom would be two;
- An expected child will be included in the calculation of the number of bedrooms required;
- The age at which children of different sexes qualify to be in separate bedrooms is eight. For example, a child under eight years of age and a child over eight years of age of different sexes would be assessed as requiring separate bedrooms.

Exceptions to the bedroom requirement rules.

Applicants who have indicated a preference may be offered accommodation of a different size (larger or smaller) than they would normally qualify for in the following circumstances:

1. When no suitable applicants are identified requiring two-bedroom accommodation, applicants requiring one-bedroom accommodation will be considered. When no suitable applicants are identified requiring three-bedroom accommodation, applicants requiring two-bedroom accommodation will be considered followed by applicants requiring one bedroom.
2. Applicants who are currently in two-bedroom accommodation or smaller and who require four bedrooms may be considered for three-bedroom accommodation if they have stated that option.

14. Areas of choice**14.1 Letting areas**

This policy allows applicant's unlimited choice from the 63 letting areas in the city; applicants can choose appropriate house types in these areas. Applicants will be considered for housing in accordance with these choices, provided the appropriate size of property is available in their chosen letting areas. Applicants can alter their choices of areas and house types at any time.

14.2 House types of choice

Applicants can choose house types from the general needs housing stock. These properties are generally not designed for applicants with specific needs, such as those requiring support or special design features. Properties such as Amenity, Sheltered and Very Sheltered are generally for applicants of pensionable age.

Applicants who choose Amenity, Sheltered or Very Sheltered Housing will be assessed by the Housing Need Assessment Team who will consider housing need and support requirements.

This assessment of need will identify the most appropriate house type for the applicant (i.e. Amenity, Sheltered or Very Sheltered) and that applicant will be placed on the relevant list.

15. Types of households change**15.1 Homeless people or people threatened with homelessness**

Homeless people or people threatened with homelessness should seek the advice of the Housing Advice Service, Early Intervention and Community Empowerment, Marischal College, Aberdeen. The Service will assess applicants to determine whether they qualify for assistance in accordance with the Housing (Scotland) Act 1987 Part II as amended. If an applicant is assessed as priority homeless they will be placed on the Urgent Housing list in order of the date of their assessment and given one offer of accommodation anywhere in the city, unless there is an extreme reason why the applicant cannot be considered for certain letting areas. If the offer of accommodation is refused the council has discharged its duty.

15.2 Applicants applying for temporary accommodation from a designated housing renewal area

The City Council may designate certain areas as Housing Renewal Areas, in order to improve the dwellings within the area to meet the legal requirements of the Housing (Scotland) Act 2006. To enable the upgrading of these dwellings to proceed, the City Council may assist landlords, owner occupiers and Aberdeen City Council tenants as detailed below.

15.2.1 Private tenants

Where private landlords are unable to provide their tenants with alternative accommodation they may apply to the Council for temporary flatted accommodation either in the same area or areas of similar letting demand for the duration of the works.

15.2.2 Owner occupiers

Owner occupiers within a Housing Renewal Area may be provided with temporary flatted accommodation either in the same area or areas of similar letting demand for the duration of works.

15.2.3 Aberdeen City Council tenants

Where Aberdeen City Council tenants have to vacate a dwelling within a Housing Renewal Area they will be provided with temporary accommodation for the duration of the works. Such applicants will be placed on the Urgent Housing list.

For all applicants in this category only temporary accommodation of a similar type and size within the same letting area will be offered if available. If this is not available a suitable alternative will be offered.

15.3 Applicants applying for temporary accommodation where a work notice has been served by Aberdeen City Council

Where a Work Notice has been served by the City Council using powers under the Housing (Scotland) Act 2006, owners or part owners may be considered for temporary accommodation for the duration of the works. Such applications are placed on the Urgent Housing List. Temporary flatted accommodation of a similar size within the same letting area will be offered if available. If this is not available a suitable alternative will be offered.

15.4 Aberdeen City Council Tenants who are being given temporary accommodation while essential repairs or improvements are carried out

Aberdeen City Council will transfer its own tenants to another property on a temporary basis while essential repairs or improvements are being carried out, where it would be unreasonable to expect the tenants to continue to reside in their tenancy. Such applicants are placed on the Urgent Housing List. If a similar size and type of accommodation within the same letting area is available, it will be offered.

Otherwise accommodation of the same type and size in an area of similar letting demand will be offered.

15.5 Application from two households wishing to be housed together

Where an application is received from two separate households wishing to be housed together in a larger or more suitable house, the application will be assessed as though both households were already living together. Any housing points will be awarded based on the accommodation currently occupied that best meets their housing need.

15.6 Home owners

In certain circumstances Aberdeen City Council will grant a Short Scottish Secure Tenancy for a temporary let to home-owners who cannot live in their own homes. This is to allow the home-owner to make arrangements around the property they own, for example this could be while adaptations are being undertaken or whilst they are trying to sell it.

15.7 Armed forces personnel

We will ensure up to 1% of our 2,000 Council new build houses are offered to those leaving the armed forces. With up to a further 0.5% being adapted for those injured in service.

Applications from service personal who are planning to leave the armed forces and who wish to be housed in one of the councils new social housing developments only, will be given priority status and placed on the Urgent List and awarded a medium priority 56 days before they are due to leave the forces. They will be made one reasonable offer of accommodation under this priority. Where a reasonable offer is made and subsequently refused, the priority will be removed.

If applicants wish to add other housing choices such as house types and areas outwith the new build properties then their application for these choices can also be placed on the waiting list and they will be awarded points in accordance with their housing needs under this list's criteria as per Housing Allocation Policy

16. Care experienced young people

Young people over the age of 16 who require permanent housing and who were looked after by Aberdeen City Council on their 16th birthday will have their accommodation needs jointly assessed by the services to ensure the appropriate supports are in place and realistic housing choices have been made. The assessment will then be jointly agreed by the respective section Heads of Service. If accepted, applicants are placed on the urgent housing list and awarded priority status for up to two offers of suitable flatted accommodation.

They may indicate in which of the council's housing areas they wish offers to be made. If both offers are refused priority status will be lost.

17. Support needs

Applications for rehousing from a single person or a couple will be assessed by the Housing Needs Assessment Team in conjunction with Social Care and Wellbeing and other professionals to determine the best option for the applicant(s).

If the assessment finds that the applicant requires to be rehoused, then the appropriate level of priority will be awarded for housing in the letting area nearest the supportive relative or other letting areas as determined by the Housing Needs Assessment Team. If the applicants' housing is suitable but support is required, the Housing Needs Assessment Team will refer the case to Social Care and Wellbeing who will assess the level of support and who should provide such support.

If it is determined by the Housing Needs Assessment Team in conjunction with Social Care and Wellbeing that a supportive relative is best placed to deliver this support, the supportive relative will be offered appropriate housing in the letting area where the applicant lives when the applicant's application qualifies for an offer.

If the supportive relative's required house size and type is not available in the area in which the applicant's lives, then an adjoining area will be substituted.

If the applicant's supportive relative is not a current tenant of Aberdeen City Council, the case will be referred to the Allocations Team Leader to determine whether the application is acceptable under this policy. The supportive relative will be offered flatted accommodation of an appropriate size in the letting area where the applicant lives when the applicant qualifies for an offer. If flatted accommodation of the appropriate size is not available in that letting area, then an adjoining letting area will be substituted.

18. Housing lists

The four main lists are as follows:

- Urgent Housing Need - Priority by Assessment
- Housing with Support (Amenity/Sheltered/Very Sheltered/High Support) - Priority by Assessment
- Transfers - Priority by Points
- Waiting - Priority by Points

Applicants on the Urgent Housing Need list are prioritised by way of an assessment process and ranked in order of the date of their priority award.

The Housing with Support list is also prioritised by an assessment process and applicants are placed in one of the following categories and are further prioritised by the date of their priority award.

- High
- Moderate
- Low

Applicants on the Transfer and Waiting lists are prioritised by awarding points, based on the current housing circumstances. Applicants who have the same number of points will be further prioritised by the date of registration on the list.

19. Housing lists and points and offers

Vacancies are allocated between the three mainstream lists. All offers are initially given to the Urgent list with the waiting and transfer list having a quota of 50% of the remaining properties. Quotas are subject to review and can change over time.

19.1 Urgent housing need list

Applicants on this list are awarded either Top priority, High priority or Medium priority depending on their circumstances as detailed below. Applicants will be placed on this list if they are:

Emergency homeless: Applications from persons who are assessed as emergency homeless through fire, flood or other natural disaster. Such applicants will be awarded a High priority on this list.

Statutory homeless: Determined by a Homeless Assessment carried out in accordance with the terms of Part II of the Housing (Scotland) Act 1987 as amended. Such applicants will be awarded a Medium priority on this list.

Young people looked after by Aberdeen City Council: applications which are accepted for priority rehousing from such applicants will be awarded a High priority on this list.

Next stage housing applicants: applications which are accepted for priority rehousing from such applicants will be awarded a Medium priority on this list.

Statutory notice applicants: Applicants requiring permanent accommodation because of a Closing Order, Demolition Order or a Compulsory Purchase Order are placed on this list. A maximum of two offers of accommodation will be made. Such applicants will be awarded a Medium priority on this list. These statutory notices would be served on the owners of properties by the City Council. Affected tenants/owners would then be interviewed by a member of staff from the Housing and Community Safety to confirm requirements for rehousing. Applicants would be considered for accommodation of the same size and type (as currently occupied) within the same letting area if readily available, otherwise, in a suitable alternative letting area as determined by the Chief Officer Early Intervention and Community Empowerment.

Committee and discretionary cases:

- Applicants awarded priority by the Operational Delivery Committee will be awarded a Medium priority on this list.
- Applicants awarded priority through powers delegated to the Chief Officer Early Intervention and Community Empowerment may be awarded a High or a Medium priority on this list depending on their circumstances.
- Applicants who are accepted under the Downsizing Scheme may be awarded Top, High or Medium priority on this list depending on their circumstances as detailed below:-
 1. Applicants accepted under the Downsizing Scheme who are receiving housing benefit and of working age and who are under occupying their current property by 2 bedrooms or more will be awarded a Top priority.
 2. Applicants accepted under the Downsizing Scheme who are receiving housing benefit and of working age and under occupying their current property by 1 bedroom will be awarded a High priority.
 3. Applicants who are accepted for the Downsizing Scheme, who are not subject to the welfare reform, will be awarded a Medium priority.

Extreme Medical Need: Determined after an assessment has been carried out by the Housing Needs Assessment Team. Such applicants will be awarded a Medium priority on this list.

Examples of when this priority may be awarded are given below:-

- The household cannot access their current accommodation due to extreme health issues and it is not practical to adapt their present home to meet their needs and where a move will significantly improve their quality of life, or
- To allow discharge from Hospital where their current accommodation is totally unsuitable due to extreme health issues and it is not practical to adapt their present home to meet their needs and where a move will significantly improve their quality of life, or
- Where the current accommodation coupled with the applicant's extreme health issues make a move imperative to reduce significantly the risk of injury to the applicant, or.
- Where the applicants present home makes essential activities of daily living impossible and it is not practical to adapt their home to meet their needs.

Application will normally be placed on the list according to the date their priority was awarded but may be given additional priority in exceptional situations.

19.2 Housing with support list - Amenity, Sheltered, Very Sheltered and High Support

AMENITY HOUSING

Generally available to applicants of a particular age group generally 55+, who have been assessed as having health problems which are adversely affected by their current living circumstances. Amenity can have similar facilities to those in sheltered housing, but is not in a purpose-built complex and does not generally have common areas for tenants to gather, or a senior carer service.

Important Information for Sheltered, Very Sheltered and High Support Applicants The housing support service which is the core service provided in sheltered, very sheltered and high support housing is a chargeable service. The maximum weekly charge is currently £19.70 for sheltered and £29.26 for very sheltered and high support housing, an individual's contribution towards the cost of service provision is calculated following the completion of a financial assessment, which considers the individual's income, including capital. The calculation of an individual's contribution will also consider an individual's allowable expenditure (contribution towards housing costs) and a personal allowance based on their circumstances.

SHELTERED HOUSING

Sheltered properties have special facilities to make life more comfortable and safer for tenants, including a carer service. They are intended for people of pensionable age who have been assessed as having significant health issues and adverse social circumstances which would be significantly improved by living in this type of housing.

VERY SHELTERED HOUSING

Very Sheltered housing provides tenants with special facilities over and above those provided by sheltered housing to make life more comfortable and safer for the most vulnerable tenants, these including a carer service and the provision of a midday meal. This type of supported housing is intended for people of pensionable age who have been assessed as having severe health issues and adverse social circumstances which would be significantly improved by living in this type of housing.

HIGH SUPPORT HOUSING

High Support Housing provides tenants with special facilities over and above those provided by sheltered housing to make life more comfortable and safer for the most vulnerable tenants, these include a carer service and the provision of a midday meal. This type of supported housing is intended for people of any age group who have been assessed as having severe health issues and adverse social circumstances which would be significantly improved by living in this type of housing.

Applicants placed on this list will have been assessed by the Housing Needs Assessment Team and placed in one of the following priority categories for the appropriate house type.

- High
- Medium
- Low

All applicants placed on this list will then be queued in order of the date of their priority award within that category. If an applicant is re-assessed and is awarded a higher or lower priority, then they will be queued on the appropriate list by the date of that new award.

Applicants will be assessed as follows:-

High

- Produce an extreme improvement in the individual's quality of life
- Substantially reduce the risk of physical injury
- Where the applicants present home makes essential activities of daily living
- Impossible and it is not practical to adapt their home to meet their needs

Medium

- Produce a significant improvement in the individual's quality of life.
- Reduce the risk of physical injury
- Where the applicants present home makes essential activities of daily living very difficult and it is not practical to adapt their home to meet their needs

Low

- Produce an improvement in the individual's quality of life.
- Reduce the risk of physical injury
- Where the applicants present home makes essential activities of daily living difficult and it is not practical to adapt their home to meet their needs

19.3 Transfer list

Applicants will be placed on this list if they are;

- A tenant of Aberdeen City Council; or
- A tenant of a Registered Social Landlord living in Aberdeen

Applications where joint tenants wish to be rehoused separately are assessed in accordance with the Waiting List criteria. In these circumstances housing need is assessed on the basis that the people requesting to be rehoused are occupying half the number of rooms in the property. Should both joint tenants wish to be rehoused, one of the tenants is assessed under Waiting List criteria and the other under Transfer List criteria. It is the responsibility of the joint tenants to decide who will be considered under which list. Applicants on the Transfer list may be considered for all types of accommodation except for Amenity, Sheltered and Very Sheltered Housing. Applicants are prioritised by the number of points they have been awarded. Applicants who have the same number of points will be further prioritised by the date of registration on the list.

19.3.1 Points available under the transfer list

Description

Under occupation:

For 1 Bedroom surrendered

For 2 Bedrooms surrendered

For 3 Bedrooms surrendered

Room deficiency:

For every room by which the applicant's accommodation falls short of the required number of bedrooms.

For every room which is more than 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86 sq. ft.) in area, if occupied by two people or by a single applicant.

If the room is more than 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86sq. ft.) in area and is occupied by one person who is not the applicant, then no points are awarded for room deficiency.

Any rooms under 4.45 square metres (48 square feet) in area or without natural lighting will not count as a room and are disregarded under this policy.

Any room used for cooking and washing purposes is disregarded and the largest of the remaining rooms is regarded as a living room except in properties where open plan rooms are a design feature, for example, in studio flats.

Mixing of sexes:

Where the existing accommodation requires the sharing of a bedroom by people, who form part of the application aged eight years and over of opposite sexes (other than partners).

Size of family

Where bedroom deficiency exists, and the application requires two bedrooms, family points are awarded as follows.

Where the second bedroom would be occupied by one person Where the second bedroom would be occupied by two people.

Where bedroom deficiency exists, and the application requires three bedrooms or more, family points are awarded as follows:

Where the final two bedrooms would be occupied by a total of two people;

Where the final two bedrooms would be occupied by a total of three people;

Where the final two bedrooms would be occupied by a total of four people

Points

4 points

7 points

10 points

10 points

5 points

0 points

4 points

0 points

4 points

0 points

4 points

5 points

19.4 Waiting list

Applicants will be placed on this list if they are;

- Tenants of other local authorities or of Registered Social Landlords (living outside the Aberdeen area)
- Sub tenants or lodgers
- Households living care of relatives, friends or of no fixed address
- Owner occupiers
- Households living in houses in multiple occupation (for example, hostels)
- Members of H.M. Forces
- Tied tenants who are not either (i) employed by Aberdeen City Council, or
 - i. employed by a Registered Social Landlord with the property being in Aberdeen
- Occupy a property through Shared Ownership

We will assess applicants based on the points categories outlined below. Applicants will be placed on the waiting list in order of the applicant with the highest combined points total (most need). Applicants who have the same number of points will be further prioritised by the date of registration on the list.

Applications from persons who are not either tenants of Aberdeen City Council or tenants of a Registered Social Landlord who live in Aberdeen will be placed on this list.

An applicant living with a partner who is a joint tenant or has occupancy rights to their current property will be pointed as if occupying half their current accommodation if applying for housing on their own.

Applicants occupying a separate home but threatened with homelessness within the next 56 days will be referred to the Homeless Prevention team.

Applicants on this list may be considered for all types of accommodation except for Amenity, Sheltered and Very Sheltered housing.

Applications from single people or a couple will not be awarded room deficiency points under the waiting list where they do not have a secure tenancy.

Applications from a joint tenant of a Local Authority or another Registered Social Landlord who no longer reside at the tenancy address will have their application suspended from the Housing Lists until the joint tenancy has been resolved.

Points available under the Waiting List

Description

Room deficiency:

For every room by which the applicant's accommodation falls short of the required number of bedrooms.

For every room which is more than 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86 sq. ft.) in area, if occupied by two people or by a single applicant.

If the room is more than 4.45 square metres (48 sq. ft.) and less than 8.00 square metres (86sq. ft.) in area and is occupied by one person who is not the applicant, then no points are awarded for room deficiency.

Any rooms less than 4.45 square metres (48 square feet) in area or without natural lighting will not count as a room and are disregarded under this policy. Any room used for cooking and washing purposes is disregarded and the largest of the remaining rooms is regarded as a living room except in properties where open plan rooms are a design feature, for example, in studio flats.

Room deficiency points do not apply to single applicants or couples who do not occupy their own separate home.

Mixing of sexes

Where the existing accommodation requires the sharing of a bedroom by people, who form part of the application aged eight years and over and of opposite sexes (other than partners).

Size of family

Where bedroom deficiency exists, and the application requires two bedrooms, family points are awarded as follows.

Where the second bedroom would be occupied by one person Where the second bedroom would be occupied by two people.

Where bedroom deficiency exists, and the application requires three bedrooms or more, family points are awarded as follows: Where the final two bedrooms would be occupied by two people; Where the final two bedrooms would be occupied by three people; Where the final two bedrooms would be occupied by four people

Lack of facilities:

In addition, points are awarded where:

- There is no piped hot water supply within the house;
- There is no fixed bath/shower within the house;
- There is a toilet outside the dwelling but within the building;
- The water supply is outside the dwelling but within the building;
- The toilet is outside the building;
- The water supply is outside the building.

Non-security of tenure:

Single persons, couples or families living care of, in the parental home or of no fixed abode

Caravans:

Applicants who live in a static caravan.

Points

10 points

5 points

0 points

4 points

0 points

4 points

0 points

4 points

6 points

1 points

1 points

2 points

2 points

5 points

4 points

10 points

10 points

2. Downsizing Incentive Scheme

Main-stream housing

Aberdeen City Council operates an incentive scheme aimed to assist Aberdeen City Council tenants who are under occupying their current home to move to smaller more suitable accommodation. Applications will be accepted from tenants who are under-occupying their current property and where a high demand exists for that property. The scheme aims to free-up larger properties which are increasingly in demand by those on the council house waiting list.

The council cannot, and would not wish to force tenants who are under occupying their homes to move against their will.

The Council offers a grant of £1,000 for tenants to move to smaller accommodation within Aberdeen City Council Housing Stock, in an area of similar letting demand to the one in which they currently live.

The general qualifying criteria are:-

The householder must be an Aberdeen City Council tenant living in a property larger than their needs, designated as high-demand and wish to move to a smaller council property;

Applicants with arrears or housing debt are treated in the same manner as all other transfers or the debts will be fully cleared from the downsizing grant (See section 25 of the allocation policy)

The house they are living in must be left in good condition;

To leave the age qualification for children requiring separate rooms as the current policy and not bring this in line with DWP criteria.

The tenant must not have previously been awarded a downsizing grant;

There must be a **sufficiently high demand** for the qualifying tenant's property (as determined by the Allocations Team and the Area Housing Teams).

Supported housing

Amenity, Sheltered and Very Sheltered housing are options for rehousing applicants where their current home is no longer suitable for their needs.

Only applicants who have been assessed as having priority for Amenity, Sheltered and Very Sheltered housing and who are under-occupying properties of high demand, will be considered as part of the downsizing scheme. Applicants who are not in high demand properties will not be eligible.

If you think you may be eligible to apply under this Scheme, please contact your Housing Officer who will help you complete the Downsizing application form and answer any questions you may have.

Downsizing applicants are awarded two offers of accommodation.

21. Other housing options

Mutual exchange

A mutual exchange is where a tenant of Aberdeen City Council wants to swap houses with another tenant of this Council or a tenant of a Registered Social Landlord or Housing Cooperative or a tenant of another Council. By exchanging homes applicants may be able to find the home that best suits their family's needs without having to wait on the Council housing lists.

Note:

- i. Tenants wishing to exchange must complete mutual exchange forms.
- ii. Flatted accommodation is defined as tenement flats, multi-storey flats, split level flats and maisonettes (i.e. flats with internal stairs).

- Aberdeen City Council's House Exchange website has been designed to bring tenants who live in Aberdeen City and are looking to exchange their homes together. Applicants who are considering moving away from Aberdeen City can also search for tenants who live in other parts of the country.
- Applicants can register on the houseexchange.org.uk website by clicking on the 'register' button which can be found on the left-hand menu. It is easy to register and free for Aberdeen City Council tenants.
- Applicants have a live housing application and have indicated their interest in considering a mutual exchange, they can also request a list of tenants whose properties match their requirements, and who have indicated that they would be interested in exchanging to the type and size of property they currently occupy.
- **Note that an applicant will need to be a Scottish Secure Tenant or Short Scottish Secure Tenant if their mutual exchange request is to be considered.**
- Can also advertise in the local paper or alternatively place an advert in them local supermarket or shops.
- Is possible for more than two households to exchange with each other where, appropriate.

Some exceptions:

- Will not be approved involving owner/occupiers or tenants of a private sector landlord.
- Wishing to exchange must satisfy themselves that the property to which they wish to exchange meets any medical requirements they may have. However, where the property has been adapted to meet a medical condition, the proposed exchange may be referred to the Housing Needs Assessment Team. If it is considered that the proposed exchange does not make the best use of the adapted property, the exchange may not be permitted.
- Applicants who, for medical reasons, require adaptations to the property to which they wish to exchange, must contact the Housing Needs Assessment Team for approval prior to applying for the mutual exchange. Applicants who, for medical reasons, require adaptations to the property to which they wish to exchange, must contact the Housing Needs Assessment Team for approval prior to applying for the mutual exchange.
- The sizes of the properties proposing to be exchanged must comply with this policy's bedroom requirements as detailed in section 12. However, people wanting to exchange from a three-bedroom property to another three-bedroom property would be allowed even if they require a four-bedroom property.
- May be allowed to exchange to accommodation larger than they require subject to Council approval: We will allow any tenant to exchange to one bedroom more than they require regardless of the type of accommodation.
- Council may refuse an exchange if, for example, unauthorised alterations have been made to the property.

When an applicant finds someone to exchange with, they should

- Them and make arrangements to visit each others home.
- The other person's house carefully and make sure they are happy with the condition of it. The Council will not be responsible for any decoration needed or for carrying out any repairs which are the tenants' responsibility.

- All parties decide, after viewing, that they wish to proceed with the exchange then they must both complete a Mutual Exchange application form. These can be obtained from local housing offices or by downloading a Mutual Exchange form from the Council website.

Aberdeen City Council will:

- Both properties are inspected to see that they are in good condition
- The size of the houses to make sure that there will be no overcrowding issues or excessive under occupation.
- All applicants must have a clear rent account and have no outstanding debt in relation to overpayments of Housing Benefit, Rechargeable Repairs or for a former tenancy.
- To ensure that all tenancies have been conducted in a satisfactory manner and that there are no breaches of the tenancy agreement which may prohibit the exchange.
- By law Aberdeen City Council must give the applicants a decision within twenty-eight days of the applications being received from all the parties. Consenting to the exchange, all parties will be required to sign new tenancy agreements for their new houses.

Applicants must not move until they have signed their new tenancy agreement.

- Refuse consent to exchange without reasonable grounds.
- Agree to the exchange unless the house which the applicants want to move to is suitable for the whole household.
- Applicants that, if they do not agree with the Council's refusal, they can appeal in writing to the Allocations Team Leader. The Allocations Team Leader will advise them of the decision on the appeal, within ten working days.
- There has been a change in the circumstances of any applicant prior to tenancy agreements being signed, consider whether consent to exchange should be withdrawn.

Aberdeen City Council's housing is not the only option which may be available to provide for your housing needs. If you would like to find out more, please contact the and ask for 'Housing Options Advice' or click on the link to visit our online Options pages.

22. Nominations

Aberdeen City Council has agreements with some of the housing associations in the city to allocate 50% of their vacant properties to applicants from the Council's housing lists. These allocations are known as 'nominations'. These agreements are monitored and reviewed annually. Applicants wishing to be considered for nomination to these housing associations must indicate so by completing the appropriate section of the application form.

23. Offer restrictions

Notwithstanding the order of priority, certain restrictions will apply when selecting applicants for a vacancy as follows: Properties on the ground floor that have five or less access steps will be offered to applicants who have a recommendation for ground floor accommodation as determined by the Housing Needs Assessment Team. Where a property has been adapted or can be adapted to suit applicants with special needs, wheelchair users, priority is given to applicants who have a need for this type of accommodation. Any prospective offer would be subject to assessment by an Occupational Therapist.

Applicants will only be considered for one offer at a time. Applicants whose applications are deferred or suspended will not be considered for an offer of accommodation until the deferment has expired.

Applicants should note that in some accommodation cats and dogs are banned, except for guide dogs and hearing dogs therefore applicants who have a cat or dog will not be considered for these pet ban properties. A leaflet is available providing details of properties where dogs and cats are not permitted.

24. Delegated powers

Aberdeen City Council recognises that very occasionally an applicant may have exceptional housing circumstances which fall out with the points scheme. In these rare situations applicants may be offered re-housing through powers delegated to senior officers within the Housing Service. The delegated powers are listed in appendix 1 or can be obtained from the local housing office.

25. Applicants with housing related debts

At the time of applying for an Aberdeen City Council home all applicants will be advised by the Housing Access and Support Team of any housing related debts that may affect their entitlement to housing and the action they should take to address the debts. Applications will be suspended from obtaining an offer until the applicant provides evidence that the identified debts have been satisfactorily addressed.

Further checks on housing related debt will be carried out should an applicant subsequently qualify for an offer of housing. Applicants will be advised whether these checks affect their entitlement to housing.

25.1 All applicants who have housing related debts are treated equally

See table below which shows our policy on debt for all applicants for housing.

	Current Tenant Arrears	Current Tenant Legal Charges	Current Tenant Recharges	Former Tenant Arrears	Former Tenant Legal Charges	Former Tenant Legal Recharge
1. All applicants for housing will be subject to the same debt criteria.	If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.	If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.	If the debt is greater than 1 month's rent, then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months	If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.	If the debt is greater than 1 month's rent then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.	If the debt is greater than 1 month's rent, then an arrangement needs to be in place to clear the debt. The arrangement must be continuous and have been in place for at least 3 consecutive months.

At the time of offer, and for an offer to proceed, the current tenancy must be deemed to have been conducted in a satisfactory manner and must adhere to the debt policy highlighted above.

25.2 Private tenants

An offer of accommodation may be withheld if the applicant is a tenant of a private landlord and cannot provide proof of maintenance of satisfactory rent payments. If the applicant is the tenant of a private landlord and cannot provide proof of maintenance of satisfactory rent payments, their application will be deferred for a specified period.

26. Checks made at offer

Applications selected for an Aberdeen City Council tenancy will be checked for accuracy at the time of offer. If there has been a change to the information held that affects the application any offer of housing may be withheld. In addition, the applicant's current accommodation may be inspected where appropriate.

An offer may be withheld if the applicant(s):

- Threatening or aggressive behaviour towards Aberdeen City Council staff; • Been the subject of verified complaints of antisocial behaviour;
- Evidence of substance abuse;
- Subject to immigration control or no longer has the right to reside in the UK.

The applicant will be notified in writing of the reasons and any action they are required to take. On expiry of the deferment staff will carry out a follow-up visit to confirm the applicant's suitability for further offers of housing.

27. Deferment for refusals of offers of accommodation

If an applicant refuses an offer of accommodation from the waiting list, the transfer list, or the support list their housing application will be deferred for a period of 12 months. All refusal reasons count towards this deferment. Any exceptional circumstances which are presented at the time of refusal will be considered on a case-by-case basis.

28. Appeals procedure

All applicants have the right to appeal a decision made in connection with their housing application. Appeals against the processing of an application or an offer of accommodation from the general lists should be addressed to the Housing Access and Support Team within 14 days of the decision. The Housing Access and Support Team will aim to respond within 14 days of receipt.

Appeals against a homelessness decision or a homelessness offer should go to the Housing Access and Support Team.

Tenancy Support Panel

Downsizing

Initiative aimed at helping tenants to move to smaller more suitable housing which frees up larger family homes.

29. Risk

	Risk	Low (L), Medium (M), High (H)	Mitigation
Strategic	That we do not make best use of our housing stock, and subsequently do not house those in most need and failing to be open and fair with all applicants for social housing.	H	The policy sets out in detail how each application is processed including the award of points or an assessment of need in order to prioritise applicants. It also provides information on other re- housing options such as mutual exchanges and Downsizing.
Compliance	That we are not compliant with legislation and guidance which could open the council up to litigation and intervention by the Scottish Housing Regulator.	H	The new policy clearly outlines the agreed principles through which all Aberdeen City Council allocations will be managed. It also is compliant with current legislation such as Equalities and Statutory duties and Scottish Government and Scottish Housing Regulator guidance.
Operational	That the way we allocate our housing stock is inconsistent.	M	This policy will ensure our staff provide a consistent approach to allocations.
Financial	That we are not consistent or robust in allocation our housing stock.	H	The policy ensures as far as possible that a consistent and robust approach is taken to managing allocations, ensuring the financial loss to the council due to void rent loss is kept to a minimum.
Reputational	ReInconsistent decision making on individual applications due to the lack of a clear policy could lead to reputational damage to the Council.	H	Clearly setting out the policy principles and terms and conditions for allocating council houses will help to eradicate this risk.

29.30 The UK Government's PREVENT Strategy requires local authorities to ensure that publicly owned resources do not provide a platform for extremists and are not used to disseminate extremist views. During the allocation process, staff will report any concerns with regard to suspicious activity to their line manager for action. Reports will be reviewed by the responsible Service Manager and appropriate action will be taken to address any concerns.

30. Policy Performance

30.1 Detail the factors that will determine whether the policy is effect and adds the value intended and;

Social housing is a scarce resource and the main aim of the allocation policy is to house those who have the greatest need whilst making best use of our housing stock.

30.2 Specify the measurement criteria / indicators that will be used to monitor and demonstrate performance

There are numerous reports which focus on the performance of the various aspects of the allocation process, see below: -

- ✓ Number of Offers and Refusals
- ✓ Demand - House Types, sizes and Letting Areas
- ✓ Active application profile inc deferments and suspensions
- ✓ Year to date - number of offers and to which list
- ✓ Voids summary
- ✓ Housing Access score card
- ✓ Changes to the housing lists - new and cancelled

These reports are usually broken down into the various housing lists, house types sizes and letting areas, they also including information on homeless together with equalities data.

30.3 Specify how and where the performance data will be reported and the frequency of reporting

The reports are produced by the Performance Management and Quality Assurance team and distributed to appropriate offices either weekly or monthly showing current performance and year to date information so that officers can monitor and scuitinise current performance and trends against targets and take appropriate action.

31. Design and Delivery

31.1 The policy provides for high priority for homeless applicants so they can be housed in settled accommodation quickly, this should assist in attaining the following objective in the LOIP
 "Improve health and wellbeing outcomes for at least 50% of homeless people participating in the Housing First programme by 2021"

Consider how the policy is aligned to supporting delivery of the Target Operating Model (TOM) and strategic objectives contained within the LOIP

32. Housekeeping and Maintenance

32.1 State how frequently the policy will be reviewed and consider;

- ✓ The current policy has been in place since 2012, it is monitored regularly with changes made where either there are changes in legislation or there are changes to the supply and demand for our homes.
- ✓ When amendments to the policy are made new or updated supporting document are drafted.
- ✓ Any new or updates to policy are supported by Northgate's iworld housing management system.

33. Communication and Distribution

33.1 The current policy and any changes are consulted upon with service users, staff and elected members and other stakeholders. Final changes are reported to committee and updated policy documents are placed on our website. If applicants request it, we can provide the document in other formats such as different languages or fonts.

34. Information Management

34.1 Information generated by the application of this policy will be managed in accordance with the Council's Corporate Information Policy and supporting Procedures.

Appendix 1

Housing Office Contact Information
Marischal College Customer Service Centre
Marischal College Ground Floor Broad Street Aberdeen
AB10 1AB

Kincorth Customer Access Point
Provost Watt Drive
Kincorth Aberdeen AB12 5NA

Mastrick Customer Access Point
Spey Road Aberdeen AB16 6SH

Woodside Fountain Centre
Marquis Road Aberdeen AB24 2QY

Tillydrone Area Housing Office
Formartine Road Aberdeen AB24 2RW
Telephone: 01224 489500

Online applications
<https://www.aberdeencity.gov.uk/services/housing/find-home/apply-council-house>

Mutual Exchange
If you are interested in taking part in a mutual exchange, please visit www.houseexchange.org.uk

Homeless Service
Housing Access and Support Early Intervention and Community Empowerment Marischal College
Broad Street Aberdeen AB10 1AB

Tillydrone Area Housing Office
Formartine Road Aberdeen AB24 2RW
Telephone: 01224 489500

Telephone
For help completing a housing advice self-assessment contact the Housing Advice service on
Tel: 03000 200 292

This document is available in various formats and languages

If you want this document translated into another language or format (including Braille, large print, audio disk or BSL DVD) please contact us via email or telephone number listed below.

Jeżeli ten dokument jest wymagany w innej wersji językowej lub formacie (w dużym druku lub na dyskietce audio) proszę się skontaktować z

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Ma tha thu ag iarraidh eadar-theangachadh den sgrìobhainn seo ann an cànan neo cruth eile (clò mòr neo clàr clàistinneach) feuch an cuir thu fios gu

If you are deaf or have a hearing impairment, you can still communicate with the Council via Text Relay by dialling 18001 + telephone number:

T: 01224 523947



www.aberdeencity.gov.uk

Allocation Policy Strategic Place Planning

Aberdeen City Council

Business Hub 3, Ground Floor South

Marischal College, Broad Street, Aberdeen AB10 1AB

Delegated powers

Aberdeen City Council recognises that very occasionally an applicant may have exceptional housing circumstances which fall out with the points scheme. In these rare situations applicants may be offered re-housing through powers given to Senior Officers within the Housing Service. Applicants in this section are awarded two offers of accommodation. The delegated powers are as outlined below:

1. Matrimonial home

The provision of temporary accommodation during absence from the matrimonial home. To provide temporary flatted accommodation on a non-secure basis to a person who is pursuing a court action for the transfer of the tenancy of the matrimonial home.

2. Break in a joint tenancy

Applications from partners living within the matrimonial home and wishing to be rehoused separately from other partners will be dealt with in accordance with the Waiting list of the Allocation Policy, having been pointed based on the applicant occupying half the accommodation available, unless otherwise decided by the Chief Officer Early Intervention and Community Empowerment.

3. Better use of Amenity, Sheltered/Very Sheltered, or Disabled Adapted Accommodation

Where a transfer request is received from an applicant occupying a sheltered house, or a house which has been designed or adapted for occupation by a person with special needs, and there is no longer a person with such needs occupying the dwelling house, to offer a transfer to the most appropriate suitable alternative accommodation of appropriate size, as determined by the Chief Officer Early Intervention and Community Empowerment.

4. Better use of ground floor accommodation

Where a transfer request is received from an applicant occupying a ground floor flat which is found to be suitable for an applicant within the medical priority on the Urgent Housing List, to offer the ground floor tenant a transfer to the most appropriate suitable alternative accommodation of appropriate size, as determined by the Chief Officer Early Intervention and Community Empowerment.

5. Transfer within the same sheltered housing development

To transfer sheltered housing tenants within the same sheltered housing development, where the tenants' circumstances have changed since originally allocated sheltered housing, and where the current accommodation is now considered to be no longer suitable.

6. Moves within a tenement block

Where a vacancy arises within a tenement block (except for any ground floor flat which is required for letting on medical grounds), to grant a request for transfer to accommodation of the same size from a tenant whose spouse or partner has recently died and who is a current transfer applicant within that block, and who expresses an interest in the vacancy. In the event of more than one tenant expressing such an interest, we will offer the vacancy to the tenant with the longest period of residence within the block.

7. Moves within a multi-storey block

Where a vacancy arises within a multi-storey block comprising two bedrooms and one-bedroom flats or flats of the same size, to grant a request for transfer from a tenant whose spouse or partner has recently died and who is a current transfer applicant within that block, and who expresses an interest in the vacancy, regardless of the size of accommodation. In the event of more than one tenant expressing such an interest, we will offer the vacancy to the tenant with the longest period of residence within the block.

8. Hard to let houses

To define individual houses as hard to let and subsequently to allocate such houses out with priority in the interests of good housing management.

9. Applications with rent arrears or outstanding debt due to the Council

To accede, in appropriate circumstances, to requests for housing/rehousing from applicants who are in rent arrears or have any other outstanding debt due to the council, on the basis that a satisfactory arrangement has been made in relation to the outstanding debt. Thereafter, the application would be considered on normal turn of points priority.

10. Termination of tenancy on admittance to hospital or residential care Establishment

Where a tenant has been admitted to hospital or a residential care establishment on a long term basis, to accept the voluntary termination of the tenancy on the understanding that accommodation of the same size and type in the same letting area if readily available, otherwise in an area of similar letting demand, will be offered on discharge, provided the tenancy has been considered to have been conducted satisfactorily and that a satisfactory arrangement has been made, at the termination of the tenancy, to pay any outstanding debt.

11. Termination of tenancy by a tenant sentenced to a term of imprisonment exceeding 26 weeks

Where a single tenant sentenced to a term of imprisonment which will lead to an absence from home for a period exceeding 26 weeks has terminated the tenancy (on the basis that the tenant shall be responsible for the removal, storage of any furniture and personal effects), to offer accommodation of a suitable size and similar type within the same letting area if readily available, otherwise in an area of similar letting demand, on release from prison, provided the tenancy has been conducted satisfactorily and that a satisfactory arrangement has been made, at the termination of the tenancy, to pay any outstanding debt.

The following delegated powers cover requests for transfer of tenancy:

12. In relation to requests for transfers of tenancies

To accede in appropriate circumstances to requests by a member or members of a tenant's family, over 16 years of age, arising from the tenant's intention to leave the house (for example to marry), even if the accommodation is in excess of the applicant's requirements; and in the event of the declinature of such a request, to offer, in appropriate circumstances, suitable alternative flat accommodation.

13. In relation to requests for transfers of tenancies

To accede in appropriate circumstances to requests by sole tenants to transfer the tenancy to a partner.

The following delegated powers cover requests for succession to a tenancy:

14. In relation to a first or second succession to a tenancy from a qualified person

To grant the succession and thereafter offer a transfer should the person so wish and if it is in the interests of the Council. This should be to flatted accommodation of appropriate size within the same area or areas of similar letting demand.

15. In relation to requests for succession to a tenancy from a non-qualified person

Where the non qualified person has been in the property for up to 10 years, consideration should be given to the size, type and letting demand of the property. Thereafter, if deemed appropriate, the applicant should be granted the succession or alternatively offered suitable alternative accommodation. This should be of flatted accommodation of appropriate size and may be in any area, as determined by the Chief Officer Early Intervention and Community Empowerment.

16. In relation to requests for succession to a tenancy from a qualified or non- qualified person

Where they have been in the property for more than 10 years, the applicant should be granted the succession and thereafter offered a transfer should they so wish. This should be to flatted accommodation of appropriate size within the same area or areas of similar letting demand.

17. In relation to a request for a third succession to a tenancy from a qualified or non-qualified person

Where the qualified or non-qualified person has been in the property for up to 10 years, consideration should be given to the size, type and letting demand of the property. Thereafter, if deemed appropriate, the applicant should be granted the succession or alternatively offered suitable alternative accommodation. This should be of flatted accommodation of appropriate size and may be in any area, as determined by the Chief Officer Early Intervention and Community Empowerment.

18. Acceptance of offer of accommodation where one partner dies or goes into a residential home or institution before the lease is signed

Where an offer of accommodation has been accepted but one partner dies or goes into a residential home or institution, prior to the lease being signed, to permit the remaining partner to occupy the accommodation provided that the accommodation is of a size suitable to their needs.

19. Transfer a tenant who is unwilling to maintain the garden

Where a tenant is unwilling to maintain their garden in a tidy condition and the tenant is willing to move of their own accord, to arrange to re-house the tenant in flatted accommodation without a garden.

20. Essential repairs - temporary housing

To transfer tenants, on a temporary basis to same size and similar type accommodation. Within the same letting area, if readily available, otherwise in an area of similar letting demand, where transfer is considered by the Chief Officer Early Intervention and Community Empowerment to be necessary to enable essential repairs or improvements to be carried out.

21. Essential repairs - permanent housing

To transfer tenants, on a permanent basis to same size and similar type accommodation. Within the same letting area, if readily available, otherwise in an area of similar letting demand, where transfer is considered by the Chief Officer Early Intervention and Community Empowerment to be necessary to enable essential repairs or improvements to be carried out.

22. Repairs notice

To arrange for the provision of temporary flatted accommodation. Of a suitable size within the same letting area, if readily available, otherwise suitable alternative letting areas, to tenants of private sector accommodation which is the subject of a Repairs Notice under Section 108 of the Housing (Scotland) Act 1987 in cases where a landlord is unable to secure alternative accommodation.

The objective of the following delegated powers is to rehouse tenants to similar type accommodation within the same letting area, subject to availability of suitable accommodation and the safety of the individual tenant. Where re-housing out with the area is recommended, it will be to an area of similar letting demand. Re-housing is normally to the same size of accommodation. Smaller accommodation may be considered only where the supply and/or demand warrants this or where exceptional circumstances apply.

23. Fear of victimisation or other harassment

To re-house a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases of violence, intimidation, fear of victimisation or other harassment by neighbours or any party where no other suitable remedy exists.

24. Death due to violent or traumatic circumstances

To re-house a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases of bereavement where death was due to violent or traumatic circumstances within the property.

25. To re-house a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases where a former partner or close relative of a former partner have moved into or are living in accommodation situated in close proximity to the tenant.

26. Harassment by a partner ex-partner or relative To re-house a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases where the tenant is suffering harassment by a partner, ex-partner or relative of ex-partner, following a decision of the Court regarding the tenancy of the matrimonial home.

27. Suffering harassment by a partner, ex-partner, or relative of ex-partner

To re-house a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases where the tenant is suffering harassment by a partner, ex-partner, or relative of ex-partner, where the Chief Officer Early Intervention and Community Empowerment is satisfied that an attempt to continue living in the current accommodation would likely be met with violence or threats of violence.

28. Adopted or foster children

To re-house a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases where the natural parent(s) of adopted or foster children move into accommodation situated in close proximity to the tenant.

29. Repeated break-ins

To re-house a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases where there have been repeated break-in incidents directed at the tenant, subject to corroboration by the Police.

30. Unsatisfactory tenancy

To re-house a tenant to accommodation of a similar size (or smaller) than currently occupied and similar type in cases where a tenancy has recently been created (normally within 12 months) is proving unsatisfactory and the tenant concerned is prepared to move.

31. Dispute between two neighbours

Where there has been an irreconcilable dispute between two non-compatible neighbours to offer accommodation of similar size (or smaller) than currently occupied and similar type to either or both parties.

32. Victim of racial harassment

To re-house a tenant to accommodation of a similar size (or smaller) and type in an area of similar letting demand in cases where the tenant or their family are considered, to the satisfaction of the Chief Officer Early Intervention and Community Empowerment, to be the victim of racial harassment or live in fear of such harassment.

33. Unsatisfactory tenancy

To permit a tenant of Aberdeen City Council to be re-housed to accommodation of a similar or smaller size and type and letting area where a Scottish Secure Tenancy proves to be unsatisfactory, and the tenant is prepared to be re-housed and to accept a Short Scottish Secure Tenancy, together with appropriate housing support.

34. Witness Protection Programme

In the case of an applicant included by Police Scotland in the witness protection programme to grant that applicant priority rehousing to the same size and type of accommodation as currently occupied, in an area of the City deemed to be appropriate (as advised by Police Scotland). The priority to be of a similar level to emergency homeless applicants where those applicants are placed at the top of the list. Where accommodation of the type and size requested is not available, then, due to the urgency of these types of cases, power to deal with the case as appropriate and submit a report to the first available Committee for information.

35. Downsizing Scheme

To grant approval for officers to provide priority and financial incentive to re-house a tenant, currently down sizing their accommodation to a smaller and suitable sized property under the approved "downsizing scheme"

36. Kinship Carer

To grant delegated powers to the Chief Officer Early Intervention and Community Empowerment to assess individual kinship carer applications on a case by case basis and grant increased priority where the need for alternative accommodation is of an urgent nature.

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SCOTTISH QUALITY STANDARDS HOUSING ADVICE, INFORMATION AND SUPPORT FOR PEOPLE IN AND LEAVING PRISON

**Sustainable
Housing
On
Release for
Everyone**



Scottish Quality Standards – Housing Advice, Information and Support for People on Remand or Serving a Short Term Sentence

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FOREWORD

This Government has a clear vision of how a progressive and co-ordinated justice system can contribute to the development of a just, equitable and inclusive society, by establishing a system that holds individuals to account for their offending, but which ultimately supports them to rehabilitate themselves, improve their life chances, and make positive contributions to our communities.

Our “Vision and Priorities for Justice in Scotland” made clear that justice organisations should work in partnership with stakeholders from across the wider public and third sector – improving the preparation and support for those in and leaving custody, and reducing the risk of reoffending.

Delivering improvement on release and reintegration is certainly not only the responsibility of the justice sector. It must be understood that this responsibility is shared across the range of our public services, third sector, employers, and the public. Our housing, healthcare, welfare and employment services have a crucial part to play in ensuring individuals in the justice system – and particularly those who are leaving prison – get the support they need to make a new start. Removing these barriers to reintegration is an investment in reducing the risk of reoffending – and in building safer, more inclusive communities for us all.

Under the Scottish Government’s ¹ National Strategy for Community Justice, Local Authorities and other statutory partners have a key role to play in improving community justice outcomes. The better joint working and information sharing between statutory housing providers, community justice partners and other third sector organisations that the Strategy affords, will provide an invaluable opportunity to ensure better shared outcomes for people in the criminal justice system.

A vital part in preparing people in and leaving prison for successful reintegration into the community is ensuring that their housing needs are identified at the earliest opportunity, throughout their sentence and as part of the preparation for their release, and that their needs are then met in a timely and efficient fashion.

That is why we both welcome the development of the Sustainable Housing on Release for Everyone (SHORE) standards. These standards are an important resource to support individual’s reintegration by improving how their housing needs are met. This will improve the individual’s chances of reintegrating back into their community successfully, not just through meeting their housing needs, but also by improving their access to other public services, and supporting their desistance from future offending. Having a more consistent and effective set of processes will also benefit housing providers, and reducing the churn of individuals in and out of prison and public housing, will reduce wasted and repetitive activity.

With strong rights for homeless households and a focus on person centred housing options approaches to prevention, progress has been made on addressing homelessness in Scotland. However we know that there is much more to do to prevent repeat homelessness amongst those leaving prison.

The development of the training toolkit currently being procured by the Housing Options Hubs will be an invaluable national resource in terms of a support to the SHORE standards to help ensure that the housing needs of individuals are addressed consistently and collaboratively

¹ <http://www.gov.scot/Publications/2016/11/5600/0>

across Scotland. The Training Toolkit has the potential to provide training to staff who deliver advice and advocacy across a range of services to understand each other's day to day roles as well as measures which can be taken to address the obstacles people in and leaving prison can face during their housing journey.

We commend the Scottish Prison Service for their hard work in bringing the SHORE standards to fruition and to the partnership approach that has been taken during its development.

We would like to thank all members of the task and finish group: the Scottish Government, Scottish Federation of Housing Associations (SFHA), Shelter Scotland, South Lanarkshire Council, Edinburgh City Council, Dundee City Council, Scotland's Housing Network, NHS Fife, Community Justice Scotland, Homeless Action Scotland and the Chartered Institute of Housing for their joint work, partnership approach and determination in making these standards ready for implementation.



A handwritten signature in black ink, appearing to read "Michael Matheson". The signature is written in a cursive style.

Michael Matheson, MSP
Cabinet Secretary for Justice

A handwritten signature in black ink, appearing to read "Kevin Stewart". The signature is written in a cursive style.

Kevin Stewart, MSP
Minister for Local Government and Housing

1. COMMON PURPOSE AND VALUES

Purpose

1 Why do we need standards?

1.1 These standards have been published to ensure that the housing needs of individuals in prison are handled at an early stage, in a consistent way across Scotland, regardless of where they come from, their housing status and how long they have been in prison or young offenders' institution. The standards are designed to ensure that people leaving prison can access services and accommodation in the same way as people living in the community. Partners are committed to ensuring that people are treated fairly, with dignity, and with respect for their human rights in line with the Scottish Human Rights Commission PANEL principles detailed below: this is regardless of their sex; gender identity; marital and civil partnership status; pregnancy and maternity; race (including ethnic or national origin, nationality or colour); disability; sexual orientation; age; religion or belief; and regardless of any other personal characteristic, such as: social background, working pattern, trade union activity or political opinion.

Participation

People should be involved in decisions that affect their rights.

Accountability

There should be monitoring of how people's rights are being affected, as well as remedies when things go wrong.

Non-Discrimination and Equality

All forms of discrimination must be prohibited, prevented and eliminated. People who face the biggest barriers to realising their rights should be prioritised.

Empowerment

Everyone should understand their rights, and be fully supported to take part in developing policy and practices which affect their lives.

Legality

Approaches should be grounded in the legal rights that are set out in domestic and international laws.

1.2 Our common purpose is that **everyone should have suitable (see section 6) accommodation to go to on the day they are released from custody.** This is consistent with the Scottish Government's vision that Scotland is a safer, fairer and more inclusive nation where we:-

- Prevent and reduce further offending by addressing its underlying causes; and
- Safely and effectively manage and support those who have committed offences to help them reintegrate, or in some cases integrate for the first time, into the community and realise their potential which in turn will create a safer and fairer society for all.

1.3 Housing, housing support and specialist support (including health and social care) are central to this vision, not only for the benefit of the individual but also for the wider community. We recognise that stable accommodation reduces the likelihood of re-offending, maintains health and wellbeing thus making the community a safer place for everyone.

1.4 Failure to consider an individual's housing needs in a planned way at the start of imprisonment, during sentence and prior to release can result in people losing their existing accommodation, incurring high levels of rent arrears and having nowhere to go on the day of liberation other than emergency accommodation (the nature of some hostels or bed and breakfast can make individuals vulnerable to substance misuse due to peer pressure and the ready access to drugs or alcohol ([Housing and Reoffending: Supporting people who serve short-term sentences to secure and sustain stable accommodation on liberation](#) Reid Howie Associates, June 2015). It may also be remote from health or addiction services or may not meet their mobility needs. This, in turn, can lead to homelessness and reoffending and disrupts any health and social care arrangements they may require or have in place.

Values

1.5 In order to achieve our common goal of sustainable (see section 6) housing for everyone on release, it is important that partners sign up to the following values:

- Individuals have their needs recognised timeously, are treated fairly with dignity and respect (e.g. refer to a person leaving prison as 'person with convictions' or person with an offending history' – Scottish Government National Strategy for Community Justice, November 2016 ([National Strategy for Community Justice](#)), and receive fair access to housing and housing services;
- Services strive to have a positive attitude and challenge others whose language may reinforce stigma and negative attitude towards people with an offending history;
- Social justice (see action 6) applies to everyone and people are given the opportunity to make the most of their lives including accessing suitable housing; and
- Services recognise and provide support for vulnerabilities of different kinds, such as mental health problems, youth and infirmity.

These values mean that services should work towards the following principles:

- A person centred approach, focussed on seamless comprehensive joint planning, where necessary, for the individual's release, taking account of needs and vulnerabilities. This will involve effective partnership working with all services that need to be involved (including health, social care, other public and voluntary (including peer support)) to maximise a person's opportunity of accessing and sustaining suitable accommodation on release;
- Raise awareness of operating in line with psychologically informed principles. Staff operating in a psychologically informed environment (see section 6) will use evidence from psychological disciplines to understand where 'challenging behaviour' comes from and be able to work more creatively and constructively with people who experience deep social exclusion. Staff will have a developed understanding of how their own relationship with service users and the physical environment that service users experience are likely to influence behaviour and engagement;
- A human rights based approach bearing in mind the PANEL principles on page 4;
- Strive for continuous improvement in policies, processes and systems;

- Efficient services (including timely, proportionate and effectively evidenced value for money, avoiding duplication, shared approaches to shared problems, and best use of available resources);
- Maximise opportunities to provide stable settled housing from the start (tenure neutral) – specifically aiming to avoid emergency accommodation on the day of liberation;
- Open, transparent, consistent and accountable services for people in and leaving prison;
- Making every effort to ensure that information is shared appropriately in line with the requirements of data protection legislation. (At the time of writing the Data Protection Act 1998 was under review); and
- Stickability – persevering when the individual chooses to disengage.

2. QUALITY STANDARDS

2.1 The standards have been grouped together to reflect the individual's journey and are linked to shared and respective roles and responsibilities at each stage of that journey:

- On Imprisonment (including on remand);
- During Imprisonment;
- Prior to Release; and
- Following Imprisonment.

2.2 This document currently focuses on the sections of the journey from entering prison to following release but at a future point (by end of 2019) it is planned to include sections relating to On Arrest and At Court.

2.3 People who are subject to the Multi-Agency Planning and Protection Arrangements (MAPPAs) will be supported through the current multi-agency arrangements within each local authority. MAPPAs were extended on 31 March to include certain people with convictions who are subject of statutory supervision in the community, and who are assessed as posing a risk of serious harm to the public. Processes should take cognisance of these standards. [The National Accommodation Strategy for Sex Offenders](#) is currently under review and reference will be made to the SHORE standards.

2.4 A checklist and process maps are provided in section 7 which details responsibilities and timescales.

Monitoring and Review

2.5 Monitoring and Review of the SHORE Standards will be undertaken through six monthly reporting to Ministers, based on feedback provided via Head of Offender Outcomes, the Housing Options Hubs and the Housing and Prison Leaders network (see section 6). The SHORE Standards will be a standing agenda item on both the Head of Offender Outcomes and the Housing Options Hubs agendas and progress noted in their minutes. The Housing Options Hub minutes are shared with the Minister for Local Government and Housing. Reports will be submitted to Community Justice Scotland, Association of Local Authority Chief Housing Officers (ALACHO), Convention of Scottish Local Authorities (COSLA) and Scottish Federation of Housing Associations (SFHA). These reports will be publicly available so that partners and service users are kept informed of progress and improvements reached or required.

2.6 Initially existing data collection round HL1, HL3, Prevent 1 and Throughcare Support Officers Dashboard will be used to inform progress but this will be kept under review.

Resolution of Disputes

2.7 If circumstances arise in which one partner has concerns in relation to the standards, every effort should be made to resolve this so that delivery of service provision is not disrupted. This should be addressed at Partnership/Policy Manager Level.

Any serious concerns should be escalated to a Senior Manager level.

Joint Responsibilities

2.8 The SPS will maintain a record of up to date generic secure contact details for Links Centres. Scotland's Housing Network has agreed to maintain a database with generic, secure email addresses for each local authority area. Each organisation will share these details to ensure that easy contact can be made to avoid delays and address issues at the outset.

2.9 In addition partners should adhere to the agreed Information Sharing Protocol when sharing information.

2.10 To improve access to housing, community justice partners (as detailed at 3.3) and the third sector should develop multi-agency protocols with local housing providers and third sector organisations in order to ensure the needs of those who have committed offences are identified and addressed and to ensure consistent access to suitable accommodation at all stages of the criminal justice process ([Community Justice Outcomes, Performance and Improvement Framework](#)). These protocols will describe the local processes between community justice partners and prisons and will complement the national standards.

ON IMPRISONMENT

Individual cases are managed so that:

- ✓ Initial housing, health, welfare and employment needs are addressed by prison staff on entry to prison with the appropriate organisation (may include the individual's landlord and Local Authority) e.g. securing property, utilities/services management, pets, family needs (i.e. where the person in prison is the main tenancy holder, primary carer) and personal documents;
- ✓ Every individual has their housing, health and welfare situation (including housing benefit) along with associated support needs assessed by prison staff within 72 hours of entry to prison and on transfer to another establishment. It is recognised that not all individuals will be ready at this stage;
- ✓ Within 14 days SPS makes contact with the relevant local authority to agree prevention options and/or ascertain current position in the housing/homeless system. Agreement reached on how the case needs to be handled and by whom;
- ✓ A Housing Options approach should be taken at the earliest opportunity and housing options officers should engage with private landlords to negotiate options to retain private tenancies and mortgage lenders in respect of owner occupiers. Development of the individual pathway starts here facilitating ownership by individuals; and
- ✓ Complete a housing application and medical form where appropriate.

Outcome

Individuals are supported to sustain existing accommodation and possessions or end tenancies appropriately, securing furniture and belongings where this is the best option. Their housing needs are identified and support plans put in place, for the duration of the sentence, for those that require suitable housing on release.

NB: It is important that all functional teams within a local authority (e.g. homelessness, housing management and financial services) liaise with one another on cases and with partners in the local area.

Good Practice Example

Mr Jones has a long history of homelessness and had been in and out of prison over several years.

Nine months after securing his first permanent council tenancy he received an 8 month custodial sentence.

A housing options interview was carried out with Mr Jones 6 days after he was admitted to SPS custody and following this he met with a Housing Officer from his Local Authority who attended HMP Low Moss on a weekly basis.

During the course of the Housing Options interview, Mr Jones advised that prior to being admitted to prison he was in receipt of Housing Benefit, Employment Support Allowance and Personal Independence Payment. The Housing Officer discussed the rules for people in prison and receipt of Housing Benefit – i.e. because his sentence was longer than 13 weeks, he would not be entitled to Housing Benefit and as a result rent arrears would accrue. Mr Jones was advised that there was a risk of being taken to court for eviction due to rent arrears. He was adamant that he did not want to lose his tenancy as it had taken him 17 years to get a place of his own.

The Housing Officer contacted Mr Jones' local Housing Officer to advise of his custodial sentence who in turn stated Mr Jones needed to either terminate his property and present as homeless on liberation or have a family member pay his rent on his behalf. Mr Jones advised that he had no one who could pay his rent for him and that he was also unwilling to terminate his tenancy. He also could not think of anyone that he could sublet to, so this was not an option for him.

The Housing Officer liaised with the Jobcentre Adviser in HMP Low Moss to enquire about Mr Jones' last payments of benefits, which revealed that he had received a payment of his Employment Support Allowance on the day of his arrest. The Housing Officer then contacted Personal Independent Payment to enquire about the status of the payment that was due to Mr Jones. Personal Independent Payment confirmed that a payment was being issued that day for what was owed and would be in Mr Jones' bank account in 2 days' time.

Although the amount Mr Jones had access to wouldn't be the full amount of what his rent would be for the time he was in custody, the Housing Officer asked Mr Jones whether he would be willing to use these 2 benefit payments towards his rent payments. Mr Jones agreed that he would be willing to do this only if he was assured his tenancy would be safe and there was no risk of eviction.

The Housing Officer contacted the local authority's Debt Manager and requested that if a lump sum payment from Mr Jones for an advanced payment on his rent was received, could court action for eviction be stopped. He would then make up the shortfall on his release by setting up a payment plan. The Debt Manager agreed to this arrangement and as a result the Housing Officer supported Mr Jones to contact his bank and make arrangements for a payment to be sent to his rent account at his local authority through the form of a bank transfer.

The Housing Officer also completed a person in detention council tax exemption form to stop council tax arrears accruing.

This case study is from April 2015 and to date Mr Jones remains in his council tenancy and has not returned to SPS custody. The early meeting with Mr Jones on his admission for a housing options interview and the local authority willing to accept part payment of rent owed followed by a payment plan on release prevented Mr Jones from losing his tenancy and returning to his previous cycle of homelessness and prison sentences.

During Sentence

Partners manage their services so that:

- ✓ Following on from 1st contact between prison and local authority, partners work collaboratively (facilitated by SPS) with individuals on an ongoing basis (from 5 days after entry to custody to 6-8 weeks prior to release), proactively inquiring about housing circumstances, to plan for sustainable accommodation and provide ongoing support as part of the case management approach – one prisoner/one pathway. Families should be involved where possible. It is expected that all partners should consider local connection issues sensitively and appropriately in line with individual requirements;
- ✓ A lead support worker (Personal Officer) is identified in prison and in the community (area where the person is seeking accommodation) and the plan is shared with the consent of the individual;
- ✓ A housing options approach is taken at the earliest stage to meet the individual's housing needs on release. This will include decisions about what type of application is completed and when and the referrals which are required;
- ✓ Arrangements are put in place to enable individuals to make payments towards any existing rent account ;
- ✓ Throughcare services are promoted to individuals, their families and their wider network; and
- ✓ The opportunity is created and encouraged for individuals to develop citizenship through use of independent living units and participation in the SQA in Tenancy and Citizenship.

Outcome

Individuals feel that services are focussed on meeting their needs and their expectations are managed in preparation (dependent on sentence length) for their release. Individuals are clear about their own roles and responsibilities in the process as well as those of the services supporting them.

NB: For some individuals, the pathway will be straightforward – for others, there will need to be a multi-agency case management approach including securing assessment and access to mental health, addiction and occupational therapy services.

Good Practice Example

A prisoner in HMP Perth was sentenced following a period of remand. A previous Housing Benefit Change of address had been completed to cover his remand period to sentence date. Length of sentence however was too long for the 13 week Housing Benefit to cover his sentence period.

Housing staff then visited HMP Perth to discuss his options. He suffered from a very limiting lung condition and had waited for his current accommodation for some time after a period of homelessness caused by his health and a relationship breakdown. He therefore wished to keep his property for the following reasons:

- He relied on support from his three sons, who all lived close by, to assist with daily tasks such as shopping or vigorous housework;
- It met his medical needs as it was ground floor accommodation and had some limited adaptations for his condition; and
- He often assisted his family with child care.

Due to his age, health and having not been in trouble for some considerable time there was a very clear possibility that he would be eligible for Home Detention Curfew.

Finally due to his health he was eligible for the Higher Rate DLA/PIP on liberation giving him a slightly higher income against expenditure.

Taking all this into consideration, housing staff approached the landlord with a proposal that he did not lose his tenancy as he would happily enter into an arrangement to pay of any arrears, with assistance from his family, accrued during his time in prison. This was accepted by the landlord as a reasonable request.

Good Practice Example

A Stirling Council tenant from Bridge of Allan was sentenced to 3 years imprisonment and his property was used as a sublet for homeless temporary accommodation for the period that he was in prison. The tenant signed an agreement to this and his belongings were subsequently placed in storage by the council. The flat was then furnished and let to homeless applicants for the duration of the prison sentence. There was excellent liaison throughout this period to ensure that the flat was emptied again in time for the tenant's liberation day. This meant that the individual did not accrue rent arrears, was able to return to his own tenancy and avoid a repeat homelessness situation.

Prior to Release

Partners work together to make sure that:

- ✓ As part of the individual's pathway, arrangements will be made to ensure appropriate accommodation, in keeping with the plan is provided on release;
- ✓ Where someone needs to make a homeless application these are made no later than 8 weeks prior to the earliest release date and accommodation and associated community support arrangements put in place 24 – 48 hours prior to liberation and communicated to the individual at this time;
- ✓ Arrangements are put in place for GP registration and first appointment where required;
- ✓ Advance benefit and welfare fund applications are made where possible. For Scottish Welfare Fund applications, decisions in principle should be considered where possible to allow applicants to plan ahead; and
- ✓ SPS, Social landlords, Throughcare services and other partners liaise with each other to ensure the journey back into the community is as seamless as possible through a single plan which includes accessing accommodation and support

Outcome

Appropriate (see section 6) housing and support is available on release. Individuals feel confident, optimistic and motivated about returning to the community with a positive destination.

Good Practice Examples

Example 1

On discovering that an individual known to Fife Council was in Inverness prison, the housing officer made contact with Highland Council and asked if an officer from the Homelessness Team could visit the individual to complete a homeless assessment. This ensured that accommodation and appropriate supports were in place for the individual's release.

Example 2

David, aged 52 was serving a 24 month sentence in HMP Grampian and had opted to receive assistance from the Throughcare Support Officers 6 weeks before and 12 weeks after release so he could secure accommodation. His personal officer had reported that he had been living in temporary accommodation at the time of his offence which he lost due to his custodial sentence. His previous flat was located in an area where others he knew from prison were housed. He chose at that time, therefore, to leave his accommodation and sleep rough rather than spend the night in his flat. This way he could avoid people whom he knew may have a negative influence on him.

A Case Management Board was held where information was collated between the different organisations to decide which services were best suited to provide a comprehensive package of care. The services involved in the Case Management Board were: Offender Outcomes, Community Based Social Work, Prison Based Social Work, New Routes, Prison Based Psychology, Substance Misuse Nurse, Mental Health Representatives, Learning centre, Throughcare Support Officers, Job Centre Plus and Housing. The prisoner also attended.

Through collaborative working a coordinated approach was taken to arrange temporary accommodation in another area prior to his release, a job centre plus appointment was arranged, Community Care Grant was awarded, a credit union account was started, food parcels were arranged and health needs addressed.

Example 3

Brian, 29 has served several short term sentences (see section 6). Alcohol has been a factor in his offending and as a result he has spent little time in the community. Both his parents are now deceased and the only family he has are a brother and sister-in law. While in Barlinnie he engaged with the NHS, Addictions Team and a Throughcare Support Officer to address his alcohol, drug addiction and mental health issues. He was liberated on a Friday in March 2016 and was looking for accommodation in the same area as his family. This proved difficult, however, and all that could be offered was a place in a night shelter between the hours of 9pm and 9am which left him unsupported during the day. Brian was fearful of a relapse due to the stress of the situation and slept on his brother's sofa for a few nights. This relationship broke down and after visiting the housing office again he was offered accommodation in a hotel to enable an assessment to be undertaken. Brian unfortunately reoffended.

When the Throughcare Support Officer supporting him realised that he was due to be liberated again on a Friday he applied for early release to ensure that no obstacles were in the way. He was able to access housing and is now engaging with alcohol services, has a housing support worker and also receives assistance from the Cyrenians.

Following Release

For those who have requested any throughcare services:

- ✓ Partners work collaboratively with individuals who have returned to the community, continuing to develop the agreed plan and agreeing lead responsibility/handover arrangements; and
- ✓ Individuals and families are supported to sustain accommodation where appropriate following liberation and to continue to work towards realising their full potential. The length of support provided will be dependent on the individuals support plan. For those with a high level of complex needs this may be for a long period.

For those who need but have chosen not to engage with throughcare services, partners should:

- ✓ Consider the involvement of other third sector services;
- ✓ Encourage a connection with Peer Support; and
- ✓ Develop stickability and be a service that perseveres to support the individual.

Outcome

Individuals are supported to sustain their accommodation and work towards their housing aspirations, contributing towards reducing reoffending.

Good Practice Example

Tommy is 38 years old and lives in the Renfrewshire area. He had a traumatic childhood with his mum and dad separating when he was five years old and his mum leaving him and his sister with his father 3 years later. Both he and his sister were sexually abused by a family member and when he was 9 years old his behaviour became erratic. He states that he deliberately 'acted out' so that he would be placed in care. Tommy stayed in a children's home for a year and a half before being moved to another one out-with Renfrewshire until he was about 15 years old. While in the care system, Tommy was abused physically, emotionally and sexually by members of staff.

As a result of this trauma, Tommy became involved with drugs at a very young age. He also began to drink alcohol, which he did not enjoy so started to buzz gas with friends. When he was 21 he began to sell heroin and used this drug and crack cocaine regularly.

Tommy has been in prison for most of his adult life and has a high number of convictions for Serious Assault and Permanent Disfigurement, Possession of Firearms and Breach of the Peace. He does, however, feel a lot of remorse for the things that he has done. Tommy was previously on a Drug Treatment and Testing Order, however, he was taken into custody for not complying with the order.

Tommy was released from prison in August 2015 and has not returned. Since leaving prison he has engaged with the Persistent Offenders Programme (POP) and has recently been discharged.

He did find it hard to adjust to community life, was lonely and anxious on a daily basis. He initially stayed in homeless accommodation although spent most of his time with friends. In November 2015, Tommy was referred to Turning Point Scotland's (TPS) Housing First Service (see section 6) in Renfrewshire. It took him a while to engage with the Housing First Service. The first assessment period usually takes place over 6 weeks but this was extended to give Tommy more time to get to know the staff as he had trust issues. Initially Tommy talked a lot about violent thoughts and seemed to be harbouring a lot of anger therefore staff at TPS carried out a risk assessment and assessed the risk as high. This was discussed with Tommy who became upset as he felt he was being judged and advised he would never hurt a member of staff. At this point he said he no longer wanted support. Instead of closing Tommy's case, however, staff sent him a text saying that they understood that he was upset and that he could contact staff whenever he felt ready. Tommy called a few days later, spoke about his feelings and agreed to meet with staff again.

Tommy refused the initial tenancy offered as the area was known for drug dealing and he wanted to get away from this. He was supported to apply to the Rent Deposit Scheme and was successful in obtaining a private let in an area of his choosing. Tommy is happy with his flat and was supported to set up his utilities, apply for furnishing through the Scottish Welfare Fund and attend appointments with services, particularly his GP and Job Centre Plus.

Although he receives practical support a lot of the support he receives is emotional and he often talks with staff about his childhood trauma and how this affected him. Tommy has since been supported by Victim Support and was referred to a counselling service. Tommy's GP also asked for psychological input from the addiction service to help him with his anger management. He has since been diagnosed with Post Traumatic Stress Disorder.

He is currently on Methadone and takes non-prescription drugs but is keen to stop both of these and gain employment in the near future. He actively tries to reduce his criminal activity by avoiding certain areas and people. The persistence of the support workers has helped him to respect himself as well as others. He has now been in his tenancy for over 18 months and although there have been some practical issues, these have been resolved and he is doing well.

3. LEGISLATIVE AND POLICY CONTEXT

3.1 The Ministerial Group on Offender Reintegration was established in October 2013 to address the need for better integration between the justice system and wider universal services. [The Report of the Ministerial Group on Offender Reintegration](#) found the needs of those serving short term sentences were complex and multifaceted.

3.2 The ability to access and sustain suitable accommodation is one of the SPS's nine key "Offender Outcomes" and is designed to guide its work on housing issues. Quality indicators within the HMIPS Standards for Inspecting and Monitoring Prisons in Scotland include the following:

- The prison encourages government agencies, private and third sector organisations who offer services relevant to the community integration needs of each prisoner to jointly agree an appropriate plan;
- As prisoners near release all reasonable steps are taken to ensure appointments and interviews are in place with relevant agencies; and
- As prisoners near release all reasonable steps are taken to ensure that accommodation will be available.

These quality indicators relate to the Prisons and Young Offenders Institutions (Scotland) Rules 2011, Section 130 and the Commentary to the European Rules for Juvenile Offenders section 100.2.

3.3 The [Community Justice \(Scotland\) Act 2016](#) places a legal duty on statutory Community Justice Partners (Local Authorities, Health Boards, Police Scotland, Scottish Fire and Rescue Service, Skills Development Scotland, Integration Joint Boards, Scottish Ministers (in practice SPS, Scottish Courts and Tribunal Service and Crown Office Procurator Fiscal Service) to engage in a planning process and report annually on their progress towards improving community justice outcomes.

3.4 The National Strategy for Community Justice (NSCJ), November 2016 states that 'Partnership working is crucial to improving community justice outcomes and Community Planning Partnerships (CPPs) have an important role to play in facilitating this. In addition to the statutory partners, this requires the input of a diverse range of individuals and organisations covering a wide-range of interests, including housing, employability, and health and wellbeing. The NSCJ also states that there is a duty on statutory partners to 'share information, provide advice and assistance, co-ordinate activities, and fund activities together'.

3.5 There is a statutory duty on partners to have regard to this strategy which provides a shared vision to help partners and communities work together effectively to improve community justice outcomes, while retaining the flexibility to adapt to local needs and circumstances. The NSCJ makes it clear that 'Housing should be safe, timely and appropriate to the person's needs as well as taking the victim's safety into account', especially where the person committing the crime and the victim are known to each other, for instance in cases of domestic abuse. The absence of such housing can prevent an individual from accessing other services, undermine any support they have received and increase their likelihood of reoffending. Those who are offered suitable accommodation are more likely to have positive outcomes in other areas of their lives such as health, employment, education, financial inclusion, families, relationships and social links within their communities'.

3.6 The NSCJ states that to improve access to housing, community justice partners, including SPS, housing providers and the Third Sector should: facilitate the early assessment of individual housing need on entry to custody and begin addressing these collaboratively at the earliest opportunity in order to maximise positive housing outcomes and prevent homelessness for people leaving custody.

3.7 They should also develop multi-agency protocols with local housing providers and third sector organisations in order to ensure the needs of those who have committed offences are identified (including substance misuse and mental health) and addressed. They should also ensure consistent access to suitable accommodation at all stages of the criminal justice process.

3.8 As well as providing statutory throughcare for those serving sentences of 4 years or more, sex offenders serving six months or more, those on Orders for Lifelong Restriction (OLR), those subject to an extended sentence or supervised release order criminal justice social work also provides voluntary throughcare or assistance. This is available to those not on a statutory order. This can be requested in custody or up to 12 months after release.

3.9 SPS Throughcare Support Officers support individuals on their journey into desistance by working with them to prepare for and successfully make the transition from custody into the community. They work collaboratively with the individual, families, colleagues and partners to develop an asset based individualised plan, acting as an advocate on their behalf with partner agencies and encouraging their motivation to change through sustained engagement with key services. This approach will build self-efficacy and is at the heart of unlocking the potential and transforming the lives of those in SPS care.

Housing, Homelessness and Housing Support

3.10 The Housing (Scotland) Act 1987, as amended, sets out the statutory basis for assessing a local authority's duties under the legislation and since the abolition of priority need in 2012 everyone who is accepted as unintentionally homeless has the right to settled accommodation. Section 37 of the 1987 Act also requires Local Authorities to have regard to guidance issued by the Secretary of State in regard to their homelessness functions. Prison Leavers are covered in both the [Code of Guidance on Homelessness 2005](#) and the [Prevention of Homelessness Guidance 2009](#).

3.11 The Housing (Scotland) Act 2001 requires local authorities to provide advice and information to any person in the authority's area about:

- Homelessness and the prevention of homelessness; and
- Any services which may assist a homeless person or assist in the prevention of homelessness and ensure this is available free of charge to any person in the authority's area.

Regulations have been laid on this: the Homeless Persons Advice and Assistance (Scotland) Regulations 2002 and guidance is contained within the Code of Guidance on Homelessness, May 2005.

3.12 The Code of Guidance on Homelessness, paragraph 9.2 states that 'when securing accommodation for applicants, the priority for local authorities must be to minimise the risk of homelessness recurring. This is not only in the interest of the applicant... but also in the interest of the local authority as repeated applications give rise to additional administration costs'.

3.13 Section 29 of the Housing (Scotland) Act 1987 as amended places an interim duty on local authorities to secure accommodation for an individual until it has reached a final decision on their

application, where they have reason to believe an applicant is homeless. This duty continues during the process of review if one is requested.

3.14 Anyone deemed to be unintentionally homeless is entitled to settled permanent accommodation. Those assessed as intentionally homeless still have a right to assistance with housing. The duty is to provide advice to assist the applicant retain their current accommodation or to assist them find alternative accommodation.

3.15 Section 17 of the Housing (Scotland) Act 2001 states that a social landlord may commence proceedings to recover possession of a property if they have reasonable grounds for believing that the house is unoccupied, and the tenant does not intend to occupy it as their home. Social landlords should make necessary enquires to ensure that both of the above conditions are satisfied before taking steps to end a tenancy. There could be valid reasons why a tenant would need to leave the house empty for some time, including a stay in prison and therefore this should form part of their enquiry. While there is a duty on tenants to let the landlord know if they are to be absent from the house for a period of time, failure on the part of the tenant to do so should not in itself constitute proof of abandonment. Every reasonable attempt should be made by the landlord to satisfy itself that the house is unoccupied and that the tenant has no intention of re-occupying it.

3.16 The Housing (Scotland) Act 2010 requires local authorities to assess the housing support needs of homeless applicants who are unintentionally homeless, or threatened with homelessness. The assessment of housing support may need to be ongoing and may be formed by the views of partner agencies. The local authority needs to ensure that housing support services are provided to those assessed as being in need of them. This duty includes people leaving prison who make a homelessness application.

3.17 Since 2010, advice and information has generally been provided through a Housing Options approach. This is an advice process which starts when someone approaches a local authority with a housing problem, and involves considering their housing options and choices in the widest sense, with a focus on early intervention. [Housing Options Guidance March 2016](#) published jointly by COSLA and the Scottish Government also details Local Authorities responsibilities in preventing homelessness and offering accurate and effective advice and assistance in order to help sustain or secure accommodation for those leaving prison.

3.18 The Housing (Scotland) Act 2010 also introduced “pre-action requirements” which social landlords have to follow before they can take a tenant to court for arrears of rent. These include giving the tenant clear information about their tenancy agreement, exploring eligibility for Housing Benefit, identifying sources of advice and assistance and, potentially, agreeing a payment plan for arrears. Individuals in prison who hold a tenancy and are in arrears of rent are also covered by these requirements.

3.19 [Social Housing Allocations: A Practice Guide March 2011](#) published by the Scottish Government states that ‘in allocating housing social housing landlords need to balance a range of factors:

- The individual's housing need;
- The suitability of the house for that applicant; and
- The needs of the community.

The guide also states that ‘they should always seek to make sure that the let is suitable and is likely to be sustainable. A suitable and sustainable let is one where there is a good probability of it providing a long-term and stable solution for that applicant’. The Code of Guidance on Homelessness states that ‘Examples of poor practice might include placing people in hard to let

housing which may exacerbate the problems which led to homelessness in the first place; or placing families with social or other problems in the same area, which can cause problems for both those from the area itself and for housing management.’ Cognisance also needs to be taken of stock availability and size. For some local authorities, the highest turnover of stock is in areas of low demand.

3.20 While there are varying staffing structures across each local authority area and differences in how they provide their service, all follow the Homelessness legislation and Housing Options Guidance. Local authorities can source housing for homeless people from their own stock and via Section 5 referrals or nomination arrangements to Registered Social Landlords (Section 5 was introduced by the Housing (Scotland) Act 2001).

Welfare

3.21 The Welfare Reform Act 2012 became law throughout the UK on 8 March 2012 and is a key element of the Government’s deficit reduction agenda. It introduced Universal Credit and changes to the Work Programme and is the biggest change to the welfare state in the last 60 years. Universal Credit and the benefit cap both have implications on the individual’s housing benefit. The 52 week housing benefit for remand prisoners will disappear as full service UC is rolled out to individual areas (due to complete in Scotland in September 2018). Individuals on remand or sentenced can claim the housing element of Universal Credit, provided: they were entitled to the benefit before entering custody; they received an award for accommodation costs; and their time in prison is not expected to exceed six months (this includes time on remand). If the claim is accepted, only the accommodation cost element of Universal Credit will be paid. In a full service area it is not possible to submit a claim for Housing Benefit, therefore for those who are not eligible for Universal Credit, rent arrears may accrue quickly. How much an individual receives is dependent on their circumstances. Universal Credit, like housing benefit, can only be backdated for up to one month. It is therefore critical to see individuals as early as possible on admission to prevent arrears building up and potential eviction. Early action and good communication are intrinsic to maintaining a tenancy. People leaving prison will not have to serve the 7 day waiting period before a new claim starts.

3.22 The Welfare Funds (Scotland) Act 2015 places a statutory duty on each local authority to maintain a Welfare Fund and the Welfare Funds (Scotland) Regulations 2016 set out how the fund should be administered. While Local Authorities have discretion over how the scheme is delivered, the [Scottish Welfare Fund - Statutory Guidance- April 2016](#) provides a framework as to how the needs of prisoners (and those they stay with on temporary release) should be considered.

Health and Social Work

3.23 The transfer of responsibility and accountability for the provision of health care from SPS to NHS Health Boards in 2011 followed the introduction of Sections 110 of the Criminal Justice and Licensing (Scotland) Act 2010. In addition, Health Board Provision of Healthcare in Prisons (Scotland) Directions 2011 came into force in 2011.

3.24 A national Memorandum of Understanding (MoU) and Information Sharing Protocol (ISP) between the SPS and NHS Health Boards have been in place since transfer, which set out agreed governance and information data sharing arrangements in the provision of health care services in prisons.

3.25 Local councils have a duty under the Social Work (Scotland) Act 1968 to assess a person's community care needs and decide whether to arrange any services. Any assistance should be based on an assessment of the person's care needs and should take account of their preferences.

3.26 Through the Public Bodies (Joint working) Act (2014), the integration of Health and Social Care should encourage improvement in partnership working to support people with complex needs, including those leaving prison. The reforms aim to ensure services are well integrated and that people receive the care they need at the right time, by the right person(s) and in the right setting to achieve the right outcome. The Act is centred on anticipatory and preventative care which involves adopting a "thinking ahead" philosophy of care that allows practitioners and their teams to work with people and those close to them to set and achieve common goals.

3.27 [The Road to Recovery: A New Approach to Tackling Scotland's Drug Problem](#) (2008), published by the Scottish Government highlights the need for promoting recovery from problem drug use to be considered explicitly with other national plans and strategies, rather than being considered in isolation and includes such areas as housing. It also stresses that integration and partnership working should be well developed to promote and support a prisoner's recovery, particularly after release from custody.

3.28 [Changing Scotland's Relationship with Alcohol: A Framework for Action](#) (2009) states that 'The provision of services to each individual should take into account other issues such as mental health, drug use or housing problems which may be significant factors in that individual's recovery.

3.29 [The Scottish Government's Mental Health Strategy](#) 2017-2022 states that 'The transition from prison back to the community is a particularly high risk period for people's mental health and continuity of care is important. Local Authorities have significant opportunities to develop joined up policy and service provision in this area.

Children and Young People

3.30 The Whole System Approach is the programme for addressing the needs of young people involved in committing crime. The approach emphasises the need for organisations to work together to support individuals and families with tailored support based on the needs of the individual. Early and effective intervention and transitions to and from the community are both key to this approach. [A Guide to Youth Justice in Scotland: policy, practice and legislation](#) published by the Centre for Youth and Criminal Justice in June 2017 gives an overview of historical developments which have determined how Scotland deals with children and young people who offend and outlines relevant policy, rights and legislation pertinent to this area of work.

3.31 On 1st April 2015, the Scottish Prison Service on behalf of the Scottish Ministers joined many other public bodies (including local authorities and health boards) in Scotland to become a national corporate parent under the Children and Young People (Scotland) Act 2014. Part 9 (Corporate Parenting) of the Children and Young People (Scotland) Act 2014 places responsibilities on corporate parents to improve the lives and futures of Scotland's looked after children, young people and care leavers. In practice, this means that partners must listen to the needs, fears, challenges and wishes of these groups and be proactive in their approach to improve outcomes and wellbeing.

3.32 A key need and pre-release area for Young People in the care of the SPS is housing and the SHORE Standards will help support this need. The Act also places a duty on corporate parents to collaborate to safeguard or promote their wellbeing. As corporate parents SPS and Local Authorities need to engage with each other to provide support with regards to appropriate accommodation options for Care Leavers, and have this area as a key feature within our Young Peoples plans if they are between the ages of 16 to 18 inclusive. If they are 19 to 25 inclusive they are entitled to after care. Aftercare is 'advice, guidance and assistance', which may include helping a young person to secure accommodation, education and employment opportunities.

3.33 Referral to family mediation and reconciliation service should be considered, depending on the individual's circumstances and if consistent with their welfare.

Women

3.34 Scotland has one of the highest female prison population rates in Northern Europe, a high proportion of whom are mothers. As women are more likely to be the primary carer, this impacts greatly on their children. Only a very small proportion of children stay in their own homes when their mother is in prison which means a move away from familiar surroundings. This in turn increases the likelihood of poor academic performance, mental health problems and involvement in the criminal justice system. The [Commission on Women Offenders Final Report](#) (2012) considered it 'imperative that mainstream service providers, such as health, education and housing, recognise their responsibilities and work collaboratively with each other and with criminal justice partners to facilitate the provision of all necessary services to women offenders.' The report also highlighted that 'Housing and suitable accommodation is a priority for vulnerable women. If a woman is admitted to bail and returns to an environment which has a negative effect on her life, it is more likely that she will not be able to address her offending behaviour and may breach the bail order. In some cases, it is not appropriate for the woman to return to the community where the offending is alleged, or found, to have been committed'.

4. AREAS FOR FURTHER STRATEGIC DEVELOPMENT

Through drafting these quality standards a number of future strategic developments have been identified for the Prison and Housing Leaders Network to consider:

- It is important that an individual's housing needs are assessed at the earlier stages of Arrest, at Court and handover arrangements are agreed with SPS. This requires consultation with Police Scotland, the Procurator Fiscal Service and the Scottish Court and Tribunal Services and will therefore appear in a future version by end 2019;
- Continue to develop the work around the resourcing and delivery of housing advice and support services within Scottish prisons;
- Work with Social Work and the Courts to ensure that background reports consider an individual's housing history and the affect that sentencing will have on their current housing situation. They should also be aware of recovery principles and standards, mental welfare, trauma and how to navigate health systems to ensure health and wellbeing;
- Staff delivering advice and advocacy services must be conversant with, amongst other things: housing and homelessness legislation, the welfare benefits system, the prison system and court processes, etc. Additionally, staff must have a mix of skills which cover interviewing, assessment, dealing with complex situations, planning and evaluation. Staff should be trained in the Scottish National Standards for Information and Advice to deliver consistency of approach. At the time of writing the SPS was collaborating with the Steering Group for the Housing Options Training Toolkit to reach a Partnership agreement. This would allow SPS free access to the full suite of blended learning materials in return for access to relevant SPS training materials to inform toolkit design and delivery;
- Develop connections with Integrated Joint Boards;
- Joint training for partners to understand each other's roles and the issues which individuals face;
- Generic information in accessible formats – easy read leaflets, information packs, induction loop;
- Establish and tap into Peer Support advisor schemes where possible, using appropriately selected, trained and supervised volunteers;
- Have identified link officers for prisons within Registered Social Landlords (RSLs);
- Develop links with bodies representing Private Landlords such as the Scottish Association of Landlords and the National Association of Landlords;
- Explore solutions for the storage of personal documents and belongings;
- Develop guidance for social landlords to work to in terms of intentionality, abandonment, rent arrears and eviction for those in and leaving prison;
- Make good use of independent living units and Home Detention Curfew (see section 6) to aid reintegration and provide skills that are aimed at reducing risk and increasing responsibility;
- Continue to roll out controlled access to internet for the completion of online applications for welfare and other services;
- Road test escorted release for viewing properties in advance of liberation.
- Make better use of IT for viewing purposes e.g. live screen viewings, skype calls;
- Continue to roll out access to Bank Accounts project across establishments;
- Secure appropriate ID for benefits and housing;
- Introduce a process for prisoners to make regular payments from their wages towards their rent account/arrears;
- Undertake a more detailed analysis of the housing issues for different groups of prisoners e.g. young people, women, older people etc. and ensure the standards are updated to reflect any specific findings;

- Keep a watching brief on the work emanating from the Scottish Government’s homelessness and rough sleeping action group and incorporate any learning into the document;
- Influence housing supply for people leaving prison through engagement with Community Justice Scotland (CJS)/Community Justice Partnerships (CJPs);
- Undertake work to ascertain cost of housing related support for service users and the resultant saving on prison, court and associated costs to inform a case for justice reinvestment in housing; and
- Develop a performance management framework to monitor the standards.

We anticipate an action plan being produced to inform the ongoing work of the Prison and Housing Leaders Network, including timescales and responsibilities. Progress will be reported through the monitoring arrangements detailed in paragraph 2.5.

5. NOTE ABOUT THE DOCUMENT

5.1 The Scottish Quality Standards for Housing Advice, Information and Support for people in custody have been developed collaboratively by a working group led by the Scottish Prison Service and with representation from Scottish Government, Chartered Institute of Housing, Association of Local Authority Chief Housing Officers, Scottish Federation of Housing Associations, Shelter, Scotland's Housing Network, Homelessness Action Scotland, Dundee City Council, Edinburgh City Council, South Lanarkshire Council and NHS. A number of organisations and groups were consulted in the process and these are listed in Appendix A.

5.2 The standards have been endorsed by ALACHO and SFHA and have been developed to ensure that everyone has access to sustainable housing on release. In turn this will contribute towards the prevention of homelessness and reoffending. The standards and outcomes detailed in this document describe the processes and results which service users expect community justice partners to achieve.

5.3 The standards will allow a smooth pathway from community to prison to community and have been written for use by SPS staff, Private prisons, Local Authority Housing and Homelessness staff, Registered Social Landlords, Third Sector advice and support agencies and service users themselves. It is important that service users know what to expect therefore a series of easy read leaflets will accompany this document.

6. NOTE ABOUT LANGUAGE

6.1 This section provides an explanation of some words and phrases used throughout the standards.

Appropriate	Suitable or fitting for the person or purpose
Home Detention Curfew	Home Detention Curfew (HDC) allows prisoners, mainly on shorter sentences, to serve up to a quarter of their sentence (for a maximum of six months and a minimum of two weeks) on licence in the community, while wearing an electronic tag.
Housing and Prison Leaders Network	The attendees at the Strategic Knowledge Exchange Event and the Task and Finish Group.
Housing First	Housing First is specifically for people whose homelessness is complex or chronic; often longstanding, recurring and accompanied by mental health issues, addictions and/or experience with the criminal justice system. It involves delivery of support, including peer support, to those with complex needs in mainstream tenancies, rather than the traditional stepped approach of emergency, then temporary accommodation before receiving a mainstream tenancy.
Independent Living Units	A stepping stone between the custodial environment and the ‘domestic’ situation, provided by the SPS in Cornton Vale, Greenock, Grampian and Castle Huntly.
Peer Support	Peer support is when people use their own lived experiences to help each other.
Psychologically Informed Environment	A Psychologically Informed Environment (PIE) “... is one that takes into account the psychological makeup – the thinking, emotions, personalities and past experience - of its participants in the way that it operates.” (Robin Johnson, co-author of “Psychologically Informed Services for Homeless People – Good practice guide” 2012, Department of Communities and Local Government).
Short Term Sentence	Less than four years.
Social Justice	The fair and proper administration of laws conforming to the natural law that all persons, irrespective of ethnic origin, gender, possessions, race, religion, etc., are to be treated equally and without prejudice.
Suitable	Defined by the person’s assessed need and an honest assessment of the options available. The best fit for the individual and optimum use of stock available.
Sustainable	Able to be maintained.

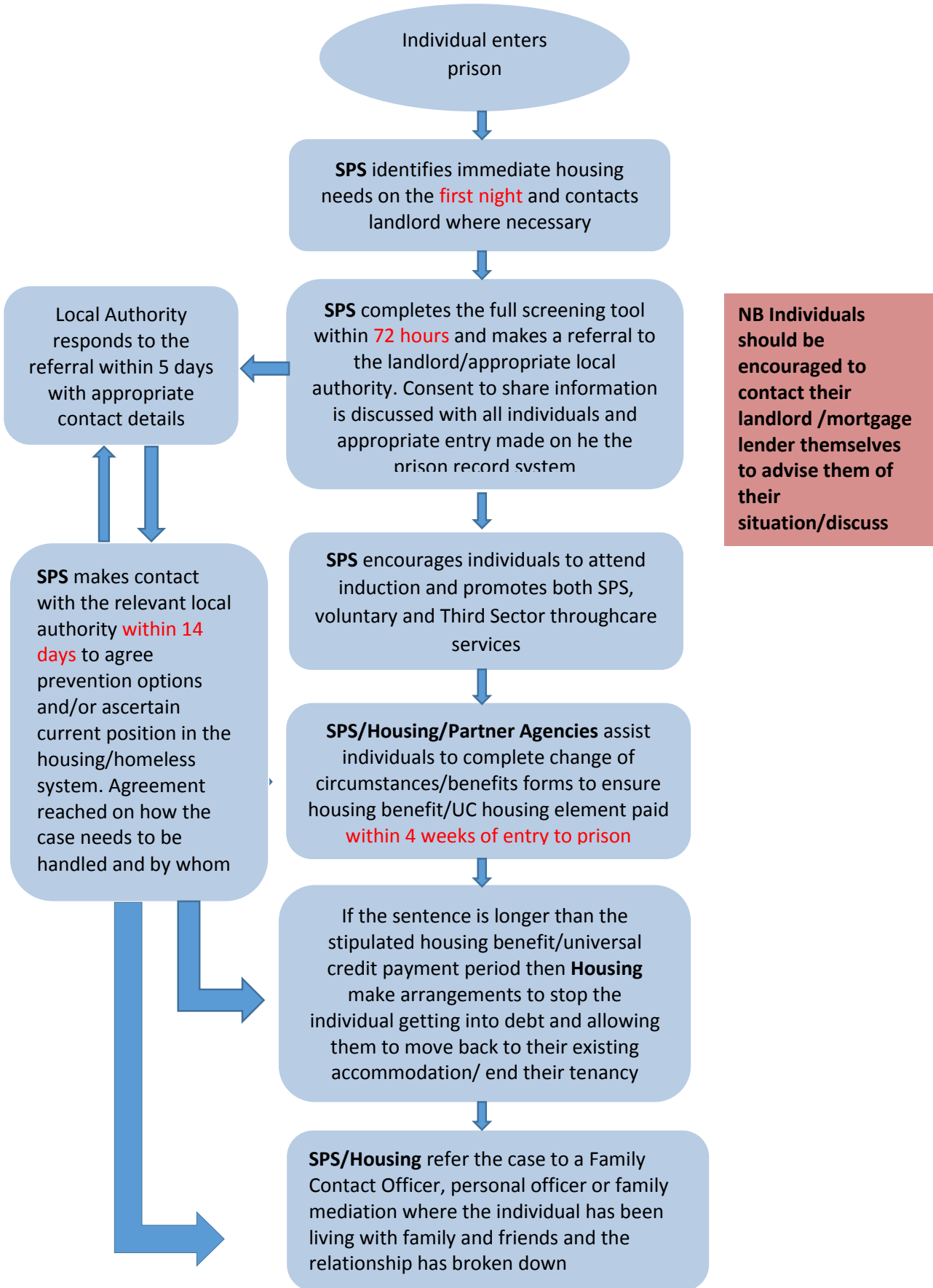
7. CHECKLIST FOR PARTNERS

On Imprisonment	When	Who
For all prisoners, including those on remand, identify immediate housing issues and contact landlord.	First Night	SPS
Complete full screening tool, identifying any housing and welfare issues, critical health and social care needs, employment issues and make referral to landlord/appropriate local authority/prison work coach/health professional.	72 hours	SPS through single point of contact provided by SHN
Discuss consent to share information with all individuals, the type of information to be shared and with whom and the likely consequences, making an appropriate entry on the prison record system.		SPS
Encourage individuals to attend induction		SPS
Assist individuals to complete change of circumstances/benefits forms to ensure Housing Benefit/housing element paid where possible.		Local Authorities/SPS/ Partner agencies
If the sentence is longer than the stipulated housing benefit/universal credit payment period, then landlords consider making arrangements, in order to help the individual from getting into debt and allowing them to move back into their existing accommodation/ end the tenancy appropriately. Independent Advocacy should be considered in these cases.		Housing/Landlord/SPS
Promote both SPS and Third Sector Throughcare services at induction and make appropriate referrals.		SPS
Encourage and assist individuals to contact their landlord to advise them of their situation.		SPS/Housing
Encourage and assist individuals who own their own home to contact their mortgage lender to discuss options.		SPS/Housing
Where an individual has been living with family and friends and the relationship has broken down refer to a Family Contact Officers (FCOs), Personal Officer or family mediation services (if consistent with welfare).	SPS/Housing	
Respond to referral.	Within 5 working days	Local Authority Housing Contact to Generic email address provided for Links Centre
Ascertain current position in the housing/homeless system and jointly agree prevention options, how the case should be handled and by whom.	14 days	Housing and SPS

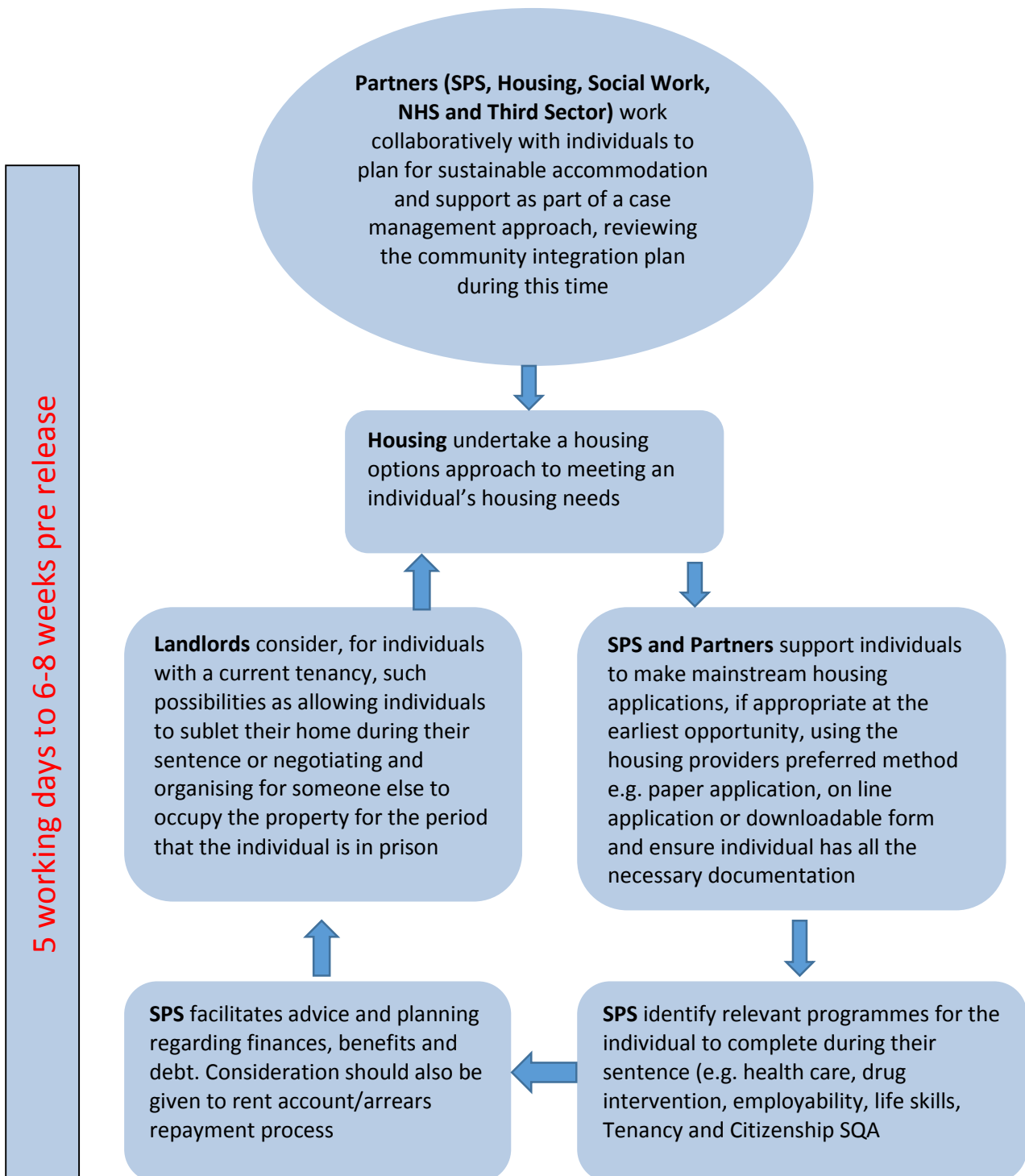
Adopt a Housing Options approach.	As early as possible	Housing
Support individuals to make mainstream housing applications, if appropriate, at the earliest opportunity, using the housing providers preferred method e.g. paper application, on line application, downloadable form and ensure individual has all the necessary documentation. Action to replace or retrieve documents if not.	As early as possible	SPS
During Sentence	When	Who
Partners work collaboratively with individuals to plan for sustainable accommodation and support as part of a case management approach.	5 working days to 6-8 weeks prior to release	SPS, Housing, SW, NHS and partners
Undertake a housing options approach to meeting the individual's housing needs.		Housing
Social landlords consider, for individuals with a current tenancy, such possibilities as allowing them to sublet their house during their sentence, negotiating and organising for someone else to occupy the property for the period that the individual is in prison or assisting them to terminate their tenancy and provide suitable accommodation on release.		Housing
Facilitate advice and planning regarding finance, benefit and debt. Consider whether interventions such as arrears repayment scheme are necessary.		SPS
Throughcare services are promoted to individuals and their families.		SPS
Identify relevant programmes for the individual to complete during their sentence (e.g. health care, substance recovery, employment, Tenancy and Citizenship SQA).		SPS
Prior to Release	When	Who
SPS staff in conjunction with partners review the individual's community integration plan throughout sentence to ensure appropriate accommodation is available on release.	Final reviews 6-8 weeks and 7 days prior to release	SPS staff and all partners involved in the plan
If homeless make contact with the appropriate Homelessness team to ensure Homelessness applications are completed in advance.	8 weeks prior to release	SPS/Housing (consider standard assessment form)
Individuals supported to complete and submit Scottish Welfare Fund application.	8 weeks prior to release	SPS/Housing
Accommodation and support arrangements put in place.	24-48 hours prior to release	Housing, SW, NHS
Relevant partners liaise with each other right up to release to ensure reintegration is as seamless as possible and agree on a lead officer.	Ongoing	SPS, Housing, Through care services, JCP, Health (including prison and community based, mental health, substance use or recovery services), Social Work, Education,

		PSP, Mentors Third Sector, Family, NHS
Following Release	When	Who
Partners work collaboratively with individuals in the community and continue to develop the agreed plan (Throughcare Support Officers involved for up to 12 weeks post release and possibly slightly longer if the individual requires additional support).	As agreed by all parties	SPS, Housing, Throughcare services, JCP, Health, Social Work, Education, PSP, Mentors 3 rd Sector, Family, NHS. Lead worker agreed
Housing progress reviewed by all parties involved at 12 weeks stage and at agreed timescales beyond this.	12 weeks	All parties involved led by lead worker.
Encourage a connection with Peer Support	Ongoing	All parties involved
Individuals are supported to sustain their accommodation and work towards their housing aspiration.	As agreed by all parties	Housing and relevant parties

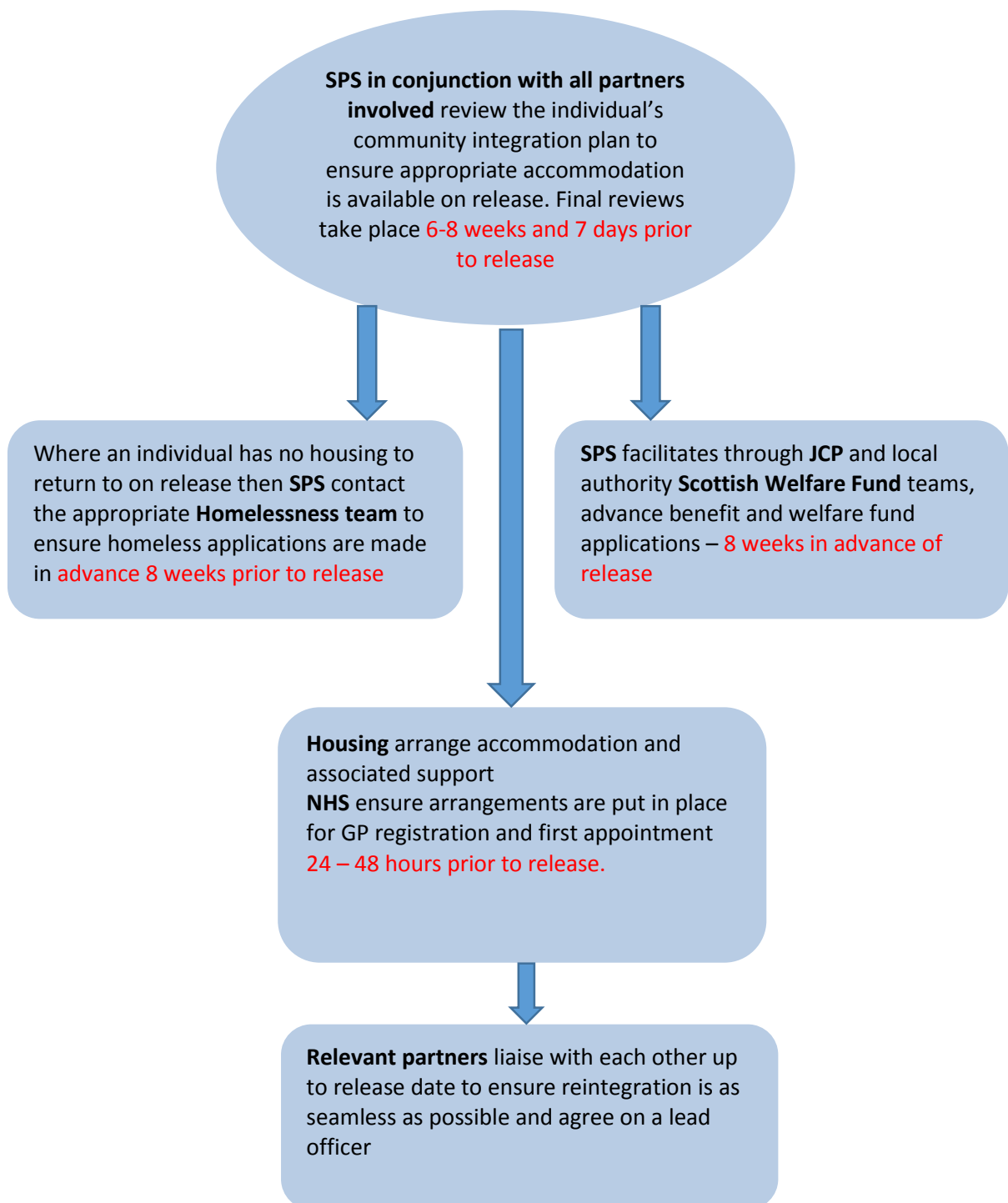
SHORE PROCESS



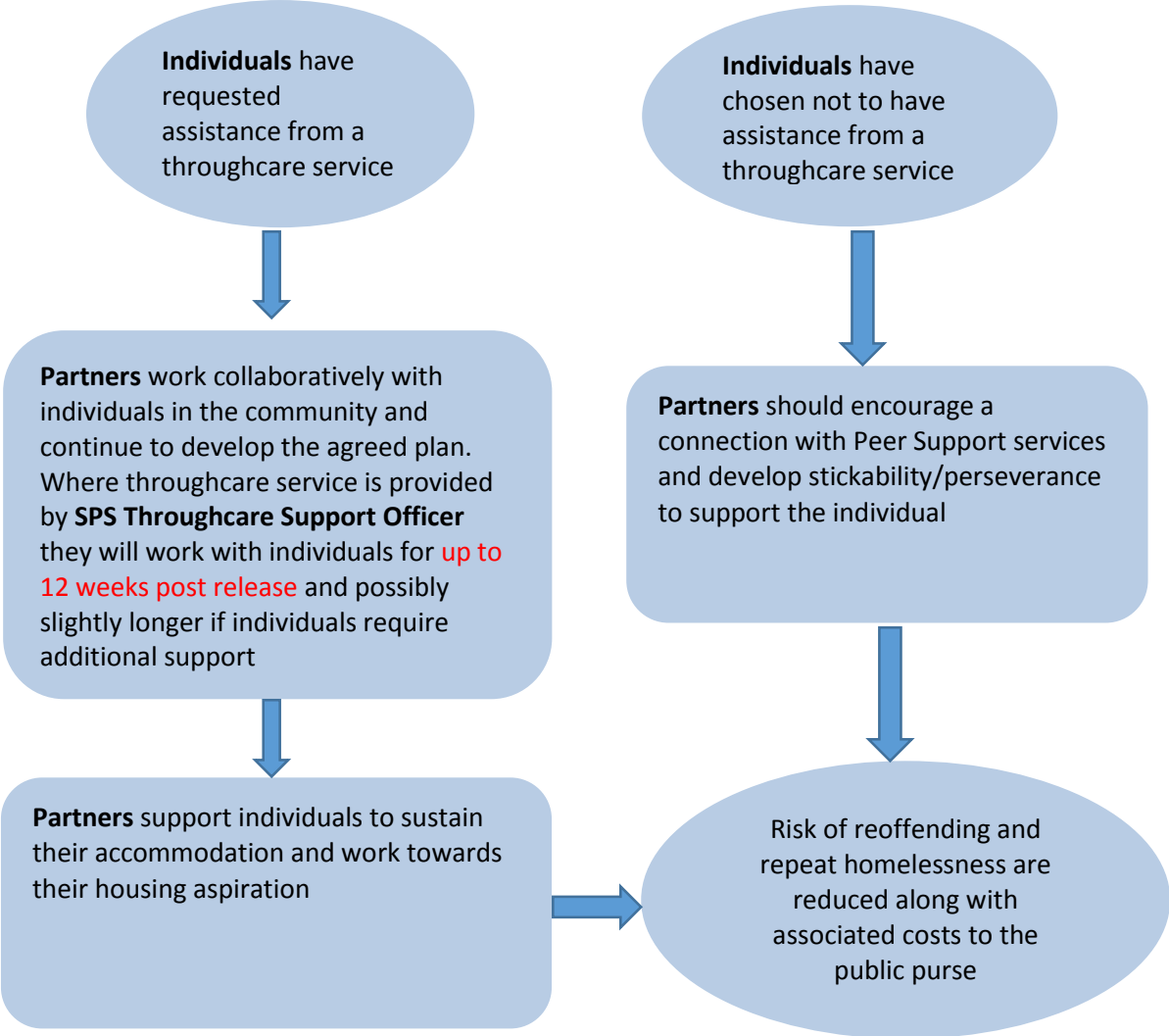
DURING SENTENCE



PRIOR TO RELEASE



FOLLOWING RELEASE



PRISON CONTACT DETAILS

Prison	Category	Priority Geographical Area	Details
Addiewell (Private Prison)	Young People – Remands Adult Male – Remands Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Adult Males – non offence specific protections Selected Adult Males for management reasons	North Lanarkshire South Lanarkshire	AD.Housing@sodexojusticeservices.com Tel: 01506 874500 Ext 3637
Barlinnie	Adult Male – Remands Adult Male – Convicted (STP) Adult Males – non offence specific protections Newly convicted or downgraded Adult Male LTPs awaiting space in prison of allocation Selected Adult Males for management reasons Adult Male – National Top End	Glasgow City	BarlinnieLinkCentre@sps.pnn.gov.uk Tel: 0141 770 290
Castle Huntly	All Adult Males who meet the criteria for open conditions	National	OpenEstateFamilyContactOfficers@sps.gov.uk and copy to Mark.Neal@sps.pnn.gov.uk) Tel: 01382 139 425
Cornton Vale	Women, Young Women – Remands Women, Young Women- Convicted Adult Women – Remands Adult Women – Convicted (All) Women(All) – National Top End	National	CorntonValeLinkCentre@sps.pnn.gov.uk Tel: 01786 832591
Dumfries	Young People – Remands Adult Male – Remands Adult Male – Convicted (STP) Adult Male – Sex Offender(LTP) Adult Male – Sex Offender (STP) Adult Males – non offence specific protections Selected Adult Males for management reasons	Primarily Dumfries and Galloway but also East Ayrshire North Ayrshire South Ayrshire	DumfriesLinkCentre@sps.pnn.gov.uk Tel: 01387 274615

Prison	Category	Priority Geographical Area	Details
Edinburgh	Adult Male – Remands Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Adult Male – Sex Offender (LTP) Adult Male – Sex Offender (STP) Adult Males – non offence specific protections Adult Women – Remands Adult Women – Convicted (All) Newly convicted or downgraded Adult Male LTPs awaiting space in prison of allocation Selected Adult Males for management reasons	City of Edinburgh East Lothian Midlothian Scottish Borders West Lothian Lanarkshire (Convicted Women only)	EdinburghLinkCentre@sps.pnn.gov.uk Tel: 0131 444 3110 or 0131 444 5211
Glenochil	Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Adult Male – Sex Offender(LTP) Adult Male – Sex Offender (STP) Selected Adult Males for management reasons	Clackmannanshire Falkirk Fife Stirling National Sex Offender Facility	GlenochilThroughcareSupprt@sps.pnn.gov.uk Tel: 01259 767364 or 01259 767327
Grampian	Young Male Remands Young Male Convicted Young Women Remands Young Women Convicted Adult Male Remands Adult Women Remands Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Adult Women Convicted (STP) Adult Women Convicted (LTPo) Newly Convicted or downgraded Adult Male LTPs awaiting space in prison of allocation Selected Adult Males or Women for management reasons Adult Male Convicted assessed suitable for Community Access with up to 24 months left to serve depending	Aberdeen Aberdeenshire Moray(part) Adult } All Shetland Males Aberdeen Aberdeenshire Moray Highland Shetland Orkney Western Isles } All Women and YOs	GrampianThroughcare@sps.pnn.gov.uk Tel : 01779 485796

Prison	Category	Priority Geographical Area	Details
	on sentence length Young People and Women assessed suitable for Community Access with up to 24 months left to serve depending on sentence length		
Greenock	Young People Remands Adult Male Remands Adult Male Convicted (STP) Adult Male – National Top End Adult Women Remands Adult Women – Convicted (All) Adult Women assessed suitable for community access with a minimum 12 months still to serve	Argyll and Bute East Dunbartonshire East Renfrewshire Inverclyde Renfrewshire West Dunbartonshire	GreenockLinksCentre@sps.pnn.gov.uk Tel: 01477 5787801 Ext 271
Inverness	Young People – Remands Adult Male Remands Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Selected Adult Males for management reasons Adult Women assessed suitable for community access with a minimum 12 months still to serve	Highland Moray Western Isles Orkney Isles	InvernessLinks@sps.pnn.gov.uk Tel: 01463 229030
Kilmarnock (Private Prison)	Young People – Remands Adult Male Remands Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Adult Males – non offence specific protections Selected Adult Males for management reasons	Remands/STPs with Ayrshire Postcodes LTPs from Dumfries and Galloway East Ayrshire North Ayrshire South Ayrshire	linkcentre.kilmarnock@serco.cjsm.net Tel: 01563 548873
Low Moss	Adult Male Remands Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Selected Adult Males for management reasons	Argyll and Bute East Dunbartonshire East Renfrewshire Inverclyde Renfrewshire West Dunbartonshire	LowMossLinks@sps.pnn.gov.uk Tel: 0141 762 9641

Prison	Category	Priority Geographical Area	Details
Perth	Adult Male Remands Adult Male – Convicted (STP) Adult Male – Convicted (LTP) Adult Males – non offence specific protections Newly convicted or downgraded Adult Male LTPs awaiting space in prison of allocation Selected Adult Males for management reasons	STPs and LTPs from Angus Dundee City Perth & Kinross LTPs from Aberdeen City Aberdeenshire Eilean Siar Highland Moray Orkney Shetland	PerthLinkCentre@sps.pnn.gov.uk Tel: 01738 458138
Polmont	Young People – Remands Young People – Convicted (All) Adult Females	National for convicted young offenders, young remands and female adults	PolmontLinksCentre@sps.pnn.gov.uk Tel: 01324 722 669
Shotts	Adult Male – Convicted (LTP) Adult Males – non offence specific protections Selected Adult Males for management reasons Adult Male – Convicted (10years to Life)	Glasgow City Dumfries and Galloway East Ayrshire North Ayrshire South Ayrshire LTPs other than those allocated to Edinburgh, Kilmarnock, Low Moss or Perth	ShottsLinksCentre@sps.pnn.gov.uk Tel: 01501 824061

Local Authority	Housing Options Contacts
Aberdeen City Council	HousingAccessTeam@aberdeencity.gcsx.gov.uk Tel: 01224 523502
Aberdeenshire Council	PrisonProtocol@aberdeenshire.gcsx.co.uk Tel: 01467 534719
Angus Council	PrisonProtocol@angus.gcsx.gov.uk Tel: 03452 777 778
Argyll and Bute Council	Douglas.Whyte@argyll-bute.gov.uk Tel: 01546 604 785
Clackmannanshire Council	home@clacks.gov.uk Tel: 01259 225115
Comhairle nan Eilean Siar	hservice@cne-siar.gov.uk Tel: 01851 822821
Dumfries and Galloway Council	East Prison Liaison Officer: Nicola.Carson@dumgal.gov.uk West Prison Liaison Officer: Shona.Forsyth@dumgal.gov.uk Tel: 030 33 33 3000
Dundee City Council	andy.whitelaw@dundeecity.gcsx.gov.uk Tel: 0800 633 5843 (Homeless/Housing Options) Stewart.steen@dundeecity.gcsx.gov.uk Tel: 01382 307376 (Tenancy issues)
East Ayrshire Council	HOMELESSNESS@east-ayrshire.gov.uk Tel: Housing Options Service -01563 554554
East Dunbartonshire Council	Lynsey.Douglas@eastdunbarton.gov.uk lynn.ross@eastdunbarton.gcsx.gov.uk stuart.mcdonald@eastdunbarton.gcsx.gov.uk Tel: 0141 578 2133
East Lothian Council	Homelessness@eastLothian.gov.uk Tel: 01620 827536
East Renfrewshire Council	housingallocationenquiries@eastrenfrewshire.gov.uk Tel: 0141 577 3001
Edinburgh City Council	HousingSOLO@edinburgh.gcsx.gov.uk Tel: 0131 529 5105
Falkirk Council	ATHhomeless@falkirk.gov.uk Tel: 01324 503600
Fife Council	rso.info@fife.gov.uk Tel: 03451 55 55 55 x 480411
Glasgow City Council	prisonct@glasgow.gov.uk Tel: 0141 770 2130
Highland Council	housingoptions@highland.gcsx.gov.uk Tel: 01349 886602
Inverclyde Council	homelessness.services@inverclyde.gov.uk Tel: 01475 558125
Midlothian Council	Homelessness.Enquiries@midlothian.gov.uk Tel: 0131 271 3397
Moray Council	Housing.options@moray.gov.uk Tel: 0300 1234566
North Ayrshire Council	Housing-info-advice@north-ayrshire.gov.uk Tel: 01294 314600
North Lanarkshire Council	GormleyA@northlan.gcsx.gov.uk Tel: xxx
Orkney Islands Council	lesley.mulraine@orkney.gov.uk

Local Authority	Housing Options Contacts
	Tel: 01856 873535 x 2174
Perth and Kinross Council	housingoptionsandsupport@pkc.gov.uk Tel: 01737 476000 or out of hours 0800 917 0708
Renfrewshire Council	prisonreferrals.hps@renfrewshire.gcsx.gov.uk Tel: 0141 618 5586/0141 618 5806
Scottish Borders Council	homelessnessservices@scotborders.gov.uk Tel: 01896 661385
Shetland Islands Council	ibray@shetland.gcsx.gov.uk Tel: 01595 744 378
South Ayrshire Council	housingoptionsteam@south-ayrshire.gov.uk Tel: 0300 123 0900
South Lanarkshire Council	hroenviroscanning@southlanarkshire.gcsx.gov.uk Tel: 0141 584 2716
Stirling Council	huttonl@stirling.gcsx.gov.uk Tel: 01786 237900
West Dunbartonshire Council	homeless@wdc.gcsx.gov.uk FAO Madeleine Russell Resettlement Officer Tel: 01389 776 951
West Lothian Council	customer.services@westlothian.gov.uk 01506 280000 Homeless duty officer 01506 281588

List of individuals and organisations consulted in the drafting of this document:

Access to Housing and Customer Strategy Manager, City of Edinburgh Council

Association of Local Authority Chief Housing Officers (ALACHO)

Barlinnie Throughcare Group

Chartered Institute of Housing

Consultant in Public Health, NHS Fife

Criminal Justice Voluntary Sector Forum

Edinburgh, Lothian and Borders Housing Options Hub

Focus Groups at HMP Polmont

Glasgow Homelessness Network

Glasgow and West of Scotland Forum of Housing Associations

Glasgow North East Locality Partners

Greater Glasgow Health and Social Care Partnership

Housing Support and Homelessness Manager, South Lanarkshire Council

Housing Strategy Officer, Dundee City Council

Improving Life Chances Group

Low Moss Housing Sub Group

Moderator, Church of Scotland

North Housing Options Hub

Organisational Lead, Human Rights, NHS Scotland

Housing Manager, Paisley Housing Association

Policy Officer, Highland Council

Positive Steps

Renfrewshire Homeless Partnership

Scotland's Housing Network

Scottish Federation of Housing Associations

Scottish Government Community Safety Team

Scottish Government Homelessness Team

Scottish Government Social Housing Charter and Regulation Manager

Senior Health Improvement Officer - Public Service Reform, NHS Health Scotland

Shelter Scotland

The Simon Community

South West Housing Options Hub
SPS Governors in Charge – HMP Edinburgh and Shotts
SPS Head of Health and Wellbeing
SPS Head of Offender Case Management
SPS Head of Offender Outcomes (including private prisons)
SPS Throughcare Support Officers
Tayside, Fife and Central Housing Options Hub
West of Scotland Housing Options Hub

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